

TOP THINGS TO KNOW

VENUES



- The venues are:
 - [Hilton Chicago](#)
 - [Palmer House, A Hilton Hotel](#)
- Shuttle service will be offered between the *venues for this event*.

REGISTRATION



- The last day to make changes to your registration is **January 26, 2026**.
- Name badges must be picked up at on-site registration and worn while on event premises for security purposes.
- Print or download your personalized schedule from the [event platform](#).

COURSES



- Certificates are issued to participants who attend and complete 100% of the course.
- Courses end at 1:00 p.m. on Friday only.
- [Print or download](#) your course attendance certificates by **March 30, 2026**.

MEALS

- Breakfast, lunch, and dinner meals are on your own, with many food choices in and near the event venues.
- We offer multiple coffee/beverage services throughout the day, including to-go snacks during the late morning and afternoon breaks. **Please be considerate of fellow participants!**



BREAKS (SUBJECT TO CHANGE)

Monday

- 7:00 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m. (**Beverages Only**)
- 11:30 a.m. to 12:30 p.m.
- 2:15 p.m. to 3:00 p.m. (**Beverages Only**)

Tuesday - Thursday

- 7:00 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m.
- 2:15 p.m. to 3:00 p.m.

Friday

- 7:00 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m.

TRAVEL AND LODGING



- The hotel requires an incidental deposit of **\$100.00 per day/per person** for all guests.
- Ensure event lodging and travel reservations match prior to arriving onsite. Schedule your return flight no less than 3 hours after your course end time, early departure from courses is not allowed.
- If you have *Americans with Disabilities Act* requirements or accessibility needs, please notify us no later than **January 20, 2026**.

EVENT HEALTH AND SAFETY PROTOCOLS



- The [Event Health and Safety Protocols](#) have been updated.

CODE OF CONDUCT



- Attendees are expected to adhere to the event [Code of Conduct](#) throughout their event experience.

Travel and Logistics Guide

NeighborWorks Training Institute

Feb. 23 - 27, 2026
Chicago, IL

#NWTraining



COURSE & LODGING LOCATIONS: NeighborWorks Training Institute (NTI) courses will be held at the following locations:

Hilton Chicago

720 South Michigan Avenue ▶ Chicago, IL 60603
(312) 922-4400 ▶ <https://www.hilton.com/en/hotels/chichhh-hilton-chicago/>
*Location of the On-site NeighborWorks Training Institution Registration

Courses at this location: Community Engagement (CB), Community Economic Development (ED), Financial Capability, Housing Education and Counseling (HO), Small Business Lending (LE), Nonprofit Management and Leadership (ML) and Neighborhood Revitalization (NR)

Palmer House, A Hilton Hotel

17 East Monroe Street ▶ Chicago, IL 60603
(312) 726-7500 ▶ https://www.hilton.com/en/hotels/chiphhh-palmer-house/?SEO_id=GMB-AMER-HH-CHIPHHH&y_source=1_MTIyMDgwMy03MTUtbG9jYXRpb24ud2Vic2l0ZQ%3D%3D

*Courses at this location:

Affordable Housing (AH), Asset Management (AM) and Construction and Rehab (CP)

REGISTRATION CHECK-IN & BADGE PRINTING

Check-in is required at the *Registration Booths*, located at the **Hilton Chicago** at the **Normandie Lounge, Second Floor** as follows:

- Sunday • 3:00 p.m. to 6:00 p.m.
- Monday through Thursday • 7:00 a.m. to 5:00 p.m.
- Friday • **Closed**

All attendees must check in at registration and receive an official event identification badge. Wearing your badge is required for entrance into all event meeting spaces. You may be asked to show this identification to security throughout the event venues. Please do not misplace your badge. Your event schedule, including your enrolled courses and classroom locations, is in the **YOUR NTI SCHEDULE** section of the event registration platform. Hard copies will not be handed out onsite. In-person event attendees should be sure to keep a copy accessible or printed to help direct you once you arrive on site.

Health and Safety Protocols: This event requires all attendees to agree to the **Health and Safety Protocols** available on the event website.

COURSES/LUNCH BREAK TIMES & MEALS

Courses begin and end promptly:

- Monday through Wednesday • 8:30 a.m. to 4:00 p.m.
- Thursday • 8:30 a.m. to 4:30 p.m.
- Friday • 8:30 a.m. to 1:00 p.m.

Lunch breaks:

- Monday through Wednesday from 11:30 a.m. to 1:00 p.m.
- Thursday from 11:45 a.m. to 1:00 p.m.
- Friday no lunch break on this day

Meals:

We provide three coffee breaks throughout the day, with late morning and afternoon to-go snacks.

