



SHIPPING & RECEIVING

Labeling Guidelines

Guest packages should be labeled as follows to ensure proper delivery & storage:

Event Shipment(s) – Label Standard

Hilton Vancouver Washington
(Event Name) (Arrival Date)
Hold For Guest : **(Guest Name) (Guest Cell Number)**
(Guest Company Name) (Meeting Room) (Booth Number)
301 W 6th Street
Vancouver, WA 98660

Individual Shipment(s) – Label Standard

Hilton Vancouver Washington
Hold For Guest: **(Guest Name) (Guest Cell Number)**
(Arrival Date)
301 W 6th Street
Vancouver, WA 98660

- Multiple packages in a shipment should be numbered in sequence (e.g. 1 of 3, 2 of 3, 3 of 3)
- Heavy boxes should be identified as such

Inbound Packages

Due to limited storage space, we request that packages NOT arrive earlier than three (3) days prior to the registered date of arrival.

Handling Fees

Fees are based upon weight & size of package shipped. There are fees for both incoming & outgoing shipments. The fees are as follows:

0 - 49lbs \$2.50

50 - 100lbs \$5.00

Pallet \$20.00

Pick-Up & Delivery

Registered guests who have received a package will be notified via the guestroom phone messaging system. With valid identification, the package(s) can be picked up at Bell Desk or delivered within the hotel's premises (e.g. guestroom or meeting room). All packages must be signed for & paid for at time of delivery. Payments accepted are cash, credit card or room charge.

Outbound Packages

Guests are responsible for the packing and labeling of outgoing packages. FedEx Express & UPS airbills and boxes are available. Guests may use their own shipping account if applicable. Labels may also be generated online via the preferred courier's website and printed in the Business Center (guest's account number or credit card is required). **All outgoing shipments require a hotel shipping fee per item (see above) as well as a secondary "Outgoing Shipping Form" for the hotel's records.**

Shipping companies we ship with almost daily are: FedEx, UPS & USPS. International shipping is accepted but requires a "Commercial Invoice" as well as an "Outgoing Shipping Form."

Guest using an outside freight service such as "Amco Freight" must supply the hotel with a copy of the "Bill of Lading."

All outgoing shipments will more than likely go out the next business day, unless otherwise scheduled by the guest.

The hotel is not responsible for any box that is left at the hotel without shipping information attached to it or shipping fees unpaid.