

Welcome

Welcome to Club Seating

The United Center welcomes you to Lexus Club Seating! We are pleased you have chosen to join us to enjoy the best in family entertainment, concerts and special events. In addition, we are the home of the Chicago Blackhawks and the six-time World Champion Chicago Bulls.

Club Seating is sure to be an enjoyable experience for you and your guests, whether they are business clients or family members. Perks include fine dining at the exclusive Stadium Club on the Lexus Club Level restaurant, waiter and waitress service, reserved parking and theatre-style seats. United Center Club Seating is committed to delivering exceptional convenience, comfort and service with a smile.

The Premium Seating Department is devoted to your continued satisfaction. We are ready to assist you in any way we can. Please call or e-mail us with any questions or problems you may have. Our goal is to make your Club Seating experience as pleasurable as possible.

We hope these policies and procedures help to enhance your Club Seating experience and ensure that you and your guests receive the best service at the United Center.

The following policies and procedures are subject to change or adjustment at any time at the sole discretion of United Center management and Bismarck Enterprises, based on conditions and circumstances.

Policies and Procedures

Access Policies

To access the Club Seating level, you may enter Gates 2 and 3 on Madison Street or Gates 6 and 7 on the Adams Street side of the United Center. On the Club Seating level, it will be necessary to have a ticket identified specifically as a Club Seat (200 Level) ticket to enter this level. However, the guests of Club Seat members dining at The Stadium Club on the Lexus Club Level restaurant who have either 100 or 300 Level tickets for that event may gain access to the Lexus Club level by checking in at Gate 7 where a reservation list will be maintained.

For Blackhawks and Bulls games, the doors open one and a half hours prior to the scheduled start of the game. Club Seat members and their guests who arrive for a 5:30 p.m. dinner reservation in The Stadium Club on the Lexus Club Level (prior to the time when the doors open), will be given to access through Gate 7.

Children's Entrance Policy

Children 36" or over in height are required to have a ticket for admission. For most events, any child under this height who enters without a ticket must share a seat with an accompanying adult. However, there are some events that require everyone to have a ticket.

Departure Policies

If you plan to leave the Club Seating level, be sure to take your ticket with you to ensure re-entry to the Club Seating level should you desire to return. And please remember that once you leave the building, there is absolutely no re-entry.

Following the conclusion of most United Center events, the Lexus Club Level seating and lounge areas will be cleared in a timely fashion consistent with the United Center's other levels. However, The Stadium Club on the Lexus Club Level will remain open up to one hour after most events for guests who wish to wait until traffic clears. This policy is subject to change on days when there are multiple events or under special circumstances at the discretion of United Center or Bismarck Enterprises Management. For more information on The Stadium Club on the Lexus Club Level, please refer to pages 5-8 of this handbook.

Policies and Procedures

Smoking Policy

The City of Chicago has passed a new Clean Indoor Act of 2005. This non-smoking ordinance prohibits any type of smoking anywhere in the United Center. Severe penalties may result if a club seat member or guest is reported to be smoking inside the United Center. Therefore, the United Center will have no choice but to strictly enforce this new ordinance

If you or your guests insist on smoking, the ordinance requires that it be outside of the building. To accommodate this, we have set aside an area outside of Gate 7 on the 100 level for smokers. This area will be the only place where our patrons may smoke and then reenter the United Center.

Ticket Policy

Once a Club Seat Member purchases other event tickets at the United Center through the Box Office, there are no refunds or exchanges. Any Club Seat Member may have his/her rights to purchase other event tickets revoked if such tickets are sold through a ticket scalper or broker.

Appropriate Behavior

For the comfort, safety and enjoyment of all our Club Seat members, the United Center requests that all guests maintain appropriate behavior at all times.

No pets, except for certified service animals, will be allowed on the Club Seating level or elsewhere in the United Center.

General Rules and Policies

Please remember that outside food and drinks, coolers, bottles, cans or laser pens and pointers are not permitted inside the United Center. Certain events may expand the prohibited items list.

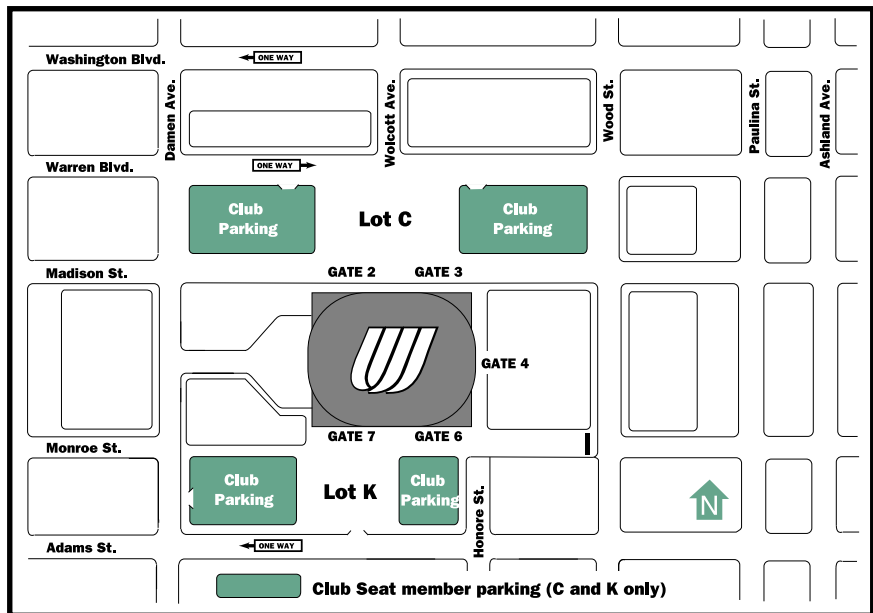
Policies and Procedures

Club Seat Member Parking

Club Seat members have reserved parking in fenced, well-lit and clearly marked parking lots adjacent to the United Center for all Blackhawks or Bulls preseason, regular season and playoff games. All Club members who purchase tickets to other events will also have the right to purchase one preferred parking pass (in lot C or K) for such events. Details on how to obtain parking for other events will be included with the fax transmission announcing each event.

