Hilton
WASHINGTON DULLES AIRPORT

SHIPPING & RECEIVING PACKAGES
The Front Desk and Banquet staff handle all shipping and receiving for our guests.

STORAGE FEES
The Front Desk and Banquet staff 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 packages is available for a fee as follows:

- Boxes: $5.00 per box, per day
- Pallets / Crates: Starting at $50.00 per item, per day, up to $150.00 per item, per day depending on size and weight

Please contact the Sr. Convention Services Manager for storage rates on oversized items or for shipments arriving more than one (1) week in advance of the event.

Any items not shipped from the hotel within three (3) calendar days after the conclusion of the event will incur storage fees, which will be charged to the group master account.

ARRIVAL SHIPPING INSTRUCTIONS / RECEIVING AT THE HOTEL
To ensure the proper arrival and timely processing of your packages, please use the following format on all shipment labels. Include the first and last name of the recipient, a complete return address, and a phone number. For groups, meetings, or conferences, also include the event title and dates.

If sending multiple packages, please label them clearly as “1 of X,” “2 of X,” etc.
Correct shipping label example:

TO: Name of Guest / Recipient (name of the guest(s) 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 Event: From….. to …..)
Ariuna De Marchis, CMM, CMP
Sr. Conference Service Manager
Box ____ of ____

There is limited dock space for deliveries made by carriers other than FedEx, UPS, or the U.S. Postal Service. Delivery schedules for these carriers must be approved in advance. The Sr Conference Service Manager will coordinate all dock access at least fourteen (14) days prior to delivery.

Shipments sent to the hotel without prior authorization from the Conference/Convention Services Manager may be refused.

DEPARTING SHIPPING INSTRUCTIONS FROM THE HOTEL
At the conclusion of your event, please ensure all outbound packages are clearly labeled with shipping instructions and a scheduled pickup date and time.

The hotel does not schedule package pickups with any carriers.

The Hilton Washington Dulles Airport Hotel ships using:

- FedEx and UPS for all domestic shipments
- DHL for international shipments

OUTBOUND INTERNATIONAL SHIPMENTS
For shipments outside the continental United States (including Alaska and Hawaii), a Commercial Invoice / Customs Form with a detailed item list is required. The recipient is responsible for all customs charges.

Shipments without a Commercial Invoice / Customs Form will not be sent and may incur storage charges as listed above.

PROHIBITED SHIPPING ITEMS
The Business and Package Center cannot ship the following items, per federal regulations:

- Alcohol
- Tobacco
- Hazardous Materials
- Firearms

Large items are restricted to a maximum size of 60” x 60” x 60”. Items exceeding these dimensions must be shipped by a drayage company, arranged by the shipper or guest.

When mailing a letter or shipping a package, you must follow U.S. and USPS® guidelines. Some items are prohibited (completely forbidden), while others are restricted (allowed under certain conditions). Hazardous materials (HAZMAT) may be prohibited or restricted.