

## Welcome

### *Welcome to the World of Luxury*

We welcome you to the wonderful world of Executive Suites at the United Center, where you and your guests can sit back and experience the best in sports and entertainment. Home of the six-time World Champion Chicago Bulls and the Chicago Blackhawks, the United Center also plays host to the finest in family entertainment, concerts and special events. We are not satisfied unless you are, which is why we are dedicated to offering our guests the finest in service while they relax in the lap of luxury.

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 Executive Suite experience as pleasurable as possible.

We hope these policies and procedures help to improve your Executive Suite 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 Policy*

To access the Executive Suites, you may enter at Gate 21/2 on Madison Street (north side) or Gate 61/2 on Adams Street (south side). An Executive Suite (Lower, Club or Penthouse Level) ticket is needed to access the suite level. Adjacent to these gates are lobbies with private Executive Suite elevators and stairs which will take Executive Suite Holders and their guests directly up to the Lower, Club and Penthouse Levels. **Lower Level and Club Level Suite ticket holders are encouraged to use the stairs when possible to alleviate congestion at the elevators.** For Penthouse Level Suite ticket holders, a Penthouse Level express elevator is located on the south side of the United Center for your convenience.

All Suite Holders have access to the 100 and 300 Level public concourses. **The 200 Level and Chicago Stadium Club are for Club Level ticket holders only and are not accessible to Suite Holders.**

For Bulls and Blackhawks games, doors open one and one half hours prior to the scheduled time of the game. For other events, door times will be determined by the promoter of the event. Please call the Premium Seating Department to confirm times.

### *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.

### *Executive Suite Check-In Policy*

When Suite Holders and/or guests arrive at the Suite entrance, their tickets will be checked by a United Center Suite Representative. Guests will then be directed to their specific Suite Level. When they arrive on the Lower, Club and Penthouse Levels, tickets will be checked and punched with a hole punch and their hand will be stamped with invisible ultraviolet ink.

If they choose to leave the Suite floor during the event, they must take their tickets with them and exit only through the center doors by the elevator lobbies. All guests returning to the Suite floors with a punched ticket must have a hand stamp. This will be checked both at the Suite concierge and the designated Suite Level. Any guest attempting to access the Suite Level without both a ticket and a hand stamp will be denied entry to the Suite Level.

### *Departure Policy*

If you plan to leave the Executive Suites, be sure to take your ticket with you to ensure re-entry to the Executive Suites should you desire to return. **Please remember that once you leave the building, there is absolutely no re-entry.**

Executive Suite guests will be permitted to remain on the Executive Suite Lower, Club and Penthouse Levels up to one hour following the conclusion of the event while traf-

## *Policies and Procedures*

fic clears. **This policy is subject to change on days at the discretion of the United Center management.** Guests in the 100 and 300 Levels of the United Center must depart the building immediately following the conclusion of the event.

### *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, including inside all our Executive Suites.** Severe penalties may result if a suite holder 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. Even though your guests may be friends or business colleagues, please don't assume that they or someone in a neighboring suite won't quietly report someone smoking in your suite. Obviously, neither you nor the United Center wants any of our suite guests to be embarrassed by being asked to leave the building. Please help us to make sure we have no incidents.

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.

### *Appropriate Behavior*

For the comfort, safety and enjoyment of all our Executive Suite Holders and their guests, the United Center requests that all guests maintain appropriate behavior at all times. **The licensees of the Suite will be held responsible for the conduct of their Suite guests at all times.** Therefore, please remind your guests that certain behavior is not permitted in the United Center. The following are some examples of inappropriate behavior:

1. Using abusive language, threatening and/or actually physically harming United Center guests or employees of the United Center, Bismarck, Chicago Bulls, Chicago Blackhawks or other personnel associated with the building.
2. Knowingly bringing unauthorized food (e.g. birthday cakes) or beverages into the United Center.
3. Throwing any object out of the Suites onto the playing surface or seating area of the United Center.

**Suite Holders and/or guests engaging in inappropriate behavior will be subject to ejection from the United Center, possible prosecution or other consequences.**

Inappropriate behavior by Suite Holders and/or guests may constitute a major default of the Suite license agreement.

No pets, except for certified service animals, will be allowed on any Executive Suite Level, or elsewhere in the United Center.

## *Policies and Procedures*

### *Executive Suite Security*

To ensure the safety and security of you and your guests, please take note of the following:

- During an event, please keep your Suite door locked and closed.
- Please do not leave any valuables unattended in the lounge area or seating area.
- When in the Suite seating area, please refrain from standing in the aisles. This tends to impede the view for the guests in the Suite next to you.
- After the event, Lower Level and Club Level Suite Holders are asked to lock their glass doors before leaving the United Center.
- **Please do not leave any items (binoculars, coats, etc.) in the Suite. The United Center cannot be responsible for items that are left behind following an event. The locked Bismarck Enterprises cabinet above the sink area in your Suite is for beverages only.**

### *Ticket Policy*

Once Executive Suite tickets are purchased, there are no refunds or exchanges. Executive Suite tickets may not be resold, as set forth in the Suite License Agreement. A violation may constitute a major default.

### *General Rules and Policies*

We ask all guests to remember that no outside food (e.g. birthday cakes) or drinks, coolers, bottles, cans, laser pens or pointers may be brought inside the United Center. Please use plastic cups for your beverage if you leave your Suite lounge. In addition, please do not bring any cans, bottles or glasses from your Executive Suite lounge area into the permanent seating area, into the Suite concourses, or onto the Suite elevators.

### *Executive Suite Catering*

Ordering food or beverages for holidays, birthdays or special events may be done on the Premium Seating Website or through Bismarck Enterprises. Please contact them at (312) 455-7400. For information regarding food and beverage, please refer to the Bismarck Enterprises Executive Suite Menu.

### *Executive Suite Holder Parking*

For all Bulls and Blackhawk preseason, regular season and playoff games, every Executive Suite Holder will receive a total of four parking passes per game.