Parking for Club Seat members is located in lots C and K. Parking coupons are good for one space each. Please attach the parking coupon to the rear view mirror of your car to allow the parking attendant to recognize you as a Club Seat member.

Club Seat members with two to four tickets receive a complimentary, reserved parking space in a closed-in, paved lot for all Blackhawks or Bulls preseason, regular season and playoff games. Club Seat members with five seats or more will be provided with two parking passes.



Policies and Procedures

The Stadium Club on the Lexus Club Level Membership

The Club Seating level offers members the exclusive use of The Stadium Club on the Lexus Club Level restaurant. This spectacular 225 seat restaurant – features a varied and delicious dining menu for the very best in entertaining and socializing.

Generally, The Stadium Club on the Lexus Club Level will open two hours prior to the event and remain open up to one hour after. Dining reservations are available to Club Seat members on a reservation-only basis (first-come, first-served). Reservations will be accepted beginning two weeks prior to the scheduled event. There are no reservations necessary for the bar. However, when The Stadium Club on the Lexus Club Level is at full capacity, Bismarck Enterprises reserves the right to limit the number of Club Seat members and their guests. For more detailed information, please see the section titled: The Stadium Club on the Lexus Club Level Policies and Procedures. To make a reservation at The Stadium Club on the Lexus Club Level restaurant call (312) 455-CLUB (2582).

All food and beverage service in the United Center will be provided exclusively by Bismarck Enterprises.

Waiter/Waitress Service

The Club Seating level will offer waiter/waitress service directly to your seat. In addition, Bismarck Enterprises will provide a wide variety of food and beverages at concession stands conveniently located throughout the Club Seating level. Club Seat members will also have access to all concession stands located on the 100, 200 and 300 Level concourses.

Other Club Seat Member Amenities

As a Club Seat member, not only will you enjoy spectacular seats and exclusive perks and privileges, but you will share in the conveniences offered by the world's best entertainment facility. Here's some of what you will enjoy at the United Center:

- Access to tickets for other non-Bulls and non-Blackhawk events (see page 9).
- Special attendants located on the Club Seating level will handle questions and special requests.
- Coat check and parcel services.
- Fully furnished, hotel lobby-style lounge areas complete with full bar service.
- Private telephone booths.

Policies and Procedures

The Stadium Club on the Lexus Club Level

Club Seat members and their guests may use The Stadium Club on the Lexus Club Level dining room and bar facilities prior to all Blackhawk and Bulls games and most non-Blackhawk and non-Bulls events open to the general public, in accordance with The Stadium Club on the Lexus Club Level policies.

Admission to The Stadium Club on the Lexus Club Level and Bar

The Stadium Club on the Lexus Club Level opens two hours prior to the start of each Blackhawks or Bulls game. Club Seat members and their guests who arrives prior to the gates' opening will be permitted to access The Stadium Club on the Lexus Club Level through Gate 7, located on the south side of the United Center. For all non-Blackhawk and non-Bulls events, please call The Stadium Club on the Lexus Club Level for reservation times and gate instructions at **(312) 455-CLUB (2582)**.

The Stadium Club on the Lexus Club Level Hours

The Stadium Club on the Lexus Club Level will generally open two hours prior to the start of the event and remain open until one hour after the event. However, this policy is subject to change at the discretion of Bismarck Enterprises and/or the United Center.

Pre-Event

Admission to the dining room for the dining service is on a reservation basis. The bar area is available for dining on a first-come, first-served basis. Day of event seating may or may not be available. To enter Club Seating level, it will be necessary to have a ticket identified specifically as a Club Seat (200 Level) ticket. However, the guests of Club Seat members dining at The Stadium Club on the Lexus Club Level who have either 100 or 300 level tickets for a particular event may gain access to the Lexus Club level by checking in at Gate 7 where a reservation list will be maintained.

Post-Event

Admission to The Stadium Club on the Lexus Club Level for the post-event seating requires a Club Seat (200 Level) ticket to the particular event. Seating will be offered on a first-come, first-served basis. A light menu, desserts and beverages will be served.

The Stadium Club on the Lexus Club Level Bar

Admission to the bar requires a Club Seat (200 Level) ticket to the particular event. Seating will be offered on a first-come, first-served basis. This policy is subject to change at the discretion of Bismarck Enterprises.

Policies and Procedures

Reservations for The Stadium Club on the Lexus Club Level Restaurant

Each Club Seat member is limited to one reservation per event, subject to seating availability, special programming, and The Stadium Club on the Lexus Club Level policies. Club Seat members can make pre-event reservations for the dining room by calling a Stadium Club on the Lexus Club Level representative at **(312) 455-CLUB (2582)**.

Reservations may be made between 9:00am and 5:00pm, Monday through Friday. Reservations will be accepted beginning two weeks prior to the scheduled event. For example, if the date of the event at the United Center is May 20th, then the Club Seat member may make reservations beginning on May 6th at 9:00am. If the date two weeks prior to the event falls on a weekend or holiday, the Club Seat member may call the next business day. The member's name, section, row, seat number, telephone number and number of guests must be given when making the reservation.

