



WELCOME NCGA SUPPLIER

The Doubletree by Hilton Chicago – Oak Brook looks forward to hosting the upcoming **NCGA Catalog Publishers Meeting** (May 07 – 10, 2024). We hope to exceed your expectations of our hotel and to provide the best possible environment for your meeting from both a business and a leisure aspect.

To ensure success at this year’s meeting, please note the following guidelines:

1. Requests for food and beverage in exhibit rooms can be made in advance. Please contact the Sales Office at 630.472.6070
2. A handling fees will be applied on all incoming and outgoing packages. The following charges will apply based on package(s) total weight:

0-5 Pounds	\$5.00	51+ Pounds	\$35.00
6-20 Pounds	\$10.00	Pallets	\$150.00
21-50 Pounds	\$15.00	Crates	\$75.00

All handling charges will be posted to your sleeping room, or a credit card must be supplied for payment.

3. All Suppliers are responsible for providing their own shipping labels for inbound and outbound shipments.

4. If you send packages to the hotel, it is mandatory that the shipping label includes the following information:

- A. Your Name
- B. Company’s Name
- C. NCGA Catalog Publishers Meeting
- D. Start Date of your Exhibit
- E. Exhibit room name and number (if applicable)
- F. Boxes must be numbered (i.e. 1 of 2)

5. Boxes are not to arrive before May 02, 2024

6. Doubletree Chicago Oakbrook will not accept COD deliveries.
7. Doubletree Chicago Oakbrook does not accept responsibility for lost or damaged boxes.
8. Upon departure, all parcels to be shipped from the hotel must be packaged and labeled for shipping. Each guest sending any packages out should notify the front desk upon check out of the quantity of packages in his or her room which should be shipped COD.
9. We are most concerned that NO POSTERS, BANNERS OR THE LIKE be hung in any meeting rooms, sleeping rooms, conference area or public area. All seen will be removed. Each guest will be responsible for any damage incurred.
10. We will strictly adhere to arrival and departure times. If a guest arrives earlier than the standard check-in time of 3:00pm, we cannot guarantee rooms will be available.
11. Please take note that American Taxi provides transportation to and from O’Hare Airport. Call upon arrival at O’Hare (847-255-9600) to alert American Taxi that you are ready for pick up.
12. Check-out time is 12 Noon.
13. All guestroom reservations must be made by **April 10, 2024**. After this date, guestrooms will be released, and reservations will be accepted only on a space availability basis at the prevailing rate.

Sincerely,

Brian de Anda
Director of Events (Doubletree by Hilton - Chicago Oak Brook)
E: BDeanda@doubletreeoakbrook.com
P: 630-472-6032