Two reserved parking passes are valid in lots C and K; the other two reserved parking passes are for lots A, B, D, E, F, J and MXC. Holders of these passes will be directed to A, B, D, E, F, J and MXC lots by traffic police and parking attendants based on traffic

## *Policies and Procedures*

conditions. Parking passes are good for one space each. Please attach the parking pass to the rear view mirror of your car to allow traffic police and parking attendant(s) to recognize you as an Executive Suite Holder.

For all special events, every Executive Suite Holder receives two complimentary parking passes per event ordered. These two passes are for reserved parking in lots C and K. In addition, Executive Suite Holders will also receive the option to purchase up to four additional parking passes in lots C and K for special events.

Suite Holder parking passes are also valid for buses or limousines under the following guidelines:

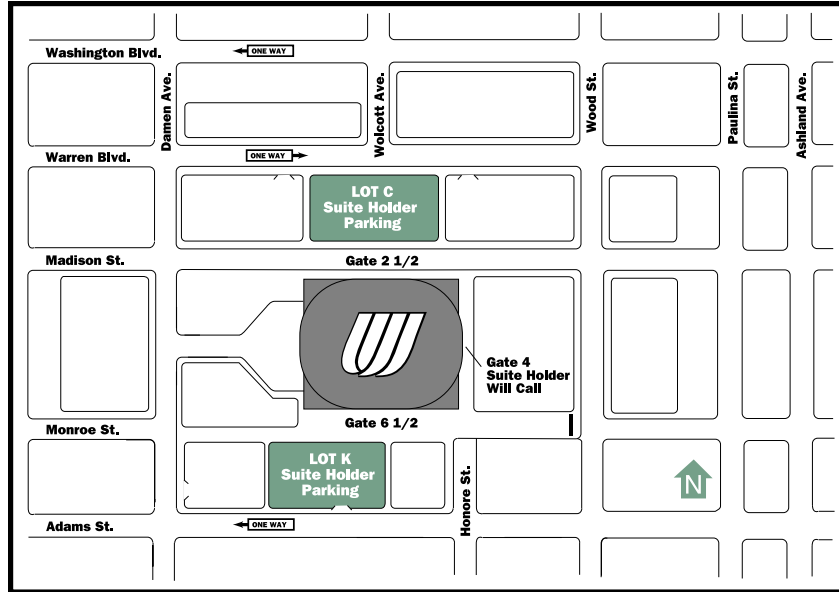
**Large School Buses** may park in lot B only. Two Suite Holder parking passes are required (Parking Pass C, K, or Multiple lots).

**Smaller Buses (15-20 passengers)** may park in lots C or K only. Two Suite Holder parking passes are required (Parking Pass C, K, or Multiple lots). Depending on availability, your vehicle may be relocated to another United Center parking lot. We encourage you to arrive early.

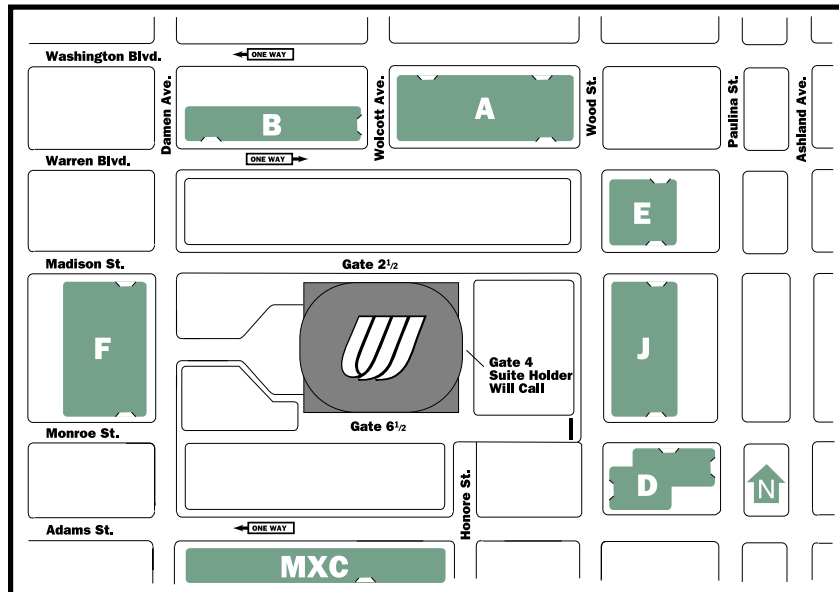
**Limousines (reasonable length only)** may park in lots C or K only. Two Suite Holder parking passes are required (Parking Pass C, K, or Multiple lots). Depending on availability, your vehicle may be relocated to another United Center parking lot. We encourage you to arrive early.

# Policies and Procedures

## Executive Suite Holder Parking



Lots C & K



Lots A, B, D, E, F, J & MXC

## *Policies and Procedures*

### *Premium Seating Website*

The Premium Seating Website provides suite holders with access to tools for managing their United Center Executive Suite. Within the site, they can order tickets, food and beverage, track suite usage and update contact and cost sharing information right from their desktop. The Premium Seating Website can be accessed from the United Center website ([www.unitedcenter.com](http://www.unitedcenter.com)) by clicking on the Premium Seating icon or by going directly to [psws.unitedcenter.com](http://psws.unitedcenter.com). This site is exclusive to suite holders. Login information can be acquired by calling the Premium Seating Department at (312) 455-4217.

### *United Airlines Ticketing at Events*

United Airlines provides an automatic dial feature on all Executive Suite telephones with a direct connection to United Airlines reservations. Executive Suite Holders and their guests can order United Airlines flight tickets and receive flight information by picking up an Executive Suite telephone.

### *Other Executive Suite Holder Amenities*

As an Executive Suite Holder, not only will you enjoy spectacular views and exclusive perks and privileges, but you will share in the conveniences offered by the world's finest sports and entertainment facility. Here's what you will enjoy at the United Center:

- Fully furnished Executive Suites featuring wet bar with liquor cabinet, closed circuit television monitor, and individual sound control with the ability to select radio broadcast or stadium P.A..
- Complimentary Bulls and Blackhawk game programs provided in each suite.
- Special Executive Suite representatives located on all the Executive Suite Levels to handle questions and special requests.
- Personal housekeeping service.