Only the authorized representatives on file with The Stadium Club on the Lexus Club Level may make reservations. To authorize up to two additional names on your account, please contact a Stadium Club on the Lexus Club Level representative at (312) 455-CLUB (2582).

Size of Parties

Most of the tables in the dining room are set up for parties of 2 or 4. However, a limited number of tables for parties of 6 are available. Larger parties will be accommodated on a space available basis.

Reservations Confirmation Policy

During Blackhawk games, The Stadium Club on the Lexus Club Level will be available only to Blackhawk Club Seat members. During Bulls games, The Stadium Club on the Lexus Club Level will be available only to Bulls Club Seat members. On non-Blackhawk and non-Bulls events, when The Stadium Club on the Lexus Club Level is open, all Club Seat members will be given reservations on a first-come, first-served basis.

Due to the limited space in The Stadium Club on the Lexus Club Level, reservations will be held for only 15 minutes past the reservation time. In the event of unforeseen circumstances please call **(312) 455-CLUB (2582)** to notify The Stadium Club on the Lexus Club Level; we will make every effort to accommodate late reservations.

Cancellation Policy

Due to the limited seating capacity, cancellation of pre-event seating at The Stadium Club on the Lexus Club Level less than 24 hours before event time will result in the forfeiture of a \$10 per person charge. This charge will be billed directly to the credit card on file with the United Center Premium Seating Department. Upon cancellation of a reservation, the Club Seat member will receive a cancellation confirmation number.

Policies and Procedures

Children's Policy

Children of any age will be allowed in The Stadium Club on the Lexus Club Level. A limited children's menu will be offered.

Dress Code Policy

A dress code will be strictly enforced in The Stadium Club on the Lexus Club Level. Slacks and collared shirts are appropriate for men. Dresses, skirts, slacks, and dress shirts or blouses are appropriate for women. Blue jeans and tailored shorts are acceptable, but running/gym shorts, cut-offs, sweatpants, torn or soiled jeans or t-shirts and other abbreviated attire will not be allowed. Any questions on what is acceptable must be directed to Bismarck Enterprises.

It is important for the Club Seat members to notify their guests about the dress code.

Smoking Policy

The City of Chicago has passed a new Clean Indoor Act of 2005. This non-smoking ordinance prohibits any type of smoking anywhere in the United Center. Severe penalties may result if a club seat member or guest is reported to be smoking inside the United Center. Therefore, the United Center will have no choice but to strictly enforce this new ordinance

If you or your guests insist on smoking, the ordinance requires that it be outside of the building. To accommodate this, we have set aside an area outside of Gate 7 on the 100 level for smokers. This area will be the only place where our patrons may smoke and then reenter the United Center.

Payment Policy

The Stadium Club on the Lexus Club Level accepts Visa, MasterCard, American Express and Discover Card. Cash payments will also be accepted. The Stadium Club on the Lexus Club Level does not accept personal checks.

Ticket Information

Chicago Blackhawks and Chicago Bulls Club Seat Tickets

Each team's Club Seat members will receive his/her Club Seat tickets for every pre-season and regular season game. The Club Seat tickets and parking coupons will be mailed prior to the pre-season by the respective team. In addition, each team's Club Seat members may purchase their same seats for every playoff game.

Securing Tickets to Non-Blackhawk and Non-Bulls Events (Concerts, Ice Skating Shows, etc.)

Club Seat members have the right to purchase tickets to most other United Center events open to the general public (excluding Blackhawk games for Bulls Club Seat members and excluding Bulls games for Blackhawk Club Seat members.) **There may be events where it will not be possible to offer every Club Seat member tickets. The United Center reserves the right, in its sole discretion, to refrain from offering tickets to certain events where the United Center seating capacity, or the policies of an artist, promoter or presenting organization will not allow us to provide this opportunity to a Club Seat member.**

Because both Blackhawk and Bulls ticket holders will occupy the same Club Seats, the seats in the Club Seating level for other events will be offered on a first-come, first-served basis to Club Seat members of both teams. However, if conflicts arise your order will be filled with the next best 200-Level seats. However, depending on the responses, some seats may need to be assigned in the 300-Level. For multiple performance shows and depending on the stage configuration for each event, the United Center will endeavor to provide each team's Club Seat members with the opportunity to purchase their seats for at least one of the shows.

Maps of the Club Seating sections (**200-Level**) in the United Center are provided **on pages 17 through 19** of this handbook for several anticipated concert stage and other event configurations.

United Center Small Theatre

The United Center is now ready to host intimate theatre-style events (generally between 3,000 and 10,000 guests). We are excited to bring first-class entertainment acts to the United Center that otherwise would have played other venues. In these smaller configurations, there will be club seats with obstructed views of the stage beyond those normally restricted for standard United Center shows. The club seats affected will depend on the use and placement of draping, lighting and sound equipment. Furthermore, due to reduced seating capacities for these theatre-style events, you may not be able to order your normal number of club tickets. However, we will attempt to make tickets available for all club members to purchase. The number of tickets made available will be determined on an event-by-event basis by the show promoter and will be designated on your ticket order form for that event.

Ticket Information

Relocation of Club Seat Members for Non-Theatre Obstructed View Events

Depending on stage design and configuration, Club Seats may have an obstructed view. Obstructed view seats will be determined by the performer(s) on an event by event basis.

Generally, for 180° stage events, Club Seating sections 220 to 232 are assumed to have an obstructed view of the stage. Generally for 270° stage events, Club Seating sections 221 to 231 are assumed to have an obstructed view of the stage.

