

Shipping and Receiving Procedures



HILTON ORLANDO BUENA VISTA PALACE

The Hilton Orlando Buena Vista Palace'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
- *One-time delivery up to 5 days

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 for FedEx Shipments:

- 0-1 pounds - \$2
- 1.1-10 pounds - \$10
- 10.1-20 pounds - \$15
- 20.1-30 pounds - \$20
- 30.1-50 pounds - \$25
- 50.1-150 pounds - \$35
- Pallet - \$200.00 each Up to 150 pounds.
- Additional pounds \$2 for each pound

Outbound for FedEx Shipments:

- 0-1 pounds - \$2
- 1.1-10 pounds - \$10
- 10.1-20 pounds - \$15
- 20.1-30 pounds - \$20
- 30.1-50 pounds - \$25
- 50.1-150 pounds - \$35

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 Buena Vista Palace
1900 East Buena Vista Drive
Lake Buena Vista, FL 32830



Hilton

ORLANDO BUENA VISTA PALACE