### *Player Appearances*

Former Chicago Bulls and Chicago Blackhawk players are available to make guest appearances in your suite. Player appearances may include autograph sessions, picture taking, and greeting guests in the suite. For Blackhawk appearances please contact the Blackhawk Alumni Organization at (312) 455-7000, and ask for Barbara Davidson. For Bulls appearances please contact David Kurland in the Community Relations Department at (312) 455-4137. All appearances require player fees and are scheduled on a first-come first-served basis. Unfortunately, we cannot hold dates.

## *Ticket Information*

### *Chicago Bulls and Chicago Blackhawk Executive Suite Tickets*

Executive Suite Holders will receive their 12 or 14 Suite tickets (depending on Suite location) for every Chicago Bulls and Chicago Blackhawk preseason, regular season and playoff game. The Executive Suite tickets, parking and guest passes (if you choose to receive them) will be mailed prior to the preseason by the respective team. Playoff tickets will be mailed out to every Executive Suite Contact at the conclusion of the regular season. **Any tickets, guest passes or parking passes that have been altered in any way (hole punched, blacked-out, etc) will not be valid and are subject to confiscation.**

### *Executive Suite Guest Pass Option Policy*

Complimentary Suite guest passes received by some Executive Suite Holders will not entitle the holder of the guest pass access into the United Center. Only guests already in the United Center may utilize the Suite guest passes to visit a Suite.

Executive Suite guest passes must be accompanied by a reserved seat ticket. Standing room only tickets may not be used in conjunction with a Suite guest pass. **There are no guest passes available to Executive Suite Holders for non-Bulls and non-Blackhawk events.**

### *Additional Tickets*

#### **Securing up to Six or Eight Additional Executive Suite Tickets to Every Bulls and Blackhawk Game:**

Executive Suite Holders have the right to purchase up to six (or eight for suites which elect to forgo Suite guest passes) additional Executive Suite tickets to every Bulls and Blackhawk game. The price of the additional Executive Suite ticket will be equal to the price of the seats immediately below your Executive Suite Level.

The only way to order the additional Executive Suite tickets for a Bulls or Blackhawks game is to have the primary or secondary contacts on the file order the tickets online or fax in a ticket order form to the United Center Box Office or Premium Seating Department, at which time your credit card on file will be charged, or mail to the United Center Box Office an Executive Suite Holder ticket order form with a check for the amount due. Ticket order forms will be provided to you prior to the preseason. You may make copies of these forms at any time to suit your needs all season long.

### *Pick-up and Delivery of Executive Suite Tickets*

The United Center Box Office provides four methods for the pick-up and delivery of Executive Suite tickets. When filling out the order form online for additional tickets or other event tickets, you will select from the following options. **Orders take at least 24 hours to be processed.**

**1. Regular Mail:** If you select the regular mail delivery of Suite tickets, the United Center will need your order at least ten days before the event for this option. For your protection, the United Center Box Office will only mail tickets to the address on file with the Premium Seating Department.

## *Ticket Information*

**2. Overnight Delivery:** If you select the overnight delivery of Suite tickets, the United Center will need **at least 24 hours to process the order**. The United Center will send it by Federal Express overnight. If you have a Federal Express number, you may write it in the space provided on the Suite ticket order form. If you do not have a Federal Express number and would like to select this option, mark the appropriate box on the Suite order form and the United Center will charge your primary card on file with the Premium Seating Department.

**3. Messenger Pick-Up:** If you select to send a messenger to pick up Suite tickets at the United Center, the messenger must have the following information: a) Suite Licensee name (name on Suite License Agreement, not cost sharing partners) b) Suite level and number c) Event name and date. Please send messengers to the Box Office located at Gate 4.

**4. Will Call Pick-Up:** An Executive Suite Holder may designate a ticket order for pick up at the United Center Executive Suite Will Call window at gate 4. When leaving tickets for an Executive Suite, the Executive Suite Holder will provide the name of the individual for whom the tickets are intended. This person will be required to provide appropriate identification. All individuals picking up tickets must provide the following information: a) Suite Licensee name (name on Suite License Agreement, not cost sharing partners) b) Suite level and number c) Event name and date.

The United Center Box Office hours are Monday thru Saturday 11:00am - 6:00pm

**A Box Office representative will be available by telephone at (312) 455-4657 Monday through Friday 10am-5pm.**

### *United Center Special Events*

#### **Securing Tickets to non-Bulls and non-Blackhawk Events (Concerts, Ice Skating Shows, etc.):**

Under the terms of the Suite License Agreement, Executive Suite Holders will have the right to purchase up to 18 or 20 tickets (depending on the respective Executive Suite location and public event) and up to 4 additional parking passes to all other United Center events open to the general public. In order to open up a Executive Suite for non-Bulls and non-Blackhawk events, an Executive Suite Holder must order a minimum of two Executive Suite tickets.

To order the Executive Suite tickets to non-Bulls and non-Blackhawk events pursuant to the terms of each Executive Suite Holder's License Agreement, the United Center will send Executive Suite Holders an event notification email. The method for ordering other United Center event Executive Suite tickets and parking passes is addressed in the section titled **Announcing Events: Communication with Executive Suite Holders and Ordering Tickets and Parking Passes on page 11**.

### *United Center Small Theatre*

The United Center is now ready to host intimate theatre-style events (generally between 3,000 to 10,000 guests). We are excited to bring first-class entertainment acts

## *Ticket Information*

to the United Center that otherwise would have played other venues. In these smaller configurations, there will be suites with obstructed views of the stage beyond those normally restricted for standard United Center shows. The suites affected will depend on the use and placement of draping, lighting and sound equipment. If your suite is obstructed, we will attempt to make tickets available for you 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.

### *Relocation of Executive Suite Holders for non-Theatre Obstructed View Events*

Depending on stage design and configuration, certain Executive Suites may have obstructed views. Obstructed view Executive Suites will be determined by the performer(s) on an event-by-event basis.