Each team's Club Seat members who are sitting in obstructed view seats for 180° and 270° stage events will receive the next best available seat locations on the 200 or 300 Levels for those events. For a one-day event, seat assignments will be on a first-come, first-served basis.

For two-day events, three-day events and multiple-performance events, Blackhawk and Bulls obstructed view Club Seat members will be assigned first and second event dates on an alternating basis.

Ticket Distribution

One-Day, Two-day, Three-Day and Multiple-Performance Events:

All Chicago Blackhawk and Chicago Bulls Club Seat members will be treated on an alternating basis with regard to the event date selections.

One-Day Events and Events Where the Possibility Exists of a Second Event Being Added at a Later Date: Each team's Club Seat members will be given the opportunity to purchase their seats for this event on a first-come, first-served basis. The Club Seat member who didn't receive his/her seats will have the opportunity to be relocated to the next best available seat locations on the 200 or 300 Levels.

Two-Day Events and Three-Day Events: Blackhawk Club Seat members will receive their seats for one event date and the Bulls Club Seat members will receive their seats for a different event date. The Blackhawk and Bulls Club Seat members will be assigned first and second event dates on an alternating basis.

Multiple Performance Events (More Than Three Events, Such As Ice Shows, Circuses, etc): Blackhawk Club Seat members will receive their seats for one event date and Bulls Club Seat members will receive their seats for a different event date. Blackhawk and Bulls Club Seat members will be assigned first and second event dates on an alternating basis. All other event tickets will be released for general public sale. The United Center management in its sole discretion will select the dates for each team's Club Seat members.

Announcing the Events

Communication with Club Seat Members and Ordering Tickets and Parking

Passes: In offering the Club Seat members the opportunity to purchase tickets and parking to other events, the United Center will communicate with Club Seat members

Ticket Information

via e-mail in advance of tickets going on sale to the general public (in most cases). **It is essential that all Club Seat accounts have access to e-mail to receive event notification and to e-mail back requests for tickets and passes.**

Event Notification and Ticket Requests

Prior to most events going on-sale to the general public, Club Seat members will receive an e-mail form which will announce the event, date, time and description of event (if needed) as well as solicit your response for tickets and/or parking.

The following **example** illustrates how an event would be offered for sale to Club Seat members prior to a Saturday morning sale of tickets to the general public and not necessarily before the public on sale. **(it is important to remember an event could be announced any day of the week):**

Step 1: On Sunday night a week prior to general public announcement, Club Seat event notifications will be e-mailed to each team's Club Seat members (one notification per account).

Step 2: Upon receiving the notification, members must complete the e-mailed form if they desire to purchase their Club Seat tickets for the event.

Step 3: Club Seat members accounts will then e-mail back the completed form prior to the Thursday 5:00pm deadline.

Step 4: We will process ticket and parking requests on a first-come, first-served basis. If your seats (or others nearby) are available, we will charge your credit card account and will mail your tickets and/or parking passes to you. On Saturday morning, the remaining tickets will go on sale to the general public.

For your protection all tickets to United Center events will be mailed to the address set forth on the season ticket account.

The United Center cannot be responsible for an email not received or if the Club Seat Member has given the United Center an incorrect and/or old email address.

What If I'm Late or Don't Respond?

If the United Center does not receive a completed e-mail response form from a Club Seat member, or if a response is received but misses the ticket deadline, either situation will be considered as "No Interest" for the event.

Changes in Account Information

Simply state in writing the necessary changes to your account information and mail them to the United Center Premium Seating Department at United Center, 1901 West Madison St., Chicago, IL 60612, fax it to (312) 455-4140, attention: United Center Premium Seating Department, or e-mail it to premiumseating@united-center.com.

Club Seat members are responsible for notifying the United Center for any change of e-mail address, fax number, credit card number or contact name.

Ticket Information

Payment Policy

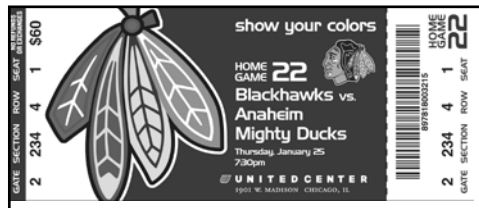
Each team's Club Seat members will be required to have two credit cards on file. All credit cards will be pre-approved before ordering or receiving tickets. **All event ticket orders will be charged to Club Seat members' credit cards upon notification of your interest in purchasing tickets and/or parking passes.** In addition, we will request that one additional authorized representative be placed on file. The authorized representatives on file will be the only individuals authorized to order event tickets. **If the credit cards on file fail to be approved by the credit card company for the transaction you authorized on the event notification form, then the United Center will automatically deny the ticket request. Notification of such denial may not be provided to the credit card holder.**

Ticket Information

Club Seating Season Tickets



Bulls Season Club Ticket



Blackhawk Season Club Ticket

Club Seating Parking Passes



Bulls Club Parking




Blackhawk Club Parking



Special Events Club Parking

Ticket Information

Premium Seating Ticket Order Form



United Center Presents
HARLEM GLOBETROTTERS **WORLD OF FUN**

Dear MS. VAL TOTI,

**United Center Presents
The Harlem Globetrotters**

To order Club Seats for this event, please select from the dates below.

Orders must be placed before Friday December 17 at 5:00 PM.

[Saturday, January 22, 2005 at 1:00 pm](#)
(Tickets \$20.00)


[Saturday, January 22, 2005 at 7:00 pm](#)
(Tickets \$20.00)

If you have any questions regarding the new email system, please contact the Club Seating Department at (312) 455-4657. As always, we thank you for your support.

