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## RENAISSANCE®

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### DALLAS ADDISON HOTEL

#### Shipping Information

##### DELIVERIES TO THE HOTEL

- All shipments should be labeled as follows:  
TO: Yourself  
The Renaissance Dallas Addison Hotel  
C/O Your Convention Planning Manager  
15201 Dallas Parkway  
Addison, TX 75001  
Hold For: Your Convention name and date
  
- As Storage space is limited, the hotel cannot accept deliveries made to the hotel **more than three days prior** to the convention meeting.
  - All large deliveries in excess of 150 pounds are to be inside deliveries made to the point of usage by persons making the delivery. Such deliveries should be arranged with your Conference Planning/Catering Manager.
  
- Inbound Charges:
  - The first five packages will be received and stored with our compliments. Special arrangements must be made in advance if you are shipping five (5) packages or more and/or your single package is over our weight limit of 100 pounds.
  
  - For quantities over five packages or weight limits, storage and portage fees will be applied to your account at the prevailing rates. Any delivery of large crates or boxes (over 100 pounds) will need to be coordinated with Conference Planning/Catering Manager prior to delivery and are subject to additional portage fees.

- All Exhibitors, Vendors, and Attendees of a Convention or Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight and materials through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company assigned to the event. It is highly recommended that the Meeting Professional is advised of this and communicates this with all Exhibitors.
  - If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (i.e.: Office in \_\_\_\_\_ Room / Registration in \_\_\_\_\_ Room). – Send shipping information in writing to your Conference Planning Manager.
  - Send shipping information in writing to your Conference Planning Manager or Catering Manager. Be specific regarding the number of boxes shipped; point of origin (company/city); how they were shipped; when they are to arrive; when/where they should be delivered once they arrive; the size, weight, and relative condition of the boxes; tracking numbers; plus, any other helpful information that will assist in the proper handling and processing of your shipment.
  - Storage Fees: Charges apply to any/all material received more than 3 calendar days before date of guest arrival, as well as items stored up to 3 calendar days after the last day of the guest's departure. Please check with your event manager for specific charges.
  - Packages should be received during regular business hours: Mon-Fri @ 7:00am –5:00pm. There are no forklifts on property but rental arrangements must be made. All trucks must have a lift gate to load in and out of the loading dock.
  - If third parties Vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. In addition, these companies must load and unload to final meeting room destination.
  - Vendors not covered by the group master account are responsible for their shipping charges and must have credit card on file for payment.
- Our hotel is not responsible for the safe or timely arrival of any package sent to the hotel. It is the guest's responsibility to check on the arrival of any packages and to check to ensure that the contents are intact. Our hotel accepts no liability for lost, stolen or damaged boxes or other parcels

## **SHIPMENT OUT GOING FROM THE HOTEL**

- Boxes being shipped out from the hotel need to be sealed and labeled. Any boxes left unattended in the exhibit floor will not be the responsibility of the hotel.
- It is your responsibility to call FEDEX or UPS to pick up your packages that are ground or Freight. YOU must receive a confirmation number.
  - All boxes are to be shipped out of the hotel no later than 2 calendar days after the group's departure. Boxes shipped out after this date, will be subject to storage charges.
  - The hotel is not responsible for packing or for supplying any packing materials. Any items or materials left behind without shipping instructions will be discarded three (3) business days after your departure date.
  - The hotel address may not be used on outbound packages. Sender must use their home or office address as the originating location, when shipping from the hotel.
  - You **MUST** call to schedule a pickup with FEDEX or UPS, otherwise boxes will not be picked up. Once you have confirmation and filled out the Package form for pickup our Banquets Department will pick up your packages from the Exhibit area and deliver to the FEDEX or UPS storage area.
  - Please make sure you have the proper label for shipment, FEDEX requires different labels for Express/Ground and Freight.

### **Carrier Delivery and Pick-Up Time:**

#### **FEDEX**

FEDEX AIR/EXPRESS – Pickup same day or next business day 1 (800) 463-3339

FEDEX GROUND – 1 (800) 463-3339

FEDEX FREIGHT (Closed on Saturday & Sunday) – 1 (866) 393-4585

**UPS PICKUP NUMBER:** 1 (800) 742-5877 US/International 1 (800) 782-7892

### **Rates and Description of Charges / Service Fees**

| <b>Storage</b>   | <b>Charge</b>  |
|--|----------------|
| 72 hours – Complimentary (from day of delivery. From the 4th day |                |
| Pallets (10 Box Min)   | \$40 / per day |
| Boxes Up to 25 lbs.  | \$10 / per day |
| Boxes 25 – 50 lbs  | \$20 / per day |
| Boxes over 50 lbs.   | \$30 / per day |

| <b>Crates</b> |                 |
|---------------|-----------------|
| Under 100 lbs | \$50 / per day  |
| 100 – 300 lbs | \$100 per day   |
| 300 – 500 lbs | \$150 / per day |
| 500+ lbs      | \$200 / per day |

| <b>Handling of Shipment Inbound &amp; Outbound</b> |                     |
|--|---------------------|
| Letters  | No Charge           |
| 5 or More Boxes                                    | \$10.00 per box     |
| Pallet Shipments 50 – 100 pounds                   | \$250.00 per pallet |
| Pallet Shipments 150 – over                        | \$375.00 per pallet |

- Charges incurred shall be applied to the RECEIVER of material, thus, applied to an individual guest room account/folio or Group Master Account, or charged to an individual credit card. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering. Note that additional storage fees will apply for packages received more than three days prior to the start of an event or guest check-in.

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**RENAISSANCE<sup>®</sup>**  
DALLAS ADDISON HOTEL

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Contact Cell Number \_\_\_\_\_

Number of Boxes \_\_\_\_\_  
(Remember to number your boxes 1 of 1, 1 of 2...etc.)

FEDEX Express \_\_\_\_\_ FEDEX Next Day \_\_\_\_\_ FEDEX Ground \_\_\_\_\_

FEDEX Freight \_\_\_\_\_ (Please remember to call for pickup 1-800-463-3339)

UPS \_\_\_\_\_ (Please remember to call for pickup 1- 800- 742-5877)

Customer Confirmation Number \_\_\_\_\_

\*\*Make sure you have the right label for your packages\*\*

Signature of Client \_\_\_\_\_

Date Schedule for Pickup \_\_\_\_\_ Date \_\_\_\_\_