

Hilton Minneapolis Package Shipping Instructions

PREPARING YOUR SHIPMENT

The UPS Store is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Hilton Minneapolis.

Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the The UPS Store Business Center at **612-335-6295**. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND THE UPS STORE CONTACT

**Hold For Guest: (Guest Name) (Guest Cell Number)
c/o The UPS Store at Hilton Minneapolis
(Convention / Conference / Group / Event Name)
1001 Marquette Ave S Minneapolis, MN, 55403**

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to reach out to The UPS Store in advance of shipping their items to Hilton Minneapolis with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to The UPS Store in advance of your event.

PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, The UPS Store will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Hilton Minneapolis, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, The UPS Store team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, The UPS Store will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address.

Please note that The UPS Store team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES

In most cases, The UPS Store will complete delivery or pickup of packages to guest suites at Hilton Minneapolis, but please check with the business center for specific delivery limitations that may exist. The UPS Store is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve

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PACEL HANDLING Inbound* and Outbound**	
Small Packages	
Letter/Packs	\$5.00
1-10 lbs.	\$7.00
11-20 lbs.	\$15.00
Medium Packages	
21-30 lbs.	\$20.00
31-45 lbs.	\$35.00
46-60 lbs.	\$50.00
Large Packages	
61-100 lbs.	\$50.00
101+	\$0.50 per lb
Freight	
Pallets	\$250.00

*Includes receiving securing and storage for 3 business days prior to arrival. \$10.00 per day storage fee for days 3+

**Includes labeling, taping, securing for pickup, and ensuring pickup by the appropriate carrier.

Packages will be available for pickup inside The UPS Store business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, The UPS Store requires the package recipient's signature before a package can be released from the business center. Release signatures are captured at the time of package pickup or package delivery to the recipient.

YOUR DEPARTURE

All outbound packages must have a completed carrier air bill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the The UPS Store business center. The UPS Store offers pack and ship services in the business center; while packaging supplies are also available for purchase. Outbound packages to be picked up by a third-party courier should be coordinated in advance with a The UPS Store team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING & STORAGE FEES

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
0.0 – 10.0 lbs.	\$5.00
11.0 – 20.0 lbs.	\$15.00
21.0 – 30.0 lbs.	\$20.00
31.0 – 45.0 lbs.	\$35.00
46.0 – 60.0 lbs.	\$50.00
61-100 lbs.	\$50.00
101+ lbs.	\$0.50 per lb
Pallets	\$250.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar * For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a days. single fee of \$0.75 / lb. (\$150.00 minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15-minute increments. ** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the The UPS Store business center.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor The UPS Store and Print Services, Inc. provide such insurance. Neither the Hotel nor The UPS Store and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or The UPS Store and Print Services, Inc. may establish from time to time for receiving and delivering