

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 some special events (family shows, etc.), gates will open approximately 1 hour before the start time of the event.

2) Can I bring a backpack or bag?

United Center prohibits all backpacks and hard-sided bags, along with any other bags (including briefcases, luggage, purses and diaper bags) that are larger than **14"x14"x6"** in size. Single-compartment drawstring bags and fashion backpack purses will be permitted. Please note that all approved bags are subject to inspection upon entry. Prohibited bags can be checked at no charge in Parking Lot J located east of the United Center near the corner of Wood and Monroe Streets.

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

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

4) Can I buy additional tickets in my suite?

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.

5) What if a guest forgets to print their PDF ticket?

If a PDF suite ticket is not printed, clients should immediately head to the East Atrium Box Office and contact the Premium Seating Department. It is highly recommended to track ticket numbers when distributing tickets to your guests.

6) Can I provide giveaway items to my guests?

Yes. To ensure there are no issues going through security, giveaway items should be shipped or dropped off at the United Center in advance of the event. Ask your Rental Suite Service Representative for shipping instructions and specific details.

7) 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. There is no designated drop-off or pick-up area.

8) 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, F, L or MXC. The price is \$24.

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

A shift pay for the attendant 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.

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

Children under 36" do not require a ticket to the arena or suites for all professional and collegiate sporting events as well as family shows. Anyone over 36" must have a ticket to enter the United Center. All guests, including children, are required to have a ticket for all concert events.

11) 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.

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

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 available upon request.

13) 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. Cakes, balloons and flowers can be purchased through Levy Restaurants for special occasions. Ask to speak with a Levy Guest Service Representative for further details.