



Event Shipping and Receiving Policies

6333 N. Scottsdale Rd Scottsdale AZ 85250 Main
Tel: 480-948-7750

INSTRUCTIONS FOR EVENT SHIPPING TO HOTEL:

- Each Box / Parcel to be labeled with:
 - o Hotel Name and Address o Group and/or Vendor Name o Event Date o Hotel Contact Name in Catering or Convention Services
 - o Number of items in total shipment, labeled in sequence (i.e. 1 of 3 etc..)

APPLICABLE CHARGES TO **COMPANY** SHOULD HOTEL LABOR BE REQUIRED:

- The first 10 boxes or packages received to hotel are complimentary (large crates or pallets do not apply)
- After initial 10 items there will be a \$5.00+ charge per item for portage and labor
- If a single item is over 150lbs in weight, \$1.00+ per pound will be charged for portage and labor

APPLICABLE CHARGES TO **VENDORS** SHOULD HOTEL LABOR BE REQUIRED:

- Initial box delivery (up to 5 boxes to start), Flat portage fee of \$25.00 to be charged
- An additional \$5.00 per package after first 5 (envelopes excluded)
- If a single item is over 150lbs in weight, \$1.00++ per pound to be charged
- Vendors to pay on site prior to delivery via hotels banquet department

OUTBOUND PACKAGES:

- Event contact or individual vendor is responsible for the packing and labeling of all items
- Clients/vendors may use their own shipping account OR they can utilize the hotel business center to have labels generated online via the preferred carriers website
- Clients/vendors are responsible for arranging pickup with the carrier of choice

ADDITIONAL:

All Items to be received 3- 5 business days prior to event date. Any items received prior to this may incur a storage fee

The Hilton Scottsdale Resort and Villas does NOT have a loading dock. All crate or pallet deliveries MUST arrive on a truck with a lift gate. Deliveries of this nature that fail to have a lift gate are subject to refusal

The Hotel does not accept any liability for equipment, goods, displays or other materials that arrive or fail to arrive at Hotel. Group is responsible for insuring all such items for loss or damage