



Shipping & Receiving Information

Inbound Shipping:

PLEASE ADDRESS MATERIALS/BOXES TO YOURSELF AND THE CONFERENCE YOU ARE ATTENDING.

SHIP TO:

Hilton Phoenix Resort at the Peak
Attn: Vendor Company Name, or Name of Recipient or Both
7677 N. 16th St.
Phoenix, AZ 85020

- ❖ *The Resort does not have a loading dock*
- ❖ Heavy items must be delivered by a truck with a lift-gate
- ❖ Resort does not off-load or on-load trucks
- ❖ Rental of any equipment and operators to off or on load trucks (Pallet Jacks, Fork Lifts, etc.) is the sole responsibility of the shipping party
- ❖ All items are stored until your arrival. A message will be placed on your reservation to notify you that your shipment has arrived, please contact us for delivery instructions

Outbound Shipping:

All parcels and freight being shipped out of the resort require a Pointe Shipping instruction form to be filled out and signed. Only authorized signers can bill to the master accounts. Suite numbers or charge card numbers must be on shipping forms to ship out parcels.

- ❖ All outgoing parcels and freight will be assessed a reasonable and customary service charge, which is listed below
- ❖ Packaging of material is the guest's responsibility
- ❖ Insurance is available at an additional charge

Shipping & Handling Service Charges:

INBOUND:

- ❖ There is a \$7.00 handling charge per box received. This charge includes receiving, box movement and storage for **4 days**. Any boxes over 50 pounds are charged at \$.15 cents per pound.
- ❖ Pallets, crates, large rolling cases, and oversized items will be charged a flat rate of \$60.00 inbound and outbound.
- ❖ Arrangements must be made in advance for any packages arriving **prior to 4 days before arrival**. Early shipping will be approved based upon space availability and Storage rates will apply.

OUTBOUND:

- ❖ Outbound to USA destination - \$7.00 per box / \$4.00 per letter
- ❖ Outbound International -\$10.00 per box

Service Charges:

- ❖ International Shipping requires a Customs Form to be filled out
- ❖ All Prices are subject to applicable state taxes

Additional Information:

- ❖ **NOTE TO TRADE SHOW EXHIBITORS:** You must use the Trade Show Company contracted by your group to handle all exhibit freight. Show Exhibit freight shipped directly to the Resort will be refused.
- ❖ The Resort Freight Elevator services the third floor of the Convention Center. It is a single Freight Elevator with interior dimensions of 7' 3" L x 4' 5" W x 7' 5" H. Door measurement of 3' 5" W x 7' 5" H. Capacity of 4,000 lbs.
- ❖ Please contact your Resort Event Manager in advance for all large shipments
- ❖ All items are stored until your arrival. A message will be left (noted on your reservation) to notify you that your shipment has arrived, please contact us for delivery instructions
- ❖ The cutoff time for overnight shipments is 2:30pm Monday – Friday for FedEx and UPS
- ❖ FedEx Ground requires 24 hour notice