

Shipping & Receiving

at Hilton Cleveland Downtown



Hours of Operation

Monday-Friday, 6:00am-6:00pm

Saturday-Sunday: must be scheduled in advance with your Event/Catering Manager

Incoming Shipments

- Hotel will receive a group's packages no more than 3 days prior to the event. If packages arrive to the hotel more than 3 days out from the event, hotel will have the right to refuse delivery.
- If you need to have packages delivered more than 3 days in advance of your event, please contact your Event/Catering Manager for options.
- Delivery of your packages to the meeting space can be arranged with your Event/Catering Manager or the on-floor Event Service Managers or Banquet Team upon your request.
- Do not request your packages through the front desk unless you want them delivered to your guest room or you will be taking them to the banquet space on your own. The Bell Team does not handle package deliveries to the banquet space. If you do request your packages through the Front Desk, they will be delivered to your guest room and additional fees will apply from the Bell Team.

Label Information

- All packages must be labeled exactly as listed below. If they are not labeled correctly, your package may be lost or delayed. The Hotel is not responsible for packages that are labeled incorrectly. Please share correct labeling information with your exhibitors.
- Do not list your Event/Catering Manager's name on your package.
- Do not list the word "guest" if the package is going to be delivered to the event space.

Label

Hilton Cleveland Downtown

"Group Name" – Client or Exhibitor (select one) – Date of Event

"Contact Name"

100 Lakeside Avenue East

Cleveland, OH 44114

Exhibitor Show Information

- If your group will have under 10 exhibitors, we will provide complimentary package handling fees.
- If your group will have 10 or more exhibitors, you will need to pre-arrange an exhibitor pickup timeframe with your Event/Catering Manager. The maximum timeframe available will be 4 hours; multiple days can be arranged.
- If your group will have 10 or more exhibitors and the exhibitors will be paying their own package fees, the group will be responsible for paying a package attendant fee of \$175 per attendant, based on a 4 hour timeframe, with 1 attendant per 40 exhibitors required.
- The attendant will have all packages available in one area on the floor/room of your exhibit show, and exhibitors will be able to pick up their packages or have them delivered to their tables during the established timeframe. The exhibitor will be able to pay the hotel directly via credit card or room charge at the pickup location.
- Large exhibit shows may require the use of an outside drayage company. Hotel may also require the rental of additional meeting space for package storage for excessive deliveries. Please contact your Event/Catering Manager if you are expecting an extensive amount of packages for further details.

Outgoing Shipments

- Hotel will offer complimentary outgoing shipments.
- All packages must be labeled with a pre-paid label.
- All packages must be properly sealed and ready to go out with carrier.
- The client/exhibitor is responsible for calling the carrier to schedule a specific pickup time. The hotel will not be responsible for scheduling pickups.
- All packages will be delivered to the Hotel's dock within 1-2 business days of the program's end and will be available for pick up by all regularly scheduled carriers (FedEx, UPS, USPS).
- Hotel will not be held responsible for the status of any outgoing shipments.

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FEES

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| Flat Envelope | \$5.00 |
| 1lb to 25lbs | \$15.00 |
| 26lbs to 50lbs | \$30.00 |
| 51lbs to 75lbs | \$50.00 |
| 76lbs and above | \$75.00 |
| Pallet/Crate* | \$175.00 |

*This does not include breaking down the pallet or crate due to not fitting in the elevator or doorway to meeting room – for these additional fees, see your Event/Catering Manager