Sincerely,
United Center Premium Seating Department

[Click here to update your e-mail address if you wish.](#)

1501 West Madison St. | Chicago, IL 60612



General Information

First-Aid Stations

The United Center offers complete first-aid services with a registered nurse and paramedics on duty for most events. The two fully equipped first-aid stations are conveniently located on the 100 Level near Section 115 and on the 300 Level near Section 327.

Security Procedures

The United Center implements the following measures to help ensure the safety and security of all of our guests:

- Security presence both inside and outside the United Center.
- Bags or items larger than a purse (backpacks, duffel bags, etc.) will not be permitted in the United Center. Such items must be returned to guests' cars. If this is not possible (e.g., for guests arriving by cab or public transportation), the items will be inspected by security and checked at the guest relations booth located at Gate 2 or 6. Guests will receive a claim check for these items.
- Laptops, briefcases, unwrapped gifts and purses will be allowed in the United Center, but will be inspected by security at the entrance gates.
- Wrapped gifts will be allowed, but will be unwrapped and searched at the entrance gates or directed to the suite office at Gate 2 ¹/₂ or 6 ¹/₂.
- Once a guest has exited the building, he or she will not be allowed to re-enter for any reason. There will be no exceptions.

Merchandise

Fandemonium, the United Center merchandise store located on the 100 Level, near Section 117, features a wide variety of the latest and hottest Blackhawk and Bulls sportswear and memorabilia. In addition, merchandise stands are conveniently located on the 100 and 300 Levels. The Stadium Club on the Lexus Club Level also offers a variety of exclusive "CSC Logo'd" Blackhawk and Bulls sportswear and memorabilia.

Emergency Message Service

The Emergency Message Service provides guests the comfort of knowing they may be reached while attending events at the United Center. Upon arrival at the United Center, stop at any guest relations booth to register your name and location. When your call comes in, a guest service representative will bring the message to your seat location. Please give our main phone number (312-455-4500) to anyone who needs to reach you.

General Information

Rental Suites

Day-of-Event 40 and 80-Person Super Suites: United Center Day-of-Event Super Suites offer the very best in sports and entertainment! Enjoy a Chicago Blackhawks or Chicago Bulls game, or one of many special events including concerts, college basketball games, family shows and more. Our 40- and 80-person Super Suites include tickets to the event, parking passes, the choice of two food and beverage packages with an open bar, private catering attendants, bartenders and much more. Enjoy your event in a luxurious private setting in one of the best sports and entertainment venues in the world. The Super Suites also include a separate 500-1000 sq. ft. private lounge, which can be used for pre-event meetings and presentations. Have a meeting, then enjoy the event! For more information or to reserve your Super Suite today, call our Manager of Rental Suites at (312) 455-4119. All games and events are subject to availability.

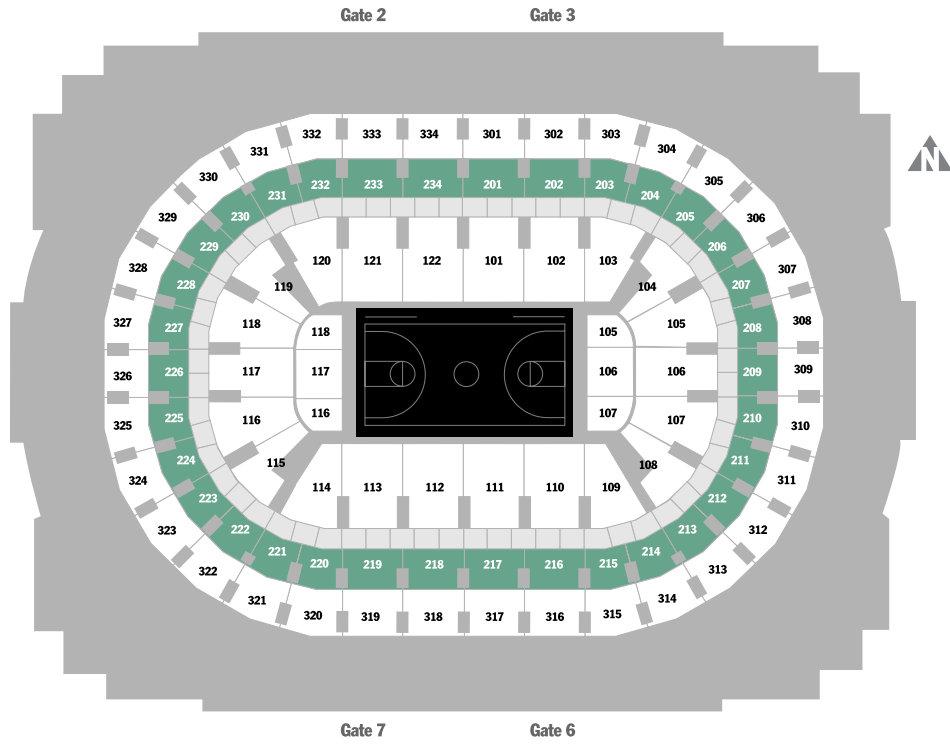
United Center Box Office and Ticketmaster

The full service United Center Box Office features 23 ticket windows conveniently located throughout the facility. The main box office at Gate 4 and the advance ticket windows on the 100 and 300 Levels are open during all events.

