

# PACKAGE HANDLING PROCEDURE

## WASHINGTON HILTON

The Washington Hilton provides a full-service Package Room staffed to provide on property package handling & delivery service to our guests.

A direct dial button is available from any house phone or dial 3998.

### **Standard Hours of Operation**

Monday - Tuesday 7:00 a.m. - 6:30 p.m.

Wednesday, Thursday, Friday 6:00 am – 6:30 pm

Saturday 8:30 a.m. - 5:00 p.m.

Sunday 9:00 a.m. - 5:30 p.m.

Extended Hours are available upon request with two weeks advance notice. Please contact your Event Manager.

### **After Hours Operation**

The package room telephone line is transferred to the Bellmen desk for assistance.

### **Fees**

Handling fees are assessed for each package received by the Hotel. Fees are determined by the size and weight of the shipment according to the following scale:

Boxes: \$20 per box or \$0.75 per pound (if over 32 lbs.). Handling fee includes first movement to its final location. Additional movements: \$5 per package.

### **Package Collection**

Packages will be assigned a "Shipping Form" consisting of recipient's information, tracking number, name of carrier and weight before being stored. Other information that may be obtained is the recipient's associated group name or booth. Recipient must present ID at time of delivery.

### **Shipping**

These services are **NOT** intended for Exhibitors. Any materials affiliated with an Exhibit Show must be shipped through the official designated Drayage Company, following all guidelines indicated in the Exhibitor Prospectus. Exhibitor freight will not be accepted by the Hotel.

### **Incoming Packages**

Shipments to the Hotel are received, stored and delivered by our Package Room. Storage in the Package Room is limited. We ask your cooperation in shipping in a timely manner, **no more than 3 days prior to the start of the event.**

All incoming packages are stored at a designated package room storage location until each is claimed by its recipient. ID will be required at the time of delivery.

**Standard Group Shipping must be addressed as follows:**

Actual Recipient  
Group Name  
Guest Arrival Date  
Washington Hilton  
1919 Connecticut Avenue, NW  
Washington, DC 20009  
Box 1 of X

\*\*\* Please note that boxes will not be accepted by the hotel without the actual recipient name

**Table top Exhibitors Shipments must be addressed as follows\*:**

Actual Recipient  
Exhibitor Company's Name/ Booth Number  
Group Name  
Guest Arrival Date  
Washington Hilton  
1919 Connecticut Avenue, NW  
Washington, DC 20009  
Box 1 of X

**Applies to small table top exhibit up to 50 table tops and when no general contractor has been hired by the organization planning the event.**

For security reasons, all unidentified shipments or questionable packages will be refused. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

**Outgoing Packages**

- Boxes must be properly closed and labeled (Pre-Paid or with Account number).
- Boxes without payment information or complete destination address will not be shipped out.

Guests will be responsible for the packing of all return packages.

The Package Room offers both ground and air shipping. If you wish to ship using your own account number from a carrier, a preprinted air bill from the carrier with the account number generated by the carrier should be provided. If you do not have a preprinted air bill, the package room will use their air bill and can charge your room, VISA, Master Card, or American Express account.

Hotel service fees are determined by the size and weight of the shipment according to the following scale:  
Outgoing shipments: \$10 per box or 32¢ per pound.

Please note this fee is not the freight charge. Actual freight charge is determined based on the carrier of your choice, e.g., FedEx®, UPS®, DHL®, etc.

No COD packages will be accepted.

**Retention**

Packages will be stored for a period of (30) thirty days. Within the thirty day period, the package room staff will notate a record of at least three (3) attempts to contact the package recipient. After the thirty day period, all unclaimed packages will be taken to lost and found for disposition.