Obstructed View Maps of the Lower, Club and Penthouse Executive Suite Holders seating begin on **page 19**.

Generally, for 180° stage events, Executive Suites Lower Level 37 to 54, Club Level 42 to 67, and Penthouse Level 48 to 79 are assumed to have an obstructed view of the stage. Generally, for 270° stage events, Executive Suites Lower Level 39 to 52, Club Level 46 to 63, and Penthouse Level 53 to 74 are assumed to have an obstructed view of the stage.

Lower, Club and Penthouse Executive Suite Holders, who are sitting in obstructed view seats for 180° and 270° stage events, will receive the next best available seat locations for those events.

If your Suite has been determined to be obstructed for an event, and you choose to purchase tickets, you will receive both a ticket for a reserved seat in the arena, and an obstructed view Executive Suite Pass. The Obstructed View Executive Suite Passes are stapled to a ticket stub. The ticket holder will not be able to gain access to the Executive Suite Level unless he/she has both this ticket stub and the Suite Pass. The ticket stub alone will not give access to the suite level. The Suite Pass gives the ticket holder access to the Executive Suite for up to 15 minutes prior to the scheduled event time. Upon leaving the Suite, all guests must remove all personal belongings from the Suites (unless specifically notified by the United Center that obstructed Suite Holders will have access to the Suites following the event). At the conclusion of the event, guests may stay in the Suite from the conclusion of the event to one hour after the event has ended. (However, this policy is subject to change on days when there are multiple events or under special circumstances at the discretion of United Center management.) During the event, guests must sit in reserved seats in the arena in lieu of the Suite seats.

Since the actual placement of an event's stage, lighting and sound equipment may differ from that anticipated at the time the tickets for the event went on sale, the act or promoter may decide to sell seating sections in the arena that were previously regarded as obstructed. This may occur as late as the day of the event. As a result, the suites located above these newly opened sections may be reclassified as unobstructed. Should that occur, Suite Holders in those sections will have the option of either staying in

## *Ticket Information*

their Suites during the event, or sitting in their reserved seats in the arena. Guests are normally not permitted to remain in Suites if the seats below them are not available for sale. However, because many obstructed view Suite Holders have requested to remain in their Suites during these events, we will attempt as early as possible, on an event-by-event basis, to persuade the act/promoter to permit this. Such a decision is within the rights of the act/promoter and may be made as late as the beginning of the event.

For all concerts, ice shows and special events, please adhere to the following\*:

### **When the show begins...**

- The ceiling and bar lights must be turned off in the Suites.
- The television(s) must be turned off in the Suite unless the promoter has allowed the use of an in-house closed circuit broadcast of the performance. In addition, in an effort to maintain the lights-out atmosphere often required by the act or promoter at our “dark” events, the Suite television feeds may be disconnected at the scheduled start time for these events.

**\*Any of the policies and procedures stated above are subject to change or adjustment at any time at the sole discretion of United Center management.**

### *Emergency Pass Policy*

Executive Suite Holders who have had their tickets, parking passes or guest passes lost or stolen must email a letter to [premiumseating@unitedcenter.com](mailto:premiumseating@unitedcenter.com) or fax a letter explaining the circumstances to the Premium Seating Department at (312) 455-4140 up to two hours prior to the start of the event. An emergency pass will be issued for the lost or stolen item at no charge. The emergency pass will be left at the Suite Holder Will Call when the gates open for the event. During the event a United Center Representative will come to your Suite to check all the tickets and emergency passes to ensure that the lost or stolen tickets do not show up. An emergency pass always overrides a ticket.

If an Executive Suite Holder requests an emergency pass within two hours of the event, he/she will be charged for each ticket. Executive Suite Holders must go to the United Center Box Office Will Call window to request an emergency pass. If at a later time, the Executive Suite Holder finds the ticket(s), he/she must present the entire lost or stolen ticket(s) to the Box Office for a full refund.

The United Center Box Office only accepts Suite ticket orders from one of the two authorized individuals who are on file with the Premium Seating Department. **Only authorized representatives of the Suites may purchase Suite tickets and submit requests for lost or stolen Suite tickets.** A United Center Representative will come to your Suite to check on all tickets issued.

The emergency pass policy is subject to change or adjustment at any time at the sole discretion of the United Center management, based on conditions and circumstances.

## *Ticket Information*

### *Announcing Events*

#### **Communication with Executive Suite Holders and Ordering Tickets and Parking Passes:**

In offering Executive Suite Holders the opportunity to purchase tickets to the other events, the United Center will communicate with Executive Suite Holders via fax and e-mail. It is essential that all Executive Suite accounts have access to e-mail to receive event notification and to login to the Premium Seating Website to order tickets and parking passes.

### *Event Notification and Ticket Requests for Suites*

The following example illustrates how an event would be offered for sale to non-obstructed view and obstructed view Executive Suite Holders prior to a Saturday morning sale of tickets to the general public. **Please remember this is an example. An event could be announced any day of the week.**

**Step 1:** On Sunday night a week prior to general public announcement, Executive Suite event notifications will be faxed and e-mailed to every Executive Suite Holder (one notification per account).

**Step 2:** Upon receiving the notification, Executive Suite Holders must login to the Premium Seating Website to purchase any Executive Suite tickets for the event. At this time, Executive Suite Holders will have the opportunity to order up to four additional parking passes for lots C and K for the event.

**Step 3:** Obstructed view Executive Suite Holders must order their tickets online at the Premium Seating Website prior to the Tuesday 5:00pm deadline. All other Executive Suite Holders can order tickets online until the deadline set by the United Center.

**Step 4:** The United Center will process the ticket requests as they are received. Please allow 24 hours to process all ticket requests. At that time, the United Center will charge your credit card account and mail your tickets to you if time allows or tickets will be left at the Executive Suite Holder Will Call Window located in the Box Office at Gate 4.

