

Hilton Cincinnati Netherland Plaza

Convention/Guest Package Shipping & Receiving Information

Packages or material sent directly to the hotel must reference a registered guest of the Hilton Cincinnati Netherland Plaza and the number of boxes in that shipment: 1 of 4, 2 of 4, 3 of 4 etc....

Please use the following format for your shipping labels:

TO: Hilton Cincinnati Netherland Plaza Hotel
Attn: (on-site representative & company name – preferably a hotel guest)
Name of Convention or Meeting
Date of Meeting or Function
35 West Fifth Street
Cincinnati, Ohio 45202

Box #1 of 4 etc...

Upon arrival at the hotel, there will be a message on your guest room reservation. The front desk agent during check in will let you know your package or packages have arrived and can assist in arranging for delivery via the hotel bell stand.

If your packages arrive after you check in, the message light will be blinking on your guest room phone. Simply call the operator and they will tell you how many packages have been received under your name and the location of the packages.

The bellstand will deliver your packages to wherever you request, and will charge your guest room or credit card on file (unless other arrangements are made in advance) according to the following scale:

- Boxes weighing less than 35 lbs. - \$5.00 each
- Boxes weighing between 35-100 lbs. - \$8.00 each
- Boxes weighing more than 100 lbs. will be charged 20% of the box weight.
- Boxes delivered off-property will be assessed an additional \$30.00
- Pallets or crates – contact the Conference Service Manager handling the Group to discuss delivery instructions – there will be additional charges based on weights.

You must be present to sign for the packages and to inform the bellman where to post the deliver charge (i.e. master bill, room account). If you are not a guest in the hotel, you must pay cash for the delivery charge.

The Netherland Plaza will receive a limit of 50 packages per guest. Shipments are accepted up to three days prior to the conference or arrival date. Excessive and or length storage by the hotel will result in daily storage fees.

To ship packages from the hotel, you must provide your own return shipping labels, packing tape, and the account number for a shipper (i.e. UPS, Federal Express, etc.). If an account number is not provided, there will be a 30% surcharge on all shipments.

The bellstand will deliver your package(s) to hotel receiving where they will be secured until pickup. Box delivery charges remain the same as the arrival delivery charges.

When your items are “shipping ready”, call the bellstand and they will deliver your packages to the shipping department.

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