



Hilton

WASHINGTON DULLES AIRPORT

SHIPPING & RECEIVING PACKAGES

The Service Express Center handles all shipping and receiving for our guests

Storage Fees: The Service Express Center can store shipments for your arrival; however, due to limited storage space, please ship all packages to arrive no more than one (1) week (7 calendar days) and no less than three (3) days prior to the date required. Storage of boxes is available for a fee as listed:

Boxes = 1-5 boxes we will store at complimentary

Boxes = 5 or more \$25.00 per box, per day

Pallets /Crate = Starting from \$50.00 per day, up to \$150.00 per item, per day based on size and weight

Please contact Convention Services Manager for rates on storage of oversized items and for sending shipments prior to the one (1) week (7 calendar days) of the event. Any items that are not shipped from the hotel starting after the third (3rd) calendar day at the conclusion of events are subject to storage fees which will be charged to the group master.

ARRIVAL SHIPPING INSTRUCTIONS / RECEIVING AT THE HOTEL

In order to assure arrival and timely processing of your packages, please use the following format on your shipments. Please be sure to include the FIRST and LAST name of the person who will be receiving the package at the hotel. Provide detailed return address information, including phone number. Groups, meetings, conferences, and all other events, please list the title of the group or event and dates of the program on the shipping address label. Please ensure if sending multiple pieces that they are listed as "1" of "Total Number" of packages in the shipment. Below is an example copy of correct shipping labels:

TO: Name of Guest / Recipient (person receiving package)

c/o HILTON WASHINGTON DULLES AIRPORT HOTEL

13869 Park Center Drive

HERNDON, VA 20171

703-478-2900

(Convention/Conference/Group/Event Name)

(Dates of Group/Conference Event)

(Convention Services Manager's name –if applicable)

Box ____ of ____

Please **DO NOT SHIP** any items to the attention of the Group Sales Manager or Catering & Manager unless the items are specifically for their use (i.e., hotel specifications, rooming lists, and signed documents).

This is specifically including any room drops or deliveries to any other area of the hotel.

SHIPPING & RECEIVING/LOADING DOCK

There is limited dock space for shipments sent by carriers other than Federal Express, UPS, or the US Postal Service, and delivery schedules must be approved in advance. The Conference/Convention Services Manager will coordinate the appropriate arrangements, at least fourteen (14) days out, with Service Express Department, the Receiving/Loading Dock agent, and Security to ensure a successful delivery of your items to The Hilton Washington Dulles Airport Hotel.

If you ship to the hotel without prior authorization from the Conference/Convention Services Manager, please be aware that your shipment will be refused.

DEPARTING SHIPPING INSTRUCTIONS FROM THE HOTEL

At the conclusion of the convention, conference or event, we would like to ensure that packages reach their next destination. In order to ensure that a proper delivery is handled The Shipping Instruction Form is **required** even if pre-printed shipping labels accompany the parcels that are being shipped from the hotel. Without shipping labels, the hotel will not be able to process the delivery of the shipment and have it arrive at its next destination in the time expected. Credit card numbers are necessary to be listed on the Shipping Instruction Form to ensure payment for any and all shipping, processing, and handling charges even if charging to the suite is requested. Group master accounts setup by the Catering & Conference Manager are not subject to providing credit card numbers for outbound shipments. The Hilton Washington Dulles Airport Hotel is only will ship to destinations using FedEx and UPS for domestic and international shipments. Only DHL International is permitted for shipments requesting services provided by DHL.

OUTBOUND INTERNATIONAL SHIPMENTS

When shipping to an international country, outside the continental United States (including Alaska and Hawaii), Business Services must receive a Commercial Invoice / Customs Form with a detailed list of all items contained in packages. The recipient of the packages is responsible for all customs charges of international shipments. Shipments that do not have a Commercial Invoice / Customs Form will not be sent out and may be subject to storage charges listed above.

PROHIBITED SHIPPING ITEMS

The Business and Package Center is prohibited from shipping any alcohol, tobacco, hazardous materials, and firearms as regulated by the Federal Department of Alcohol, Tobacco, and Firearms. Large items are restricted to a 60" x 60" x 60" dimension size. Any items exceeding this size need to be shipped by a drayage company, which must be arranged by the shipper (or guest), from the hotel.