**As a general rule, the United Center prefers to allow obstructed view Suite Holders to access their Suite for pre- and post-event entertaining only. However, from time to time there may be some artists or promoters who will not permit this. If so, obstructed view Suite Holders will be so notified by the United Center.**

**For your protection all tickets will be mailed or delivered to the address set forth on the United Center Executive Suite Contact form on file with the Premium Seating Department.**

**The deadline for all non-obstructed view Suite Holders will be at 5:00 p.m. on a regular business day (i.e. Monday through Friday, non-holiday business day) preceding the performance date. For example, if an event is on Monday, October 7th then the deadline will be at 5:00 pm on Friday, October 4th.**

## *General Information*

The United Center cannot be responsible for an email not received or if the Executive Suite Holder has given the United Center an incorrect or old email address.

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

If the United Center does not receive a completed online response form from either an obstructed view or non-obstructed view Executive Suite Holder, or if a response is received after the specified deadline, either situation will be considered as "No Interest" for the event. Obstructed view Suite Holders will not receive reserved seat tickets if the United Center does not receive a completed online response by the specified deadline.

### *Changes in Account Information*

Simply state in writing the necessary changes to your account information and mail to the United Center Premium Seating Department at 1901 West Madison Street, Chicago, IL 60612, fax to (312) 455-4140, or e-mail to [premiumseating@united-center.com](mailto:premiumseating@united-center.com). You may use the contact form provided to you or use company or personal letterhead to notify us of any account changes. **Executive Suite Holders are responsible for notifying the United Center for any change of fax telephone number, e-mail address, credit card number, address or contact name.**

### *Payment Information*

All Executive Suite Holders will be required to have two credit cards on file. All credit cards will be pre-approved before ordering or receiving tickets. All non-Bulls and non-Blackhawk Executive Suite ticket orders will be charged to the respective Executive Suite Holders' credit card upon notification of your interest in purchasing Executive Suite tickets. Additional Bulls and Blackhawk Suite tickets may be purchased by Executive Suite Holders by check or credit card with the ticket order form.

In addition, the United Center 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 Executive Suite 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 Executive Suite ticket request. Notification of such denial may not be provided to the credit card holder.**

## *Policies and Procedures*

### *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 in at a Guest Relations Booth 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 inspected by security at the entrance gates.
- Once a guest has exited the building, he or she will not be allowed to re-enter for any reason. There are no exceptions.

### *Merchandise*

Fandemonium, the United Center's complete merchandise store, is located on the 100 Level near Section 117. The store features a wide variety of the latest and hottest Bulls and Blackhawk sportswear and memorabilia. In addition to our main store, there are merchandise stands located on each concourse level. For your convenience, Fandemonium offers special custom packages discounted only for Suite Holders. If you wish to have merchandise in your suite for you and your guests, contact one of our sales representatives at (312) 455-7604 within 48 hours of the desired game. To order merchandise to be delivered to your Suite during a Bulls or Blackhawk game (special events not included), use the merchandise button on your Suite telephone or dial x7607 on any of the Suite courtesy phones. Please allow 30 minutes for delivery. The methods of payment are described in more detail in the Bismarck Enterprises Executive Suite Menu. For more information regarding these services, call Fandemonium at (312) 455-7600.

## *General Information*

### *Private Parties and Banquets on Non-Event Days*

The United Center is an excellent location for private parties, banquets, weddings and business meetings. Complete catering services are available for groups from 25 to 400. For additional information, please call the Bismarck Enterprises Catering Sales Manager at (312) 455-7412.

### *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 a total of 23 ticket windows conveniently located throughout the facility. Tickets to most United Center events can be purchased at our Box Office and at Ticketmaster outlets, which are conveniently located throughout the Chicagoland area, Southern Wisconsin and Indiana. Tickets can also be charged by telephone at (312) 559-1212.

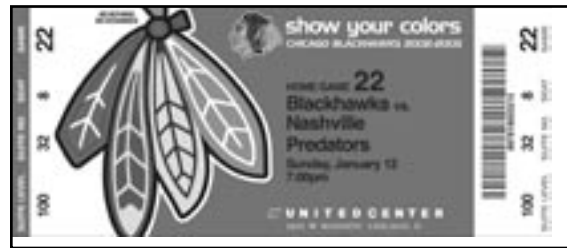
The inside ticket windows at Gate 4 are generally reserved for Suite Holders and their guests. There may be events for which the inside Box Office area would be open to the general public, as well as to Suite Holders and their guests. On the day of a United Center event, these inside windows open one half-hour before the gates open. Closing times vary depending on the event.

# General Information

## Executive Suite Season Tickets



Bulls Executive Suite Ticket



Blackhawk Executive Suite Ticket

## Premium Seating Ticket Order Form

UNITED CENTER PREMIUM SEATING WEBSITE

JERRY RENEZONI WILLIAM WORTS

**ORDER SUITE TICKETS**

**United Center**  
**Big Jam 5**  
 Friday, December 17, 2004 8:00 PM

Rescheduled by request: University of Chicago Alumni Hall, 740 S. Dearborn, Chicago, IL 60605, Phone: 773.763.8800, Fax: 773.763.8800

You can use this simple form to order additional suite tickets for the Liberty and Blackhawks games or to purchase tickets for the exclusive general seats.

ORDER SUITE TICKETS

Ticket Information:

Suite #:	130
Total # suite tickets available for purchase in:	20
Ticket Price:	\$85.00
Amount:	1220.00

\*Note: Any orders that may have been already placed are not reflected in this total.

Enter the number of suite tickets you would like to purchase:

suite tickets

**Parking Passes:**  
 You will receive two complimentary parking passes with your first order for this event.

Number of additional parking passes you would like to purchase:

\$30.00 each pass

**Delivery Options:**

Mail      The United Center will mail at least 10 days prior to the event for regular seat delivery.

Courtyard Delivery       Public Number:

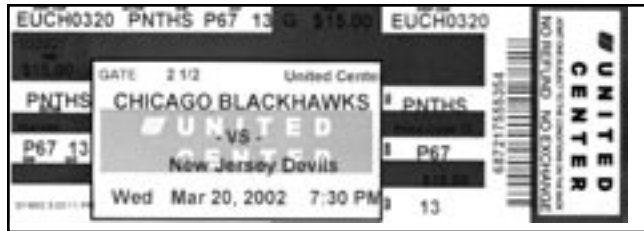
Messenger Pick-up       Charge My Credit Card

Please notify your messenger with the following information: Suite/Box/Seat Number, Suite Level/Building, Suite Name/Date, 800-Call Number.