- Monday through Thursday Break Times
 - 7:30 a.m. to 8:15 a.m.
 - 9:45 a.m. to 10:30 a.m.

- 2:15 p.m. to 3:00 p.m.

Friday Break Times

- 7:30 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m.

Breakfast, Lunch & Dinner are on your own, with many food choices in and near the event venues.

COMPLETION CERTIFICATES

Certificates are issued only to participants who attend and complete 100% of the course. There are no exceptions to this policy. To better meet participant travel schedules, courses will end promptly at 1:00 p.m. on Friday. *We recommend you not schedule your departing flight until 3 hours after your course end time. 100% course completion is required. Exceptions to the 100% Course Completion Policy will not be considered due to early scheduled flights.* E-certificates will be available to download or print from the **YOUR NTI SCHEDULE | MY COURSES** section of the event registration platform after you have completed the course and by no later than the site closing date of **March 30**. Be sure to print or download your certificate before the site closes.

ACCOMMODATIONS

Hilton Chicago and Palmer House, A Hilton Hotel:

Check-in time is 3:00 p.m. & check-out time is 11:00 a.m.

For hotel services, business centers, fitness centers, or driving directions, please refer to the hotel's website.

Incidental deposits are mandatory for all guests. The event hotels request that each hotel guest leave a deposit to cover incidental expenses (it is recommended that you use a credit card, although the hotel will accept a debit card). When using a debit card, your deposited funds may not be available to you for several days, depending on your bank's policies. Please check with your bank about their specific policies.

Hilton Chicago and Palmer House, A Hilton Hotel: \$100 per day/per person

ACCESSIBILITY NEEDS If you have accessibility needs addressed by the *Americans with Disabilities Act*, please notify NeighborWorks one month before the event. If you require medical supply rental information, please contact Choose **Chicago (312) 567-8500**. For mobility needs, contact:

- Scootaround
info@scootaround.com - Phone: 1-888-441-7575
- 101 Mobility
<https://www.101mobility.com/> - Phone: 1-412-547-8582

Attendees are responsible for arranging and paying for their medical supplies, mobility aids, and equipment. For Chicago Airport-specific needs, please visit **O'Hare International Airport:**

<https://www.flychicago.com/ohare/ServicesAmenities/accessibility/Pages/default.aspx>

Chicago Midway:

<https://www.flychicago.com/midway/ServicesAmenities/accessibility/Pages/default.aspx>

CHANGES, CANCELLATIONS & REFUNDS, SUBSTITUTIONS

CHANGES: Course changes can be made directly in the event registration platform via the EXCHANGE TRAINING function until **January 26**. Courses on the same dates/times may be exchanged, except for courses with special

requirements and that require attestation to the course requirements. For assistance, or to change into a blended or course with prerequisites or pre-assessments, please contact Customer Experience at 1-800-438-5547 or nti@nw.org.

CANCELLATIONS|REFUNDS: The last day to cancel from the event and receive a refund is **January 26**. After this date, refund requests will not be honored.

NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect, or consequential damages.

SUBSTITUTIONS: Will not be permitted for any reason for this event.

INFORMATION FOR PARTICIPANTS FROM ORGANIZATIONS OUTSIDE THE NEIGHBORWORKS NETWORK

TRAVEL

Participants are responsible for making their own travel arrangements.

ACCOMMODATIONS

If NeighborWorks does not cover your lodging, you will be able to make your lodging reservation at our institute hotels. A block of rooms are available at the **Hilton Chicago** and **Palmer House, A Hilton Hotel**. To guarantee a room at the special rate, reservations must be made by **February 2**. Rooms are available on a first-come, first-served basis. Call the hotel or make your reservation online via the web links below:

Hilton Chicago

The rate is \$142* single occupancy per night plus applicable taxes; <https://book.passkey.com/go/2026NTI> or call 877-865-5320, and the code is "NWC"

Palmer House, A Hilton Hotel

The rate is \$142* single occupancy per night plus applicable taxes; <https://book.passkey.com/go/NationalTrainingInstitute2026> or call 877-865-5321 and the code is "NTI"

**Hotel rates are subject to change without notice.*

INFORMATION FOR SCHOLARSHIP AWARDEES AND/OR SPECIAL MEETING GUESTS

SCHOLARSHIP RECIPIENTS

Most scholarships (non-transferable) cover lodging and tuition only. Please **carefully** review your event confirmation email for the specifics related to your scholarship package. You will also find this information in the event registration platform under the **YOUR NTI SCHEDULE** page. Please review this page carefully for awardees receiving lodging and/or travel to confirm your check-in and check-out dates and instructions for booking your travel, if applicable. Hotel assignments will be posted to your NTI schedule by no later than **February 10**. If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a "no-show" charge. Failure to check into the hotel on the confirmed date may also cancel your reservation. Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. As a reminder, if you encounter travel delays/cancellations i.e., a flight cancellation or significant delay) which impacts your arrival at the training event, you must notify us at: nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547. Please do **not** contact the hotel directly. This will help us ensure you will avoid being considered a no-show. Please contact us if you have any questions or concerns

regarding this topic or other travel issues. Scholarship awardees who NO SHOW without a valid reason will become ineligible for future scholarships for at least 12 months.

