

PACKAGE HANDLING PROCEDURE

WASHINGTON HILTON

The Washington Hilton provides a full-service Package Room staffed to provide on property package handling and delivery service to our guests.

A direct dial button is available from any house phone or dial 3998.

Standard Hours of Operation

Monday - Friday: 7:00 a.m. - 6:30 p.m.

Saturday: 8:30 a.m. - 4:30 p.m.

Sunday: 9:00 a.m. - 5:00 p.m.

Extended Hours are available upon request with two weeks advance notice. Please contact your Event Manager.

After Hours Operation

The package room telephone line is transferred to the Bellmen desk for assistance.

Fees

Handling fees are assessed for each package received by the Hotel. Fees are determined by the size and weight of the shipment according to the following scale:

0 to 10 lbs --> \$5 | 11 to 32 lbs --> \$20 | Over 32 lbs --> \$0.75 per lb

Handling fee includes the first movement to its final location. Additional movements: \$5 per package

Shipping

These services are **NOT** intended for Exhibitors. Materials affiliated with an Exhibit Show should be shipped through a designated Drayage Company.

Incoming Packages

Shipments to the Hotel are received, stored and delivered by our Package Room. Storage in the Package Room is limited. We ask your cooperation shipping in a timely manner, i.e. **no more than 3 days prior to the start of the event.**

All incoming packages are stored at a designated package room storage location until each is claimed by its recipient. ID is required at the time of delivery.

Packages will be stored for a period of (30) thirty days. Within the thirty day period, the package room staff will notate a record of at least three (3) attempts to contact the package recipient. After the thirty day period, all unclaimed packages will be taken to lost and found for disposition.

Shipments to be Addressed as Follows:

Name: John Doe
Address: 1919 Connecticut Ave NW
Address 2: (Meeting Room Name or Guest Room)
City: Washington
State: District of Columbia
Zip Code: 20009

***** Please note that boxes will not be accepted by the hotel without the actual recipient name. 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).

Outgoing Packages

- Boxes must be properly closed and labeled (Pre-Paid or with Account number). Guests will be responsible for the packing of all return packages.
- Boxes without payment information or complete destination address will not be shipped out.

The Package Room offers both ground and air shipping. 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: Outgoing shipments: \$10 per box or 32¢ per pound. Please note this fee is 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.