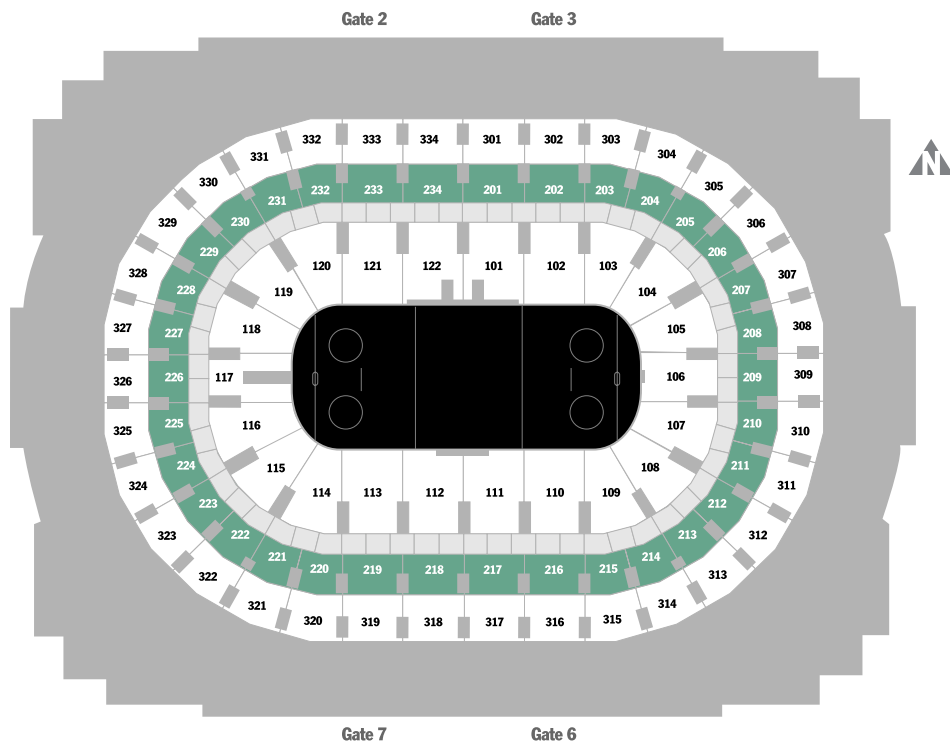
Tickets to most United Center events can be purchased at the United Center Box Office and all Ticketmaster outlets. There are more than 125 Ticketmaster locations located throughout greater Chicagoland with additional outlets in Southern Wisconsin and Illinois. Tickets can be charged by phone at (312) 559-1212.

