



## **Frequently Asked Questions**

### **What is HI<sup>2</sup> doing for COVID-19 safety?**

We have put in place strict infection control protocols and aim to set a new bar in conference safety. Please click [here](#) to view our COVID-Safe Commitment.

### **What is the Fairmont Chicago, Millennium Park doing for COVID-19 safety?**

Please click [here](#) to view the Fairmont Chicago, Millennium Park Commitment to Clean.

### **How do I check-in at HI<sup>2</sup>?**

When you arrive at HI<sup>2</sup> please proceed to the testing location listed below for your Rapid Antigen COVID-19 test. All executives and staff must be tested upon arrival to the conference – please allow one hour for testing prior to joining any HI<sup>2</sup> activity. You must bring a valid photo ID to your test. No one will be permitted into any conference activity without being tested.

#### **Testing Hours & Location:**

Monday, September 27	11:00 am – 10:00 pm	Millennium Room (Lobby Level)
Tuesday, September 28	6:30 am – 6:30 pm	Millennium Room (Lobby Level)
Wednesday, September 29	6:30 am – 8:30 am	Millennium Room (Lobby Level)

#### **Welcome Desk Hours & Location:**

Please bring your negative test results to the Welcome Desk to check-in to the conference

Monday, September 27	11:00 am – 10:00 pm	International Ballroom Foyer (2 <sup>nd</sup> Level)
Tuesday, September 28	7:00 am – 7:00 pm	International Ballroom Foyer (2 <sup>nd</sup> Level)
Wednesday, September 29	7:00 am – 9:30 am	International Ballroom Foyer (2 <sup>nd</sup> Level)

### **Where can I find the 2021 Conference Agenda?**

<https://www.hi2conf.com/>

### **What is the hotel address, phone number and web site?**

Fairmont Chicago, Millennium Park  
200 North Columbus Drive  
Chicago, IL 60601  
Telephone: (312) 565-8000  
<https://www.fairmont.com/chicago/>

### **What time is Check-in / Check-out at the hotel?**

Check-in is at 3:00 pm, Check-out is at 12:00 pm

### **What is the room cancellation policy at the Fairmont Chicago, Millennium Park?**

Cancellations made 24 hours prior to arrival will be charged one night room and tax.

### **How much should I tip housekeeping?**

Hotel suggests \$3.00/day

### **What airports are near the hotel?**

- O'Hare International Airport (ORD): 35 minute drive, 20 miles (no traffic)  
When there is traffic: morning 7:00 – 9:00 am and after work hours 4:00 – 6:00 pm the drive could be 1 hour to 1.5 hours depending on the traffic flow.  
Taxi: Estimated fare is \$40.00 + tip (one-way)
- Midway International Airport (MDW): 20 minute drive, 14 miles (no traffic)  
Same thing goes for Midway with traffic 45 minutes – 1 hour delays during peak traffic times.  
Taxi: Estimated fare is \$30.00 + tip (one-way)

### **How do I get to/from O'Hare International Airport (ORD):**

- **BLUE LINE TRAIN:**  
Has 24-hour service. Cost is \$5.00 one-way per person; travel time to downtown is 40 minutes; exit train at LAKE/CLARK. The hotel is a 10-minute walk or an approx. \$5.00 taxi ride from the train. About 45 minutes from ORD to Downtown Loop (Clark/Lake Station) without traffic.

### **How do I get to/from Midway Airport (MDW):**

- **ORANGE LINE TRAIN:**  
Hours are 5:15 a.m. to 11:30 p.m.; Cost is \$5.00 one-way per person; travel time to downtown is 25 minutes; exit train at LAKE/CLARK. The hotel is within walking distance or an approximate \$5.00 taxi ride from the train. About 30 minutes from MDW to Downtown Loop (Clark/Lake Station) without traffic.
- **TAXIS:** There are always cabs available at the hotel

### **What does the attendee fee include?**

The attendee fee includes all education sessions, conference materials, conference meals & receptions, coffee breaks and rapid antigen testing. *It does not include travel, lodging and personal incidental expenses.*

### **What is the conference attire?**

Business Casual

### **What is the average temperature in Chicago during the conference?**

74° high, 62° low

### **Does the hotel provide complimentary Wi-Fi?**

The hotel offers complimentary basic Wi-Fi in guest rooms and public spaces

### **Does the hotel offer room service?**

In-room dining is available 2:00 – 10:00 pm daily.

### **What are the business center hours the hotel?**

The FedEx business center is located on B1 Level

Monday – Friday: 7:30 am – 6:00 pm  
Saturday: 8:00 am – 12:00 pm  
Sunday: Closed

Access to computer stations and copy machines is available 24-hours with a guest room key.

Phone: (312) 938-5425

### **What are the Fitness Center hours?**

mySpa Fitness Studio

- Located: B1/Spa Level (around the corner from spa entrance pass the Fed-Ex Office)
- Complimentary access to fitness studio (per contract)
- Open 24 hours
- Guest can access the fitness center with their guestroom keycard

### **Where do I park at the hotel?**

- Off-Site Self-Parking: \$64.00 per day
  - Aqua Building – directly across the street from the Fairmont
  - To get to the Aqua Building from the Fairmont:
    - Turn right from Fairmont Drive onto Columbus Drive
    - Turn left at CVS into Aqua Drive
    - Turn left into the parking garage and park
    - To get to the hotel, follow signs to North Elevator Bank to Lobby
    - Fairmont will be directly across the street
- Valet Parking:
  - 0 – 2 Hours: \$31.00
  - 2 – 6 Hours: \$43.00
  - 6 – 24 Hours: \$77.00