



SHERATON

Austin Georgetown
Hotel & Conference Center

Exhibitor Shipping Instructions

We are pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Catering or Convention Service representative in charge of your meeting/group ()
- The hotel cannot assume responsibility for acceptance and/or storage of boxes received more than (3) days prior to the scheduled meeting/program.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date. Shipping account holder must call to schedule pick up with shipper.
- The hotel is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded three business days after your departure date.
- Packages should be received during regular business hours: Monday – Friday 7:30 am - 6:30 pm, and Saturday & Sunday 7:30 am - 3:30 pm.
- Payment for this service must be established prior to receiving your package(s). All packages will be held until a payment method has been confirmed.

Hours of Operation*

Monday – Friday 7:30 am - 6:30 pm

Saturday 7:30 am - 3:30 pm

Sunday 7:30 am - 3:30 pm

Service Fees

- Charges incurred shall be applied to the receiver of material, thus, applied to either an individual guest room account/folio. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering.
- The price for receiving will be based on pounds and will include storage. If storage exceeds 3 days, a \$25 per item/day storage fee will be added.
- The weights will be taken off the FedEx, UPS or DHL boxes. These packages do not need to be weighed at the hotel. On rare occasions, packages may come from another source without weight information.

INBOUND PACKAGE HANDLING FEES

The minimum fees are as follows. Hotels may charge more but may not change the range of pounds.

0 to 5 pounds
6 to 20 pounds
21 to 50 pounds
Over 50
Crates

Pallets

Minimum Fee to be applied to all incoming packages

\$ 5.00 each
\$ 10.00 each
\$ 15.00 each
\$ 25.00 each

Variable and will be determined on a case by case basis due to the variation in size, weight, labor required.

\$ 100.00 each