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General Information

Welcome to the Marriott! We look forward to serving you and your associates. Our staff will assist you in every way possible to prepare for a successful meeting or special occasion. The following will help us together to ensure success.

Rental charges apply to all rooms used for meetings, exhibits and ceremonies booked through the Hotel.

Final Attendance Guarantees

Confirmation for the number of guests to be served must be received no later than 72 hours prior to the scheduled function, otherwise the Hotel will consider your originally expected number of people to be the guarantee for all charges. All Hotel charges will be based upon the guaranteed number or the actual number served, whichever is greater. The guarantee number can be increased within 72 hours; however the number cannot decrease.

Service Fees & Taxes

A 20% service charge and applicable sales tax will be added to all food and beverage, audio visual and room rental ordered through the Catering Department.

The Marriott reserves the right to inspect and control all parties, meetings, receptions, etc. being held on the premises.

All Federal, State and Local Laws with regard to food and beverage purchases and consumption are strictly adhered to. All food and beverage must be purchased through the Hotel. Food and beverage items cannot be taken off property.

Quality Service & Product

If the room herein reserved cannot be made available to the guest, the Hotel reserves the right to substitute a similar or comparable room for the function. Such substitution shall be deemed by the guest as full performance.

The Hotel is not responsible for any loss of material, equipment or personal belongings left in unattended and/or unsecured rooms or areas. The Hotel accepts no responsibility for goods shipped to the Hotel prior to scheduled functions or left after a function is completed.

All prices are subject to change pending circumstances with notice.

Deposit & Payment Arrangements

All functions require an advance deposit. No reservation is firm until the deposit is received. We will refund 50% of any deposit for a cancellation that occurs three months or longer prior to the function date. All functions are to be paid with cash or credit card prior to the function. Direct billing can be arranged, but must be approved prior to the function date.

The Hotel will not permit the affixing of anything to the walls, floors or ceiling with nails, staples, carpet tape or other substance. Please consult the Catering Department for assistance in displaying of all materials.

Loss & Damage

The Hotel will not permit the affixing of anything to the walls, floors or ceiling with nails, staples, carpet tape or other substance. Please consult the Catering Department for assistance in displaying of all materials.

Special engineering requirements must be specified to our Catering Department at least three weeks prior to the function. Charges will be based on labor involved and power drain. A wide selection of audio-visual equipment and services are available through an in-house supplier on a rental basis. Orders may be placed through the Catering Department.

Advance Shipping Guide

The customer is responsible for the arrangements and all expenses of shipping materials, merchandise, exhibits, or any other items to and from the Hotel. The Hotel is not responsible for damage or loss of any items left in the Hotel prior to or following any function. The Hotel accepts no responsibility for goods shipped to the Hotel prior to scheduled functions or left after a function is completed. The Hotel will accept packages two working days prior to the function, but not between 11:00 a.m. and 1:00 p.m. daily. Parcels will not be accepted on pallets or skids, and the shipper will be responsible for the loading and unloading of packages into the Hotel. Hotel Packages must be marked appropriately with:

Name of Group and Date of Function
Contact's Name
Chicago Marriott Northwest at
Hoffman Estates
4800 Columbine Boulevard
Hoffman Estates, Illinois 60192

The Hotel may request the customer obtain and pay for bonded security personnel when valuable merchandise or exhibits are displayed or held overnight in the Hotel.