

Welcome to the Marriott Marquis Chicago!



Thank you for selecting the Marriott Marquis Chicago for your conference! Taking care of you has always been our number one priority.

Housekeeping service

Available 10am-6:30pm

- Housekeeping service will be completed one time per day.
- Guest rooms will be cleaned when the room is unoccupied.
- If the housekeeper is turned away by the current occupant or has a Do Not Disturb Sign, the room will **not** receive service for that day. Please ensure everyone in your party understands your request for daily room cleaning.
- Linen changes are available every third (3rd) day; linen changes are not done daily.
- Terry (towels) is limited to the number of guests in a room; King rooms will have 3 sets and Queen rooms will have 4 sets.
- If there are items on the bed, the housekeeper will not make the bed.
- The housekeeping team does not fold clothing.

General Hotel Information:

- Fitness Center hours of operation: 6am – 2pm. Adult supervision required.
- Food & Beverage hours of operation
 - Woven & Bound: Serving Ala Carte Breakfast from 6am-11am. Closed after 11am.
 - Showroom Food Hall: Coffee Shop, Lunch & Dinner 7am-11pm
 - 2121 Pantry: 6am-12am
 - **Please, no outside food**
- Check in time is 4pm; if there are rooms available earlier, we will be happy to accommodate.
- Checkout time is at 12pm (noon)
- Bell carts must be handled by the bellmen to assist all guests and must not leave property.
- Late Checkout Charge:
 - Checkouts after 12 noon will be charged the half-day rate of \$89.50 plus tax.
 - Checkouts after 3pm will be charged a full-day rate of \$179.00 plus tax.
- Occupants under the age of 21 must have an adult over the age of 21 staying in the room; children may **not** have their own rooms.
- A method of payment is required upon checking in.
- Basic in-room internet: \$1.00 activation fee per day or sign up for Marriott Bonvoy, our loyalty program, to receive complimentary internet.
- Anyone under the age of 18 has a curfew of 10pm unless accompanied by a parent or adult.
- After 10pm, all hotel guests will need to show the wristband provided at check in; each occupant must have a wristband, this is to enhance the safety and security of all hotel guests.
- No running or use of sporting accessories on the property

- This is a non-smoking facility; if a guest chooses to use a tobacco product, it must be 15 ft away from any of the outside doors; *smoking in the facility is subject to a \$500 charge.*

Parking:

Self-Parking: \$18 per night per vehicle in Lot A for hotel guests

If not overnight guest of the Hotel: \$25.00 (0-16 hours), \$38.00 (16-24 hours)

- Each car parked in the lot will be charged (*ex. Two guests in the same room but each drive, the room will be charged for 2 cars*)
- Valet Parking will be unavailable during the event as the garage will be full.
- Lot A is designated for the McCormick Place along with the partnering hotels (2301 South Prairie Avenue, Chicago, 60616). Use Level 3 for easy access to the Skybridge.
- Lot A has an 8ft clearance; for anything larger, please call 312-808-3125, which would be for Lot B; prices there may vary with no in and out privileges.
- The guest will get a yellow ticket upon entering the lot; please present the ticket to the desk upon checking in to receive in and out privileges.

Rooming & Occupants:

Available booking standard King or standard Queen rooms

- King rooms house a sleeping maximum of 2 occupants.
- Queen/Queen rooms have a sleeping maximum of 4 occupants.
- If the guest requires a rollaway bed, it is of a charge of **\$25 per night** (after 25 complimentary have been given out) and only available to place in KING rooms; only one (1) rollaway bed may be placed in the room and is based upon availability.
- Cribs or Pack 'n Plays are available upon request at no charge; they are based on availability and are limited to one per room.
- We **do not** allow cooking in the room (no tea pots, steamers, toaster ovens, toasters, etc.)
- A communal microwave will be available for use on the first floor near the Pantry/Coffee Shop
- We **do not** allow outside electrical appliances to be brought in the room (vapor machines, boom boxes, etc.)
- To ensure a comfortable environment for all guests, any noise concerns will be given one warning; any further concerns may result in the request for the occupants to depart the hotel; we thank you for your consideration for others.

Welcome Back!

Please reach out by dialing "0" for any requests.