

Day-of-Event Rental Suite

FREQUENTLY ASKED QUESTIONS:

1) *What time does our group have access to the suite?*

Guests have access to the United Center and the Rental Suite 1 ½ hours prior to the start of the game or event. For example, gates open at 5:30 p.m. for a 7:00 p.m. event or 6:00 p.m. for a 7:30 p.m. start. For some special events (family shows, etc.), gates will open approximately 1 hour before the start time of the event.

2) *Can I leave a ticket(s) for a guest at Will Call?*

Yes, Will Call is located inside the Gate 4 Atrium Box Office. Tickets should be dropped off in individual envelopes with each guest's name. A valid photo ID is required when picking up tickets. The Box Office cannot work off of a list of names due to the high volume of guests. Please call **312-455-4711** or **312-455-4573** for further details. On game days, the Box Office is open from 11:00 a.m. through the end of the first intermission of Chicago Blackhawks games or halftime of Chicago Bulls games.

3) *Can I buy additional tickets in my suite?*

Additional standing room tickets are already included in your rental suite purchase. There are 12 or 14 permanent seats in a 20-person suite, 26 permanent seats in a 40-person suite and 52 permanent seats in an 80-person suite.

4) *What if a suite ticket is lost or stolen?*

If a suite ticket is lost or stolen, clients should immediately contact the Premium Seating Department. It is highly recommended to track ticket numbers when distributing tickets to your guests.

5) *Our group is coming to the event in a large bus or van. Where should we park?*

Bus Parking is in Lot B which is located on the north end of the United Center at the intersection of Damen Ave. and Warren Blvd. You can use **two Lot C or Lot K parking passes** that we have provided for you to park a bus or large vehicle in Lot B. We encourage your group to walk from Lot B and enter Gate 2 ½, rather than being dropped off on Madison St. This ensures that your guests know where to go after the event. There is no designated drop-off or pick-up area around the United Center.

6) *Where can my guests park if they do not have a parking pass? What is the cost?*

All United Center parking lots are open to the public, based on availability. For cash parking, it's best to park in lots A, D, E or F. The price is \$24.

7) *Is gratuity included? What is an appropriate tip for the suite attendant(s)?*

A gratuity is included in your Rental Suite package price. Additional gratuities are at the discretion of the Suite Renter based on the level of service provided, additional items purchased, etc.

8) *What is the entrance policy for children at the United Center?*

Children under 36" do not require a ticket to the Suites. Anyone over 36" must have a ticket to enter the United Center. It is roughly the height of the turnstile at all entrances.

9) *Is my suite wheelchair accessible?*

Yes. All of our Executive Suites and Super Suites are wheelchair accessible. The elevators serve all three suite levels and are located on the North and South sides of the arena at Gate 2 ½ and Gate 6 ½.

10) *Are we allowed to bring in a banner and hang it in the suite?*

Unfortunately, the United Center does not allow anything to be hung or affixed to the walls, doors or windows on the suite levels. However, free standing table-tents or signs are allowed in the suites. Easels are also available upon request. Please call if you have questions regarding banners.

11) *We are celebrating a birthday. Can I bring a birthday cake to the suite?*

For safety and sanitation reasons, no outside food or drink may be brought into the United Center. Levy Restaurants does offer the ability to purchase cakes, balloons and flowers for special occasions. Ask to speak with a Levy Guest Service Representative at the United Center for further details.

