Shipping and Receiving

The hotel has shipping, receiving and handling services at the hotel, this is not a complimentary service please see your assigned event planner for current pricing. Please inform your event manager of any expected shipments. All packages / shipment should be labeled with the following:

- Hotel Name/ Event Planner Name & Recipient if different
- One West Wacker Drive
- Chicago, IL 60601
- Show Name
- Show Dates
- Booth Name/Number or Vendor information

Items should be scheduled to arrive the day before they need to be delivered to the end user. Storage fees will apply and any and all shipments that arrive more than 3 days prior to delivery to the guest the shipment are addressed to.

Items will not be delivered if without a signature of acceptance from the person the shipment is addressed to. Charges will be applied for both inbound and outbound items.

**Shipping and Receiving Fees:**

- Free – Letters, Envelopes and packages less than 5 lbs.
- $7.00 each – Letters, box, package, other 6 – 20 lbs.
- $25.00 each – per box, crate, display, other 21 - 50 lbs.
- $50.00 each – per box, crate, display, other 51 – 75 lbs.
- $75.00 each – per crate, display area, or oversized boxes 76 – 150 lbs.
- $150.00 each – per crate, display area, or oversized boxes/road box over 150 lbs.
- $250.00 each – skids/pallet (pallets must be self-contained and properly sealed)

**STORAGE FEES**

Charges apply to any/all material received more than 5 days before date of guest arrival.

- $25.00 per (100) pounds of weight per day for every day prior to the 5 day limit.

Example: Material received 8 days prior to the 5 day limit will incur this charge for 3 days of storage.

**LOADING AND UNLOADING CHARGES**

- $75.00 per man hour or any portion of an hour will apply if shipping & receiving is involved in the loading or unloading, either manually or by forklift/pallet jack, of any size truck or other conveyance.

**Sign and Banner Hanging**

All banners or signage hung from the ceiling or from pipe and drape is considered rigging. Sign and banner hanging is not a complimentary service. Rigging is an exclusive service of the Renaissance Chicago Downtown Hotel; please contact your assigned event manager or the audio visual department for pricing.

All requests to rig banners or signage should be sent to your assigned event manager in advance for pricing and approval.

Any banner or signage request to suspend above overhead and in public space must be constructed in a safe manner as to support its own weight and not cause a hazard for those passing beneath it. The Renaissance Chicago Downtown Hotel reserves the right to inspect and deny hanging banners or signage overhead if in the opinion of management it appears to be unsafe in any matter.

The Chicago Renaissance Downtown Hotel will make every effort to place and position banners and signage in the exact position designated by the meeting planner. Safety and capability may limit the placement options that are available.
Branding (Vinyl Clings)

if it is approved for a group to apply clings to the glass of the escalators. It will be approved if the group occupies the ballroom, Burnham, Root, and Discover.

There will be a fee of $500 for this - $250 in and $250 out – as we will need to turn off the escalators for install and teardown.

We have a preferred vendor for this service. Please contact Event Management.

Vendor Load in and Load out

All vendors must load in and out at our loading dock on 1 west lower Wacker drive

No deliveries or unloading can be done at the front door to the hotel

Vendors will need to check in with security and will be given a guest pass to access the hotel and directions to elevators and banquet meeting space

There is no parking on lower Wacker, you will need to unload and then move your vehicle to secure parking.

Hotel parking is valet only; you may bring your vehicle to the front drive to be valet once you have unloaded at the dock.

Please ask your event manager for the valet parking prices for your event.

Directions to the Renaissance Chicago Hotel Loading Dock

From O'Hare Airport (I-190) or North (I-94)
If you are driving from O'Hare take I-190 to I-90
Take I-90 or I-94 East into Chicago (Kennedy Expwy)
Exit at Ohio Street, Ohio is one way going east.
Proceed to Clark Street. Turn right on Clark and proceed five blocks until you cross the bridge over the Chicago River.
The second street after the bridge is Lake Street; make a right onto Lake Street.
Halfway up the block on your left is a street named Garvey Court (between Clark Street and Dearborn Street).
Turn left onto Garvey Court.
Go one block to inner Lower Wacker Drive and turn right.
Proceed to 1 West Wacker Drive. Enter the building and check-in with Loss Prevention.

From the Southwest and Midway Airport
If you are driving from Midway Airport take Cicero Avenue north to I-55
Take I-55 (Stevenson Expwy) into Chicago
Exit at Lake Shore Drive heading north
Proceed to the Randolph St. exit
Randolph will take you west, proceed to LaSalle Street. (one block past Clark)
Make a right on LaSalle Street; proceed one block to Lake Street.
Turn right onto Lake Street.
One and a half blocks east on Lake Street (Lake Street is a one way street traveling east) on your left is a street named Garvey Court (between Clark Street and Dearborn Street).
Turn left onto Garvey Court.
Go one block to inner Lower Wacker Drive and turn right.
Proceed to 1 West Wacker Drive. Enter the building and check-in with Loss Prevention.

From the South
Take I-90/I-94 (Dan Ryan Expwy) into Chicago.
Exit at Washington Blvd (51C), which will take you east.
Proceed to LaSalle St. (one block past Wells Street)
Make a left on LaSalle Street; proceed two blocks to Lake Street.
Turn right onto Lake Street.
One and a half blocks east on Lake Street (Lake Street is a one way street traveling east) on your left is a street named Garvey Court (between Clark Street and Dearborn Street).
Turn left onto Garvey Court.
Go one block to inner Lower Wacker Drive and turn right.
Proceed to 1 West Wacker Drive. Enter the building and check-in with Loss Prevention.

From the West
Take I-290 (Eisenhower Expwy) East into Chicago.
I-290 becomes the Congress Parkway east of the I-90/I-94 interchange.
Make a left onto LaSalle St. (one block past Wells)
Proceed on LaSalle Street to Lake St.
Turn right onto Lake Street.
One and a half blocks east on Lake Street (Lake Street is a one way street traveling east) on your left is a street named Garvey Court (between Clark Street and Dearborn Street).
Turn left onto Garvey Court.
Go one block to inner Lower Wacker Drive and turn right.
Proceed to 1 West Wacker Drive. Enter the building and check-in with Loss Prevention.

Dock Dimensions

Dock Bay:
10'11" width
3'11" height
36'3" deep

Height for truck
12' 6"

Dock area entrance
29'8"
DOWNTOWN CHICAGO MOTORCOACH LOADING ZONES & PARKING LOCATIONS

Oversight Parking Area:
- McCormick Place Marshalling Yard
  - 2914 S. Route 23

Directions to McCormick Place Truck Marshalling Yard:
- From North of 23rd Street:
  - South on Lake Shore Drive, exit at 31st Street, turn right on Mies Street, then right on S. Michigan Avenue to McCormick Place Truck Marshalling Yard.
- From South of 23rd Street:
  - North on Lake Shore Drive, exit at 31st Street, turn left, then go west on Lake Shore Drive, then north on Mies Street, then right on S. Michigan Avenue to McCormick Place Truck Marshalling Yard.

Motorcoach Loading Zones:
- Standing: not to exceed 15 minutes or parking
- Free Motorcoach On-Street Day Parking (available):
  - CANAL STREET: 1250 South
  - FRANKLIN STREET: 420 South
  - CUYAHOGA AVENUE: 4102 to 4152 East
  - ELSTON AVENUE: 4100 to 4150 East

Lakeview/Lincoln Park

New Easton Ave. Parking

Hyde Park