

# Shipping and Receiving Procedures



## INDIVIDUALS PAY ON OWN | HILTON ORLANDO LAKE BUENA VISTA

The Hilton Orlando Lake Buena Vista's Conference Shipping and Receiving Department is widely known for its excellence in handling group materials, literature, products, etc., both as pre-shipments to be stored and as items to be shipped back after your conference. Your Event Manager can assist you with any questions.

### Exhibit Shipments

Exhibitors should ship their materials to a drayage/decorating company if you have selected one for your exhibit hall. Please ensure your exhibitors are aware of the charges below should they ship material directly to the hotel.

The handling fee covers the following services:

- Receiving shipments
- Secured storage
- Distribution of meeting materials

### Conference Shipments

Multiple packages within a single shipment should be numbered in sequence (i.e. 1 of 3, 2 of 3, 3 of 3); it may be helpful to make note of individual package contents, so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt. We strongly encourage you send your Event Manager tracking numbers in advance to facilitate locating boxes.

### Handling Fees

#### Inbound:

0-5 pounds - \$5.00 each  
5+ pounds - \$0.50/pound  
Pallet - \$200.00 each

#### Outbound for FedEx Shipments:

0-1 pounds - no charge  
1.1-10 pounds - \$10  
10.1-20 pounds - \$15  
20.1-30 pounds - \$20  
30.1+ pounds - \$25

No charge for outgoing parcels that are pre-packaged, taped and labeled for shipping through UPS, DHL and PRIVATE CARRIER. Please contact your Event Manager to coordinate.

Please  
Label:

HOLD FOR (Your Name)  
COMPANY Name and Arrival Date  
Hilton Orlando Lake Buena Vista  
1751 Hotel Plaza Boulevard  
Lake Buena Vista, FL 32830



**Hilton**

ORLANDO LAKE BUENA VISTA