



SHIPPING, RECEIVING & STORAGE PROCESSING FEES:

Preparing your Shipment

All guests and event packages being shipped to the property must follow the address label standards (illustrated below). Due to **limited storage**, please schedule your shipment to arrive within 3 days of the event start date to avoid the additional daily storage fees. Please use the name of the recipient who will be on-site to receive and sign for the package. Please do not address shipments using property employee names unless items are specifically for their usage.

Package Inbound/Outbound Handling, Delivery & Storage Fees: Package Inbound/Outbound Handling & Delivery Fees	
Package Weight	Package Delivered Fee
Boxes up to 29 lbs	\$5.00 Each
Boxes 30 to 50 lbs	\$11.00 Each
Boxes 51 to 75 lbs	\$15.00 Each
Boxes 76 lbs or more	\$20.00 Each
Display Case	\$25.00 Each
Pallet to East Building Meeting Rooms	\$100.00 Each
Pallet to West Building Meeting Rooms	\$75.00 Each
Pallet Moved to Key Ballroom	\$75.00 Each
Pallet Moved to Holiday Ballroom	\$100.00 Each
Pallet Moved to Convention Center Entrance	\$200.00 Each
Crate to East Building Meeting Rooms	\$100.00 Each
Crate to West Building Meeting Rooms	\$75.00 Each
Crate Moved to Key Ballroom	\$100.00 Each
Crate Moved to Holiday Ballroom	\$150.00
Convention Center Delivery	\$250.00

Handling fees apply for all packages received and handled by hotel. Delivery fees are only applicable when packages are delivered to meeting space or guest rooms by hotel staff.

*For pallet/crates, the receiving and delivery charges are consolidated into a single fee and must be delivered to meeting space by hotel staff. *

SHIPPING ADDRESS:

Name (of person who will be on-site) Company Name Meeting/Convention Name
C/O Hilton Baltimore Inner Harbor
401 West Pratt Street Baltimore, MD 21201 Attention: Package Room Hold for Guest Arrival
Delivery Date & Destination
Delivery Hours may vary depending on Hotel Convention Business.

Upon Your Arrival

Packages will be available for pick up with the bell service located in the lobby near the front desk; handling fees will apply. Any items requested to be delivered to meeting space or guest rooms will incur an additional delivery fee. Hotel requires the package recipient's signature before package will be released. Released signatures are captured at the time of package pickup and/or package delivery to the recipient. You may request bell service to deliver your package or you may transport the package yourself. Please note handling fees will still be charged. Please see handling fees above.

Upon Your Departure

The hotel can also assist with scheduled outbound package shipping. This must be coordinated with the bell hop. All outbound packages must have the completed carrier air bill (FedEX, UPS, USPS) affixed to each package and package(s) properly secured as the hotel does not have shipping materials available on site. Outbound packages and freight to be pickup up by a third-party courier should be coordinated directly with those vendors and communication must be received by the hotel package store room and/or bell hop service indicational when those items will be picked up. The hotel will not make arrangements for the freight or third-party courier transportation and /or pickup. Bell hop services can be arranged to pick up the packages from the exhibit hall and transferred to the outbound area, located at the loading dock. Outbound handling fee of \$5.00 per box will be applied to all packages a freight, regardless of carrier.

Payments

Guests are given the option to charge fees to their guestroom as long as there is a valid reservation during the time a service is requested. If the receiver does not have a reservation, they will be directed to the front desk provide a credit card. No money orders or personal checks are accepted.

ADDITIONAL SHIPPING INFORMATION:

1. The vendor must provide their own moving equipment and packaging supplies. No moving equipment will be provided and any packaging supplies requested will be purchased at current prices. Credit card payment will be due prior to delivery of any supplies.
2. All delivery/pick-up schedules for packages for the shipping company must be arranged with the Event Manager handling the program at least ten (10) days in advance. If advance scheduling does not take place, the shipping company will not be allowed access to the Loading Dock.
3. All movements by the shipping company must utilize the Service elevators. Under no circumstance is a Guest elevator to be used for movement of materials. If the vendor would like to use the freight elevator, an elevator operator must be hired, two weeks in advance at \$250.00 an hour, with a five-hour minimum.

Please see your Event Manager for additional pricing for any items not listed above.