



## **Shipping & Receiving**

All boxes shipped to the Hilton Philadelphia at Penn's Landing must display a label stating the following information:

- Name of the Person who will claim the package(s)
- Date of Arrival
- Return Address
- Name of group
- Meeting/event location and dates of meeting/event
- Group contact (Sales, Catering or Convention Service Manager)
- Telephone number with a contact name

Receipt of packages will be billed at a rate of \$5.00 per box or \$150.00 per pallet. Packages shipped to the Hilton Philadelphia should not arrive more than 3 days prior to the start of the scheduled function.

Any shipment of boxes that remains in the hotel package room, either before or after a function more than three days will be assessed a fee of \$5.00 per box, per day.

The Hilton Philadelphia at Penn's Landing is not responsible for the safe or timely arrival of any packages sent to the hotel by or for the group. It is the group's responsibility to check on the arrival of any packages and to check to ensure the contents are intact. The Hilton Philadelphia accepts no liability for lost, stolen or damaged goods.

Receiving hours at the Hilton Philadelphia at Penn's Landing's loading dock is 7:00am to 5:00pm. Please be aware of these times when scheduling your delivery of boxes or packages. Items that are palletized or are of extensive weight must be delivered on a truck equipped with a lift gate in order to have access to the freight elevator. The freight elevator has a maximum capacity of 3,000 pounds. It is 68'' wide x 8½' deep x 8' high (please note the elevator door opening is 7½' high).

The Hilton Philadelphia at Penn's Landing's Purchasing Department ships packages out of the hotel using Airborne Express, FedEx and UPS. The hotel will not be responsible for any billing in these situations. Following is a list of prices associated with shipping packages:

The handling fee for shipping is \$5.00 per box or envelope. Any box that is not pre-packaged will be boxed by the hotel for an additional materials fee, which will depend upon the amount of materials used. All boxes must be accompanied with a shipping request form. This form must be filled out completely. In addition, each box must be clearly labeled with a shipping label including the destination address of the box as well as the return address of the person shipping the box, (not the hotel's address). If any box or envelope, designated to be shipped, does not have a label the hotel will affix one for \$1.00. Any guest requesting that Purchasing bring boxes from the hotel to the Convention Center will be charged \$25.00. If you have any questions, please call the Purchasing Department at extension #6585 (within the hotel).