



## **Frequently Asked Questions**

### **Where and when can I check-in at HI<sup>2</sup>?**

When you arrive at HI<sup>2</sup>, please proceed as follows:

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

Monday, June 12	8:00 am – 5:00 pm	Zurich Ballroom Foyer (L1 Level/Concourse Level)
Tuesday, June 13	7:00 am – 5:00 pm	Zurich Ballroom Foyer (L1 Level/Concourse Level)
Wednesday, June 14	7:00 am – 12:30 pm	Zurich Ballroom Foyer (L1 Level/Concourse Level)

### **Where can I find the 2023 Conference Agenda?**

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

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

Swissôtel Chicago  
323 East Wacker Drive  
Chicago, IL 60601  
Telephone: 312.565.0565

[Website](#)

### **How do I make a hotel reservation for the conference?**

Reserve your room at the HI<sup>2</sup> Conference preferred rate of \$329 [online here](#), or call the Swissôtel Chicago at (888) 737-9477 and mention “HI2” or “Home Care Innovation + Investment Conference”. Rate expires on **Monday, May 15, 2023**, or while inventory exists.

### **Is there a resort fee?**

No

### **What is the room cancellation policy at the Swissôtel Chicago?**

Reservations may be cancelled until 72 hours prior to arrival without penalty. Cancellations received less than 72 hours prior to arrival will assess a one-night room + tax penalty.

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

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

### **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 \$45.00-\$65.00+ tip (one-way)

- Midway International Airport (MDW): 20 minute drive, 14 miles (no traffic)

The same thing goes for Midway with traffic – 45 minutes to 1 hour delays during peak traffic times.

Taxi: Estimated fare is \$35.00-\$55.00 + 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 STATE/LAKE. The hotel is within walking distance or an approximate \$5.00 taxi ride from the train. About 30 minutes from MDW to Downtown Loop (State/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 and coffee breaks. *It does not include flights, lodging and personal incidental expenses.*

#### **What is the conference cancellation policy?**

- Cancellations on or before May 15, 2023: You can appoint a substitute senior-level executive, carry over your registration to 2024 Home Care Innovation + Investment Conference\* or receive a refund less a \$100 service fee.
- Cancellations between May 16, 2023 and June 5, 2023: 60% of your registration fee will be carried over to a credit towards 2024 Home Care Innovation + Investment Conference\*.
- Cancellations on or after June 6, 2023: Your registration fee will not be carried over and you will not receive a refund.

*\*Carry over registrations can only be applied to the 2024 Home Care Innovation + Investment Conference*

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

Business Casual

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

80° high, 60° 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 6:00 am – 11:00 pm daily.

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

The UPS Store is located L1 Level/Concourse Level

- Monday – Friday: 8:00 am – 6:00 pm
- Saturday & Sunday: 9:00 am – 3:00 pm
- Phone: (312) 268-8290; Fax: (312) 565-9447
- Email: [store6161@theupsstore.com](mailto:store6161@theupsstore.com)
- There are two computer stations that are located in the lobby. It is \$6.45 to activate and .40 cents per minute to use

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

Overlooking panoramic views of Lake Michigan, the Penthouse Fitness Center helps you stay in good shape while you are away from your home gym. Pump up your energy level with a circuit of Precor cardio, strength-building equipment and free weights.

- Located: 43<sup>rd</sup> Floor
- Hours: 5:00 am – 10:00 pm 24/7
- Guest can access the fitness center with their guestroom keycard
- [View our jogging map \(PDF\).](#)

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

- Valet Parking available for \$78/day plus taxes
- Self-Parking available for \$60/day plus taxes