



Conference Shipping Information

It is imperative that this information sheet be provided to your attendees with shipping needs. **Unlabeled or mislabeled packages may result in the delivery being rejected and returned to sender.**

To ensure proper delivery of packages for your event, the following address information and format should be included on each package sent to the hotel:

Richmond Marriott Hotel Downtown
Attn: Hotel Event Manager, Event Name, Event Start Date
Company Onsite Contact (Booth # if applicable)
500 E Broad Street
Richmond, Virginia 23219

EXAMPLE LABEL:

Richmond Marriott Hotel Downtown
ATTN: Jane Smith, Gold Conference, 1/1/22
Jason Doe, Booth 12
500 E Broad Street
Richmond, VA 23219

Shipping and Handling Information

The Hotel will assist in getting shipped items (under 200lbs) into your function space and out of the function space. A Load in/Load out schedule will be coordinated with your Event Manager. The loading dock is located at the back of the Hotel on Marshall Street. The hours of operation are from 7:00am-3:00pm daily. Contact Security/Loss Prevention for additional available times (804-643-3400 ext 6927).

- Any materials shipped to the Hotel may not arrive earlier than three (3) days prior to your function and may not remain longer than two (2) days after your function.
- All labels should be clearly marked and legible.
- Please indicate box 1 of 3, 2 of 3, 3 of 3, etc.

- The Hotel has a freight elevator located at the dock for ease of rental and delivery items. The elevator is approximately 10'x10'x10' in dimension.
- **Tracking information should be provided to your Event Manager in advance in preparation for arrival.** The Hotel will not be responsible for packages delivered to the property without advanced notification of a shipment.

The following handling fees are as follows:

• Small Package (approximately 18"x18"x18" - Under 5lbs)	\$10.00
• Medium Item (approximately 48"x48"x48" - Under 20 lbs)	\$15.00
• Large Item (over 48"x48"x48" - Over 20 lbs)	\$20.00
• Extra-Large Item or Case (over 50 lbs)	\$25.00
• Pallet or Crate	\$75.00

Outbound Shipping

Packages should be properly labeled for return. The Hotel does not provide Shipping Labels. The Hotel will not pay for any event items to be shipped.

- Please have the appropriate number of pre-labeled air bills and pre-printed labels for outbound shipments.
- All outbound items should be packaged, labeled, and left in the designated function area arranged by the Event Staff at the conclusion of the event.
- Please bring packing supplies if you need tape and other materials to ship out materials.

Billing Information

Vendors have two options for billing and payment.

- Vendors may have charges billed directly to their room – You must provide your confirmation number and dates of stay.
- Vendors may opt to pay for these fees via credit card and will need to request a Sertifi Link (secured link) for payment.

**Please e-mail Event Manager, Amy Hwang, at
amy.hwang@whitelodging.com with tracking information****

Failure to do so will result in delay of package to vendor booth timely and/or failure to accept packages at our security team from carrier