



Package Handling Procedures

Hilton Fort Lauderdale Marina

Following is an outline of the specific details of our Package Handling Procedures. These details itemize the standard services of receiving, storing, handling and shipping packages.

Hours of Operation

Monday – Friday: 8:30AM-5:00PM

Saturday – Sunday: Upon Request

Any extended hours are also available upon request with a two-week notice in advance.

After Hours Operation

Package handling is available after business hours.

Assistance may be delayed, Thank you for your patience.

Fees

Incoming/Outgoing Parcels

0-5 lbs	\$5 per parcel
Parcels 6 lbs – 20 lbs	\$10 per parcel
Parcels 21 lbs – 50 lbs	\$15 per parcel
Parcels over 50 lbs	\$25 per parcel

(after the 9th parcel, the pallet rate then applies)

Handling & Processing Fee

Incoming/Outgoing Display/Cases

Display box, poster, large tube, or oversized box	\$20 per case
Display Case (each)	\$30 per case

Incoming/Outgoing Crates

Crates under 150 lbs	\$50 per crate
Crates over 150 lbs	\$150 per crate

Incoming/Outgoing Pallets

\$50 per pallet

Storage Charges (apply after the third day)

0-50 lbs	\$5 per parcel per day
Over 50 lbs	\$7 per parcel per day
Crates	\$10 per parcel per day
Pallets	\$15 per parcel per day



Hilton

FORT LAUDERDALE MARINA

Man Hours

There is a \$35/hour or any portion of an hour / per man charge when shipping and receiving staff is involved in the unloading/loading, breakdown/set up/packaging of parcels/convention/exhibit materials in addition to above charges.

Table top Exhibitors Shipments must be addressed as follows:

Actual Recipient - Arrival Date: Guest Arrival Date

Exhibit Company Name/ MPE Summit

Event Manager: Fox Youngblood

Hilton Fort Lauderdale Marina

1881 SE 17th Street

Fort Lauderdale FL 33316

Box 1 of X

For security reasons, all unidentified shipments or questionable packages will be refused.

The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).

For security reasons the person retrieving a package must present ID and the name on the label must match the ID. The person retrieving the package must provide Method of payment.

Outgoing Packages

Boxes must be properly closed and labeled (Pre-Paid or with Account number).

Boxes without payment information or complete destination address will not be shipped out. Guests will be responsible for the packing of all return packages.

If you wish to ship using your own account number from a carrier, a preprinted air bill from the carrier with the account number generated by the carrier should be provided.

If you do not have a preprinted air bill, the package room will use their air bill and can charge your room, VISA, Master Card, or American Express account.

Hotel service fees are determined by the size and weight of the shipment according to the following scale:

Please note Outgoing Fees are not the freight charge. Actual freight charge is determined based on the carrier of your choice, e.g., FedEx®, UPS®, DHL®, etc. No COD packages will be accepted.

Retention

Packages will be stored for a period of (30) thirty days. Within the 30-day period, the package room staff will notate a record of at least three (3) attempts to contact the package recipient.

After the 30-day period, all unclaimed packages will be taken to lost and found for disposition.