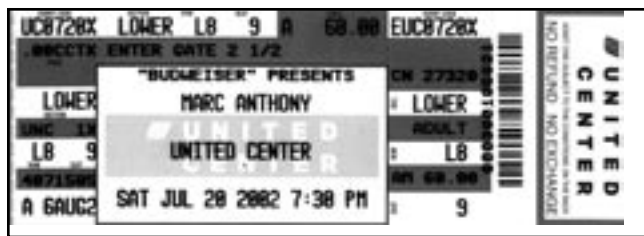
Please enter 901 Call Number:

# General Information

## Additional Executive Suite Tickets



Additional Blackhawk/Bulls Executive Suite Ticket

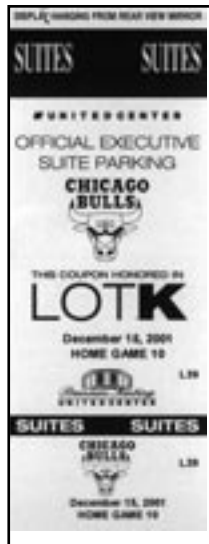


Special Event Executive Suite Ticket

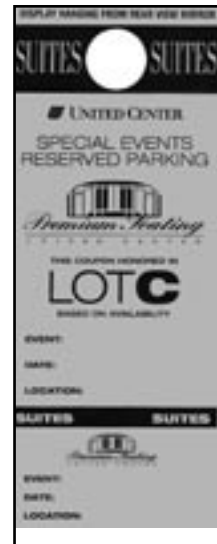
## Executive Suite Parking Passes



Blackhawk Executive Suite Parking



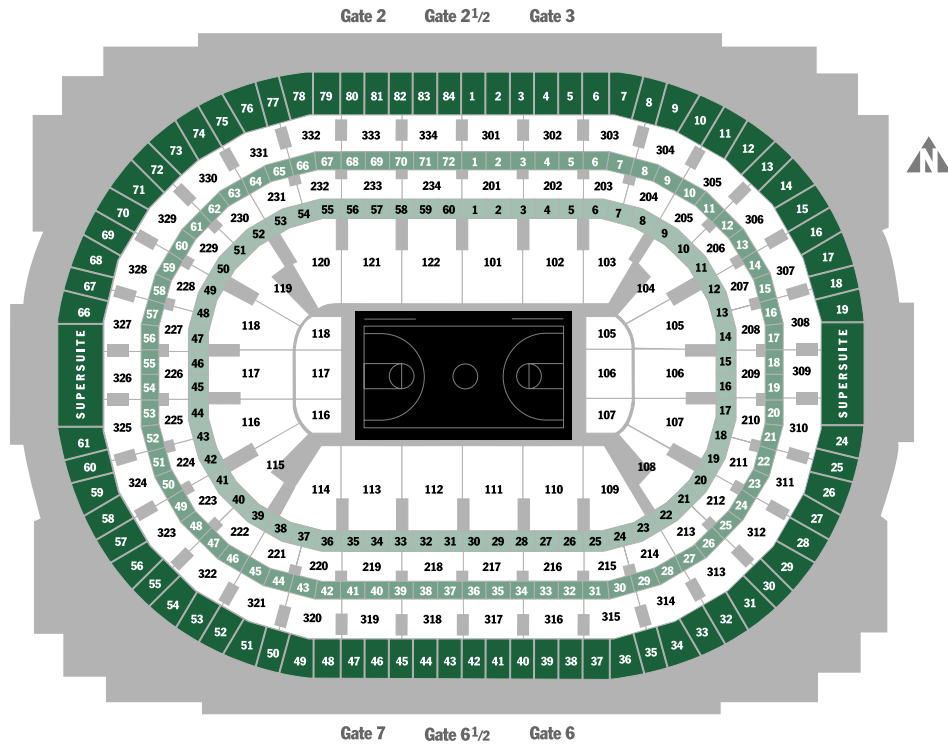
Bulls Executive Suite Parking



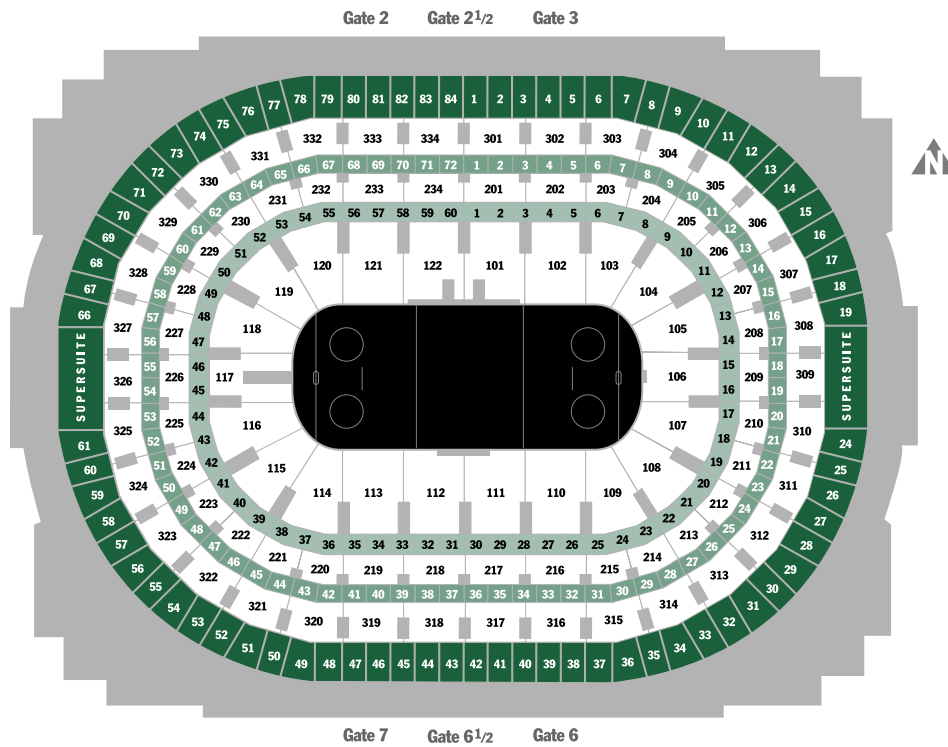
Special Event Executive Suite Parking

# General Information

## Basketball Seating Map

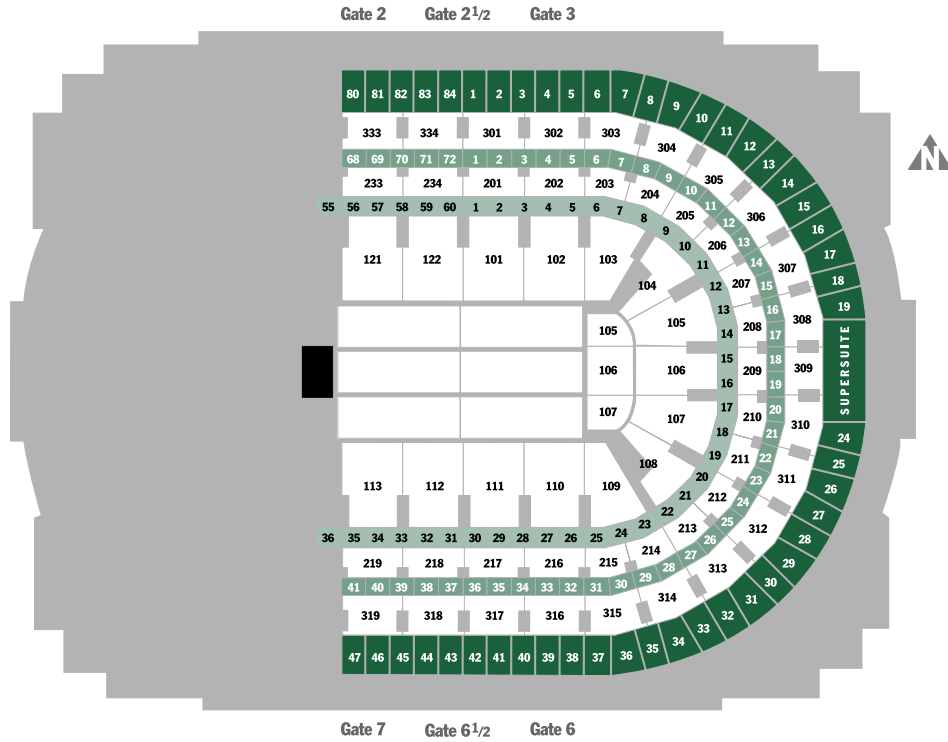


## Hockey / Circus / Ice Show Seating Map

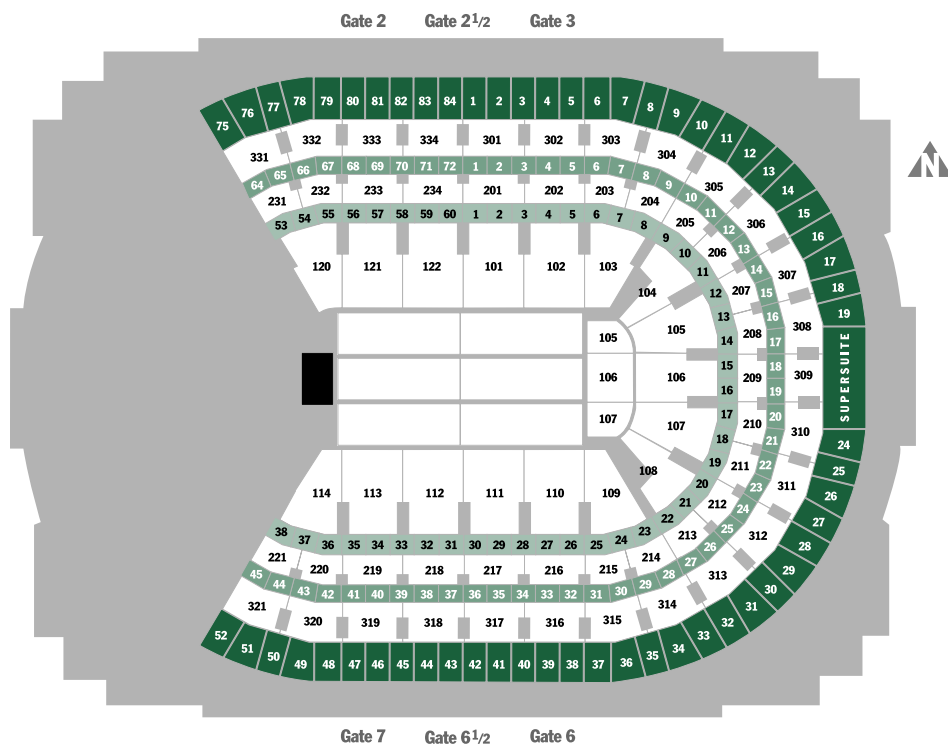


# General Information

Concert End Stage - 180°

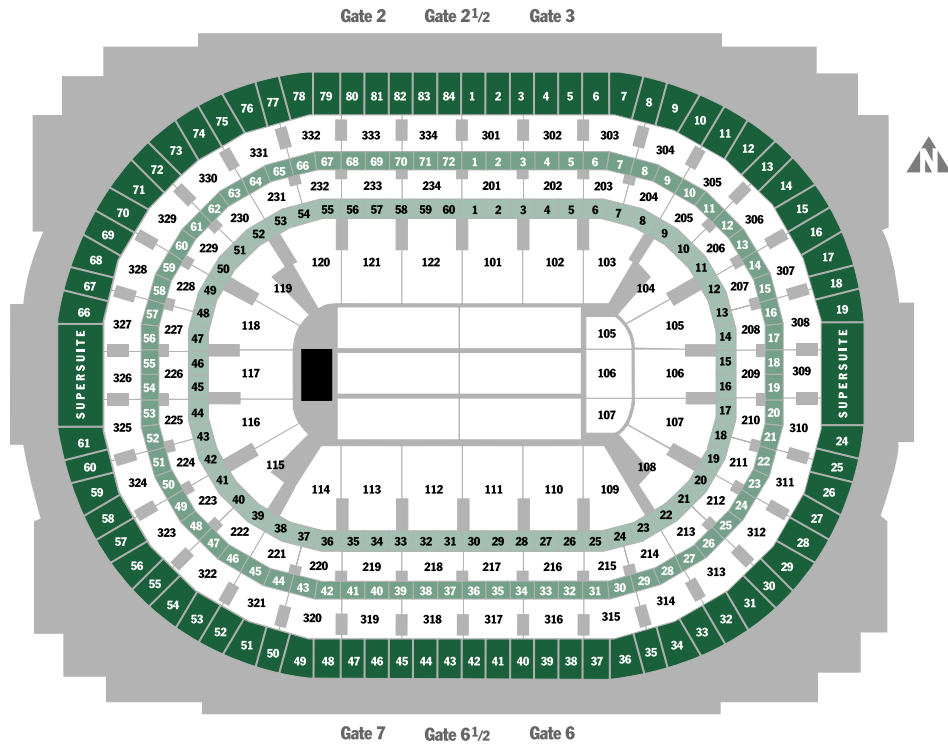


Concert End Stage - 270°

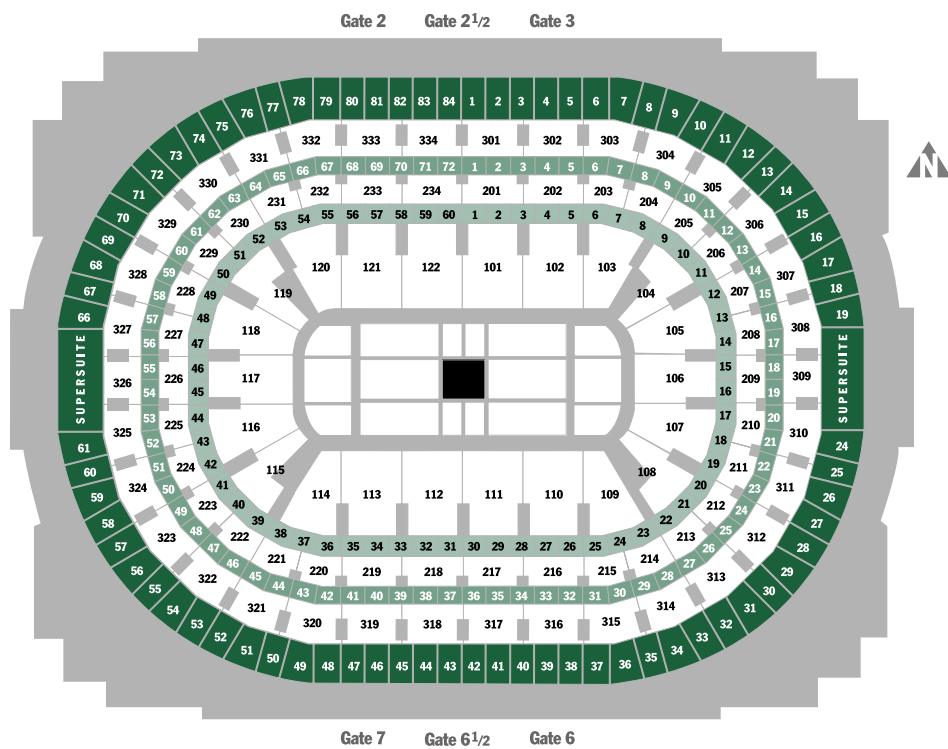


# General Information

## Concert End Stage - 360°



## Center Stage - Wrestling / Boxing / Concerts





# Directory

## *United Center Premium Seating Department*

For any questions relating to any of the following issues, please call the