SPECIAL TRAVEL NOTICE

Certain special meetings, scholarships, and registration packages include travel arrangements processed through the NeighborWorks Travel Account. If your registration package or scholarship indicates that you are **approved for travel** on the NeighborWorks account, please contact Direct Travel by **January 26** and book your travel on our account. Contact Direct Travel at 1-866-492-9834 during business hours from Monday to Friday between 9:00 AM – 5:30 PM EST or e-mail nwanyc@dt.com to make your arrangements. Do not contact Direct Travel after business hours, during the weekend, or on holidays unless it is an emergency. Arrange your trip by no later than **January 26**. Direct Travel charges a fee to process ticket changes, and there could be fare increases if changes are requested after the original ticketing, so please plan accordingly. The traveler is responsible for those fare changes, not NeighborWorks America. We recommend you not schedule your departure until **3 hours after your course end time**. Exceptions to the 100% Course Completion Policy will not be granted or considered due to early scheduled flights.

INFORMATION FOR PARTICIPANTS FROM NEIGHBORWORKS NETWORK ORGANIZATIONS

ACCOMMODATIONS

If you registered under the **NETWORK MEMBER LODGING BENEFIT package**, please do not make a separate hotel reservation, as NeighborWorks America already has you included on the master guest room block. As a network member lodging benefit package participant, your lodging costs are covered in full for the reservation nights made by NeighborWorks America. If the Network Member Lodging Benefit packages were sold out or you registered under the Network Member NO Lodging Needed package, and are responsible for making your own lodging arrangements, please see the ACCOMMODATIONS section instructions for how to make your lodging reservation at the event group rate at one of the event hotels.

Please review **YOUR NTI SCHEDULE** in the event registration platform for your assigned hotel and dates to ensure that you arrive and depart on the dates scheduled and notify us in advance if your travel plans change. Hotel assignments will be posted to your NTI schedule by no later than **February 10**. Failure to check into the hotel on the confirmed date is considered a "no-show" and may lead to your hotel reservation being canceled. If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a no-show charge, which will then be billed to your organization. Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. As a reminder, if you encounter travel delays/cancellations (i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, you must notify us at: nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547. Please do **not** contact the hotel directly. This will help us ensure you will avoid being considered a no-show. Please contact us if you have any questions or concerns regarding this topic or other travel issues.

Lodging cancellations must be made by **January 26**.

TRAVEL

Travel is not covered for Network Member course registrants.

LOCAL TRANSPORTATION:

<p>O'Hare International Airport (ORD) <i>(About 30-90 minutes to the hotel; depending on traffic)</i></p>	<p>For information, visit: https://www.flychicago.com/ohare/home/pages/default.aspx</p> <p><i>As of May 7, 2025, U.S. travelers must be REAL ID-compliant to board domestic flights</i></p>
<p>Midway International Airport (MDW) <i>(About 25 minutes to the hotel; depending on traffic)</i></p>	<p>For information, visit: https://www.flychicago.com/midway/home/pages/default.aspx</p> <p><i>On May 7, 2025, U.S. travelers must be REAL ID-compliant to board domestic flights</i></p>
<p>Amtrak Rail Service</p>	<p>See www.amtrak.com for details. The nearest Amtrak station is located in Chicago, IL, approximately 10 minutes to the hotels by taxi.</p>

PARKING AT:	Guest Self-Parking <i>The fee is charged to the room (with in/out privileges)</i>	Guest Valet Parking <i>The fee is charged to the room (with in/out privileges)</i>	Visitor <i>(with in/out privileges)</i>
Hilton Chicago	\$72.00*/day	\$88.00*/day	\$88.00*/day
Palmer House, A Hilton Hotel	\$57.00*/day	\$85.00*/day	\$85.00*/day

*RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE/PLUS TAX

IMPORTANT DATES TO REMEMBER:

	<u>Non-Network Deadline</u>	<u>Network Deadline</u>	<u>Scholarship Recipient Deadline</u>
▪ Travel Arrangements	N/A	N/A	January 26 (Refer to Award Notice)
▪ Hotel Changes	N/A	January 26	January 26 (Refer to Award Notice)

NeighborWorks America –Training
(800) 438-5547 ■ nti@nw.org ■ www.NeighborWorks.org/training