General Information

Basketball Seating Map

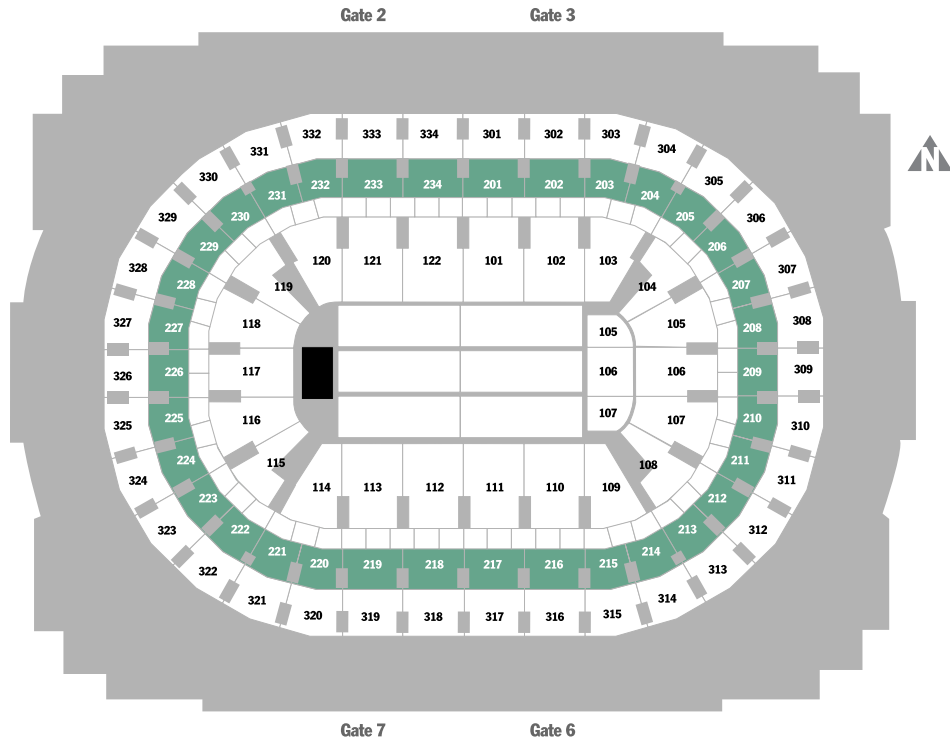


Hockey / Circus / Ice Show Seating Map

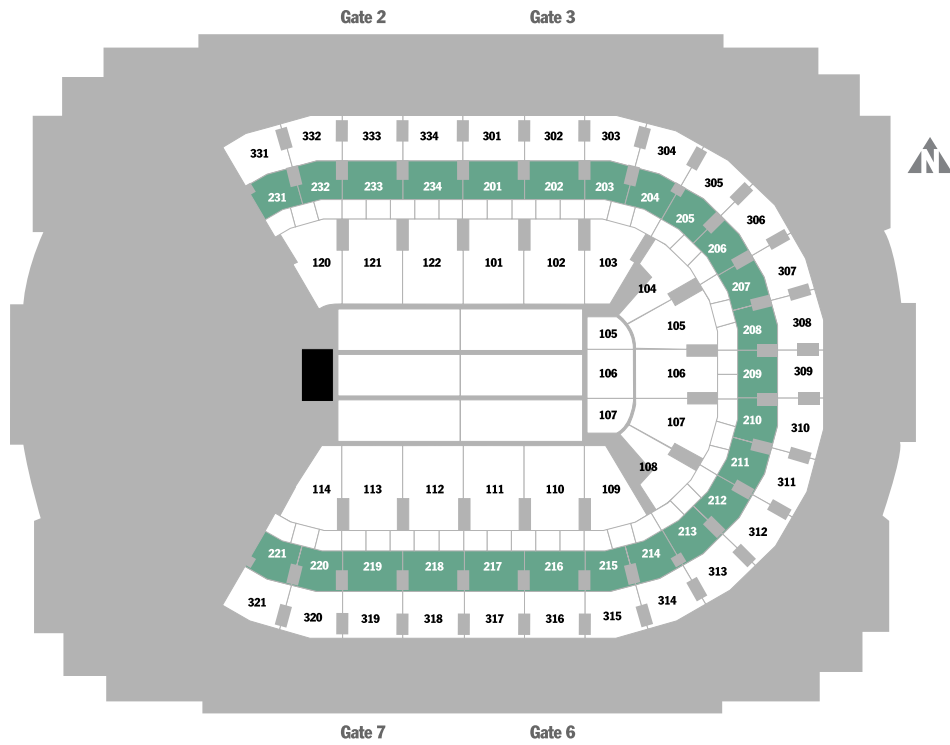


General Information

Concert End Stage - 360°

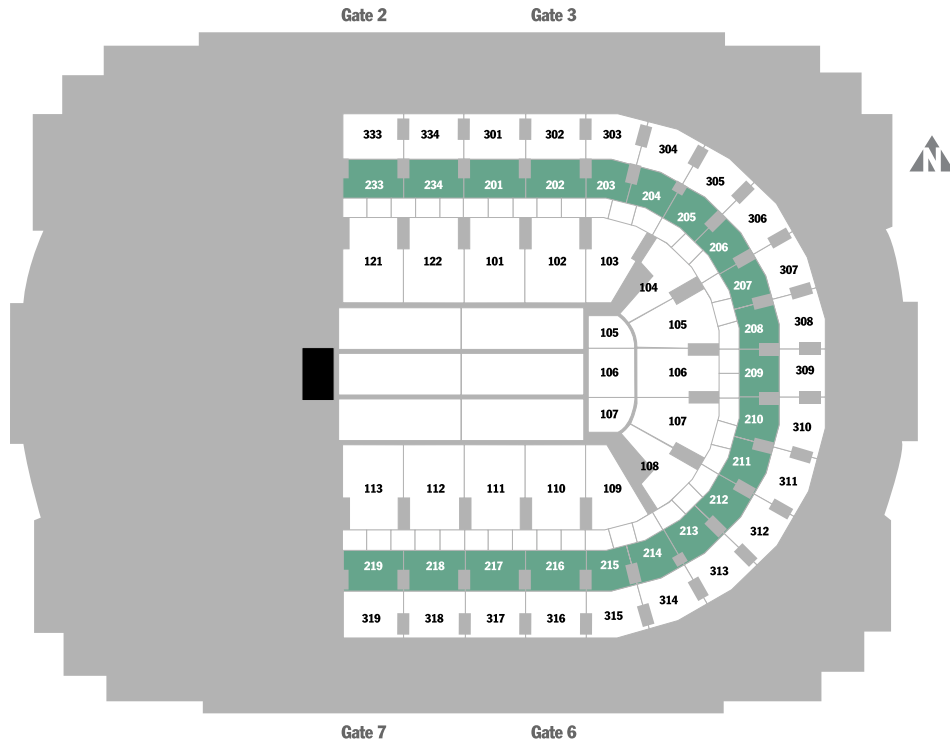


Concert End Stage - 270°

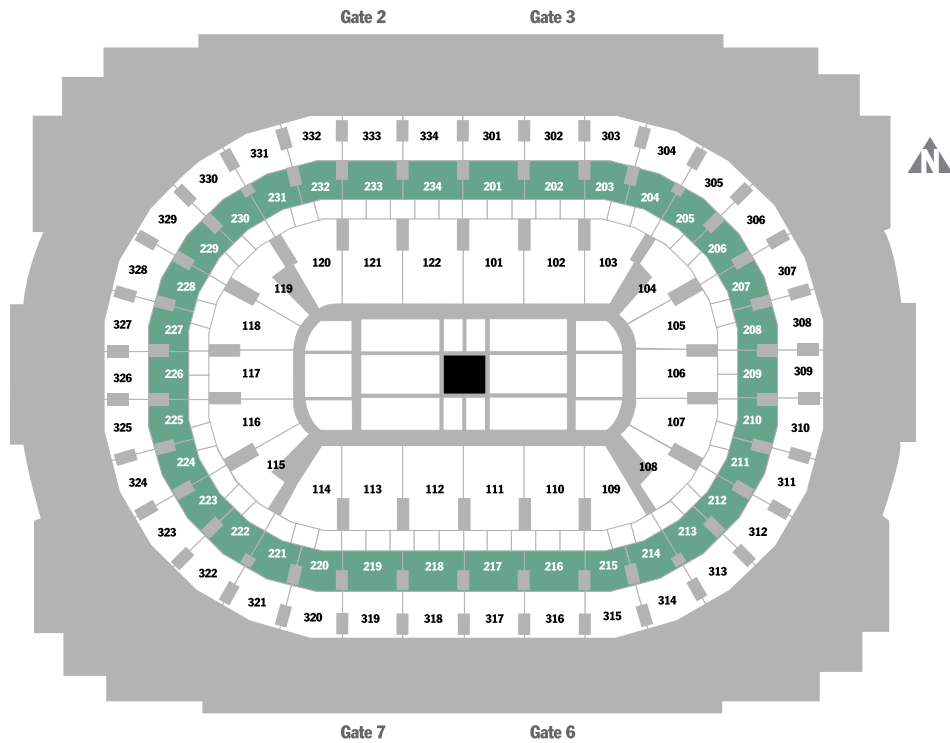


General Information

Concert End Stage - 180°



Center Stage - / Boxing / Concerts

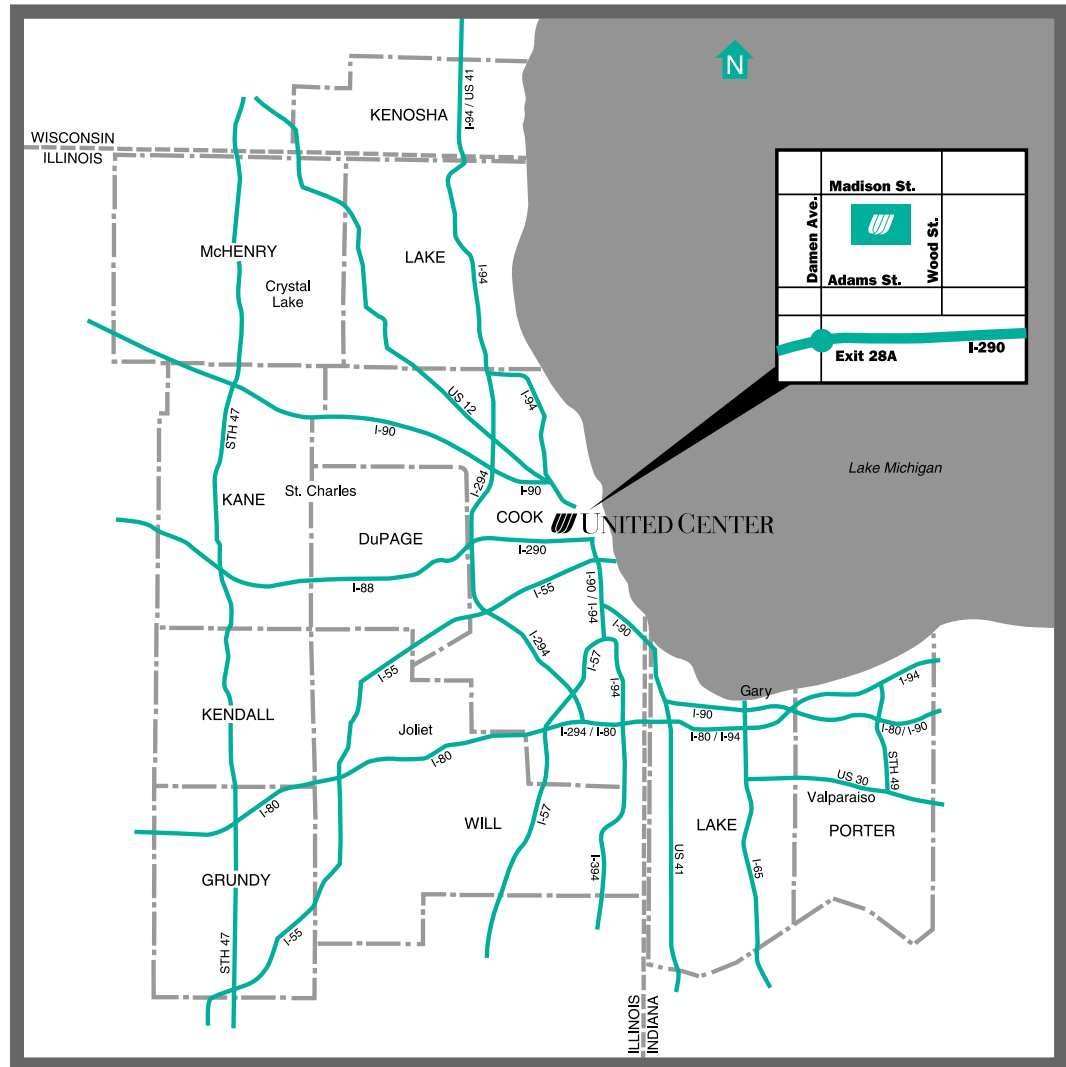


General Information

United Center
1901 West Madison Street
Chicago, Illinois 60612

(312) 455-4500

(United Center main telephone number for general information)



Chicago, Illinois; in Cook County; conveniently located just four blocks north of I-290 at Damen Avenue – Exit 28A.

General Information

United Center Premium Seating Department

United Center Club Seating Inquiries: (312) 455-4000

Or e-mail at: premiumseating@united-center.com

Inquire about:

- Club Seating members' amenities
- Club Seating Special Event ticket issues
- Club Seating members' parking
- Acquiring tickets to any United Center event open to the general public (other than Blackhawk and Bulls games) and payment methods
- Club Seating administrative issues
- Time gates open

United Center Website

United Center Website: www.unitedcenter.com

The Stadium Club on the Lexus Club Level

The Stadium Club on the Lexus Club Level Inquiries: (312) 455-7400

The Stadium Club on the Lexus Club Level Hours: (312) 455-CLUB (2582)

- For non-event days or nights, banquet room facilities will be available for private parties and functions. Please call Bismarck Enterprises for more information at (312) 455-7412.

The Stadium Club on the Lexus Club Level Reservations: ... (312) 455-CLUB (2582)