



Hilton Portland & The Duniway Shipping Instructions

In-Bound Shipping Instructions

To eliminate any package delays please utilize the addressing instructions below. All packages received by The UPS Store require a signature release before leaving The UPS Store custody. Release signatures are captured at the time of package pickup at The UPS Store, or during delivery to the recipient. In-bound receiving and handling fees will be applied to all package(s). Fees applied are in addition to standard shipping rates.

Use only the individual guest name for the field below who will be on site to sign for the package(s). **Please DO NOT address your packages to a hotel employee or Event Manager as this could cause the package to be delayed.** Deliveries can be scheduled prior to arrival at the hotel by calling The UPS Store at 503-208-3352, or upon arrival by calling from a house phone.

To ensure proper delivery time for your event, please schedule your package to be delivered to the hotel within a week prior to the start of your event. Packages scheduled to be delivered on the day of your event may cause a delivery delay.

Shipments for Meetings:

Affix a label with the following information in addition to the airbill

Hilton Portland & The Duniway
(Event Name) (Arrival Date)
Hold for Guest **(Guest name) (Guest Cell Number) (Guest Company Name) (Booth Number)**
921 SW 6th Ave
Portland, OR 97204- 1202

Shipments for Individual Guests:

Hilton Portland & The Duniway:
Hold for Guest **(Guest Name)**
(Arrival Date) (Guest Cell Number)
921 SW 6th Ave
Portland, OR 97204-1202

Out-Bound Shipping Instructions

Please affix a completed carrier label or waybill to each package to expedite the process for out-bound shipments. If you do not have a completed waybill see The UPS Store for assistance. Boxes, carrier envelopes, and shipping supplies are available at The UPS Store. Outbound FedEx packages are handled by the Hilton Concierge. Pickup of out-bound shipments by any carrier other than UPS or FedEx must be coordinated with The UPS Store.

Handling Fees

Package Handling Fees include receiving, storage, and delivery of packages and are based on weight according to chart below. Fees are in addition to standard shipping rates. All handling fees can be applied to a guest room/master account or paid in The UPS Store with a credit card or cash.

Weight	Handling Fee
0-10 lbs	\$10.00
11-20lbs	\$20.00
21-40lbs	\$30.00
41-60lbs	\$60.00
61-100lbs	\$85.00
101+ lbs	\$150.00
Pallets	\$350.00

If package is not claimed by 90 days, all rights to contents of package will be forfeited by customer and/or sender.

Terms & Conditions: Receiving and storage charges are payable at the time of pickup or delivery. Recipient may be required to present government -issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. **OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING.** Neither the Hotel nor The UPS Store provide such insurance. Neither the Hotel, The UPS Store nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or The UPS Store may establish for receiving and delivering your packages.

**Prices are subject to change.