

Exhibitor Shipping & Receiving

at Hilton Cleveland Downtown



Incoming Shipments

- Hotel will receive a group's packages no more than 3 business days prior to the event within the hours of operation (listed below). If packages arrive to the hotel more than 3 business days out from the event, hotel will have the right to refuse delivery.
- Delivery of your packages to the meeting space will be arranged during the dedicated exhibitor setup time provided by the group.
- Exhibitors are responsible for providing payment on-site to the package attendant. Once payment is received, the packages will be brought to the table/booth. Room charge or credit cards are accepted forms of payment. The fees are listed below.
- Do not request your packages through the front desk unless you want them delivered to your guest room. The Bell Team does not handle package deliveries to the banquet space. If you do request your packages through the Front Desk, they will be delivered to your guest room and additional fees will apply from the Bell Team.

Hours of Operation

Monday-Friday, 6:00am-4:00pm

FEES	
Flat Envelope	\$5.00
1lb to 25lbs	\$15.00
26lbs to 50lbs	\$30.00
51lbs to 75lbs	\$50.00
76lbs and above	\$75.00
Pallet/Crate*	\$175.00

*This does not include breaking down the pallet or crate. On-site exhibitors will need to be able to breakdown, store and re-pack pallets or crates.

Label Information

- All packages must be labeled exactly as listed below. If they are not labeled correctly, your package may be lost or delayed. The Hotel is not responsible for packages that are labeled incorrectly.
- Do not list the word "guest" if the package is going to be delivered to the event space.

Label

Hilton Cleveland Downtown
"Group Name" – "Exhibitor/Company Name"
"On-Site Contact Name"
100 Lakeside Avenue East
Cleveland, OH 44114

Outgoing Shipments

- Hotel will offer complimentary outgoing shipments.
- All packages must be labeled with a pre-paid label.
- All packages must be properly sealed and ready to go out with carrier.
- The exhibitor is responsible for calling the carrier to schedule a specific pickup time. The hotel will not be responsible for scheduling pickups.
- All packages will be delivered to the Hotel's dock within 1-2 business days of the program's end to be available for pick up
- Hotel will not be held responsible for the status of any outgoing shipments.