

## SHIPPING, RECEIVING, & PACKAGE HANDLING PROCEDURES

### SHIPPING & RECEIVING

Due to limited storage the hotel cannot accept any drayage, packages or exhibits for an exhibit/production company or customer. Should an exhibitor send packages, they will not be accepted. Please make arrangements for pre and post shipping, drayage handling and storage with the exhibit/production or decorating company handling your event.

#### *Shipment for Conventions Without Exhibits*

The Hilton in the Walt Disney World® Resort has a handling fee for any and all conference materials. The handling fee is \$0.50 per pound and applies to all materials shipped to the hotel. Please ensure that you communicate this to your attendees if they will be shipping materials directly to the Hotel. Exhibitors should ship their materials to a drayage/decorating company if you have selected one. The Hilton in the Walt Disney World® Resort recommends the *Freeman Decorating Company*.

This shipping and handling fee will cover the following services:

- Receiving shipments
- Secured storage
- Distribution of shipments

#### *Conference Shipments*

Multiple packages within a single shipment should be sequentially numbered, i.e., 1 of 3, 2 of 3, 3 of 3. It may be helpful to make note of individual package contents to ensure that itemized records of all materials are available in the event of damage or non-receipt. All materials should be addressed as follows:

Hilton in the Walt Disney World® Resort  
1751 Hotel Plaza Boulevard  
Lake Buena Vista, FL 32830  
HOLD FOR (Your Name)  
Convention Name & Dates

The Post Office box number 22781 should be used only for regular mail. All boxes and bulk materials should bear the street address.