United Center Premium Seating Department directly. For Executive Suite catering orders or issues relating to food service in your Executive Suite, please contact Bismarck Enterprises directly at (312) 455-7424.

**United Center Executive Suite Inquiries . . . . . (312) 455-4120 or (312) 455-4217**

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

Inquire about:

- Executive Suite emergency tickets and parking passes
- Executive Suite Holder amenities
- Executive Suite Holder parking
- Executive Suite guest passes
- Executive Suite administrative issues
- Executive Suite License Agreement payment issues>
- Time gates open
- Issues regarding Executive Suite tickets to non-Bulls or non-Blackhawk events

Please call (312) 455-4500 and ask for the United Center Box Office for more information regarding the purchase of additional Executive Suite tickets for Bulls and Blackhawk games.

## *United Center Website*

**United Center Website . . . . . www.unitedcenter.com**

## Directory

### *Bismarck Enterprises Executive Suite Catering Representative*

**United Center Executive Suite Catering Inquiries. . . . .(312) 455-7424**

Inquire about:

- Executive Suite catering orders
- Executive Suite catering service issues
- Executive Suite catering billing issues
- Banquet room facilities, available for private parties on non-event days and nights and functions

### *Important Telephone Numbers*

United Center Main Number/Box Office. . . . .(312) 455-4500  
 First-Aid . . . . .(312) 455-4576  
 Security. . . . .(312) 455-4582  
 Guest Relations (during events) . . . . .(312) 455-4590  
 Guest Relations (non-event hours - 9:00am to 5:00pm). . . . .(312) 455-4500  
 United Center Lost and Found. . . . .(312) 455-4500 ext. 2220

### *Important Fax Numbers*

Premium Seating Department . . . . .(312) 455-4140  
 Box Office . . . . .(312) 455-4669  
 Bismarck Enterprises. . . . .(312) 455-7426

### *United Center Shipping and Mailing Address*

United Center  
 1901 West Madison Street  
 Chicago, Illinois 60612

### *United Center Main Telephone Number*

For General Information:

United Center Main Number. . . . .(312) 455-4500

### *United Center Location*

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