Shipping and receiving

The hotel shipping address is:

**Hilton Miami Downtown**
1601 Biscayne Blvd
Miami, FL 33132
Tel.: 305-374-0000

Shipments:

For any boxes that are to be sent to the hotel –

No deliveries can be made through the public areas of the hotel. Please deliver all materials through the Shipping and Receiving entrance only.

All packages must contain a label with the following:

- Onsite Guest Contact information receiving packages
- Conference name and dates

The hotel will not be liable for safe or timely arrival of packages sent to the hotel by or for the group. It is the group’s responsibility to check that the contents are intact. The hotel accepts no liability for lost, stolen or damaged goods.

Shipping & Material Handling

Upon arrival contact hotel security Extension 3345 for any materials shipped to HOTEL to be delivered to the assigned location. In order for this to be expedited, it is essential that all shipments reflect the name of the exhibitor, tracking number, exhibit show and show dates. Failure to do so may result in a delay in receipt of exhibit materials. In order to expedite service it is also helpful to have your tracking number available when claiming your packages.

Regardless of carrier utilized, please address all shipments to:

Your Name/EXHIBITOR along with Date of Arrival
Hilton Miami Downtown
1601 Biscayne Blvd
Miami, FL 33132

**HANDLING FEES**

For any boxes that are to be sent to the hotel – Package handling fees are as follows:

- Boxes 25 Pounds and Under are $10.00 per Box + Taxes & Fees
- Boxes 26 Pounds and Up are $25.00 per Box + Taxes & Fees
Pallets are a Flat Fee of $250.00 + Taxes + Fees and must be arranged through your assigned Convention Service Manager.

Payment

All shipments are to be pre-paid by sender regardless of origin or shipment method.

Charges for Handling Fees will be posted to Guest Room accordingly, if you do not have a sleeping room, a credit card authorization form will be required.

Unclaimed Materials

Any conference materials, posters, banners, etc., left in meeting rooms or in our Shipping Department after departure, without direction as to disposal, will be held for a period of 10 days following the group’s departure. At that time the materials will be discarded.

Returning Materials

We recommend you bring your own pre-printed return labels so you may seal the boxes and paste it to your returning materials, please be sure to schedule all ground pick up, we only get daily pick up Monday to Friday for FEDEX and UPS AIR, we are not responsible for missing information or improper completion of the form that may result in packages not being picked up.

Arrangements for pick up at the end of the event via Freight/Truck Line should be made by Exhibitor. Please schedule pick up for the day ending the show. Exhibitor must provide completed “Bill of Lading” for each destination.

Deliveries and Storage

Exhibit and display materials will be accepted for storage 3 days prior to the set up day. Approval of Convention Services is required if more time is needed. The hotel will not be liable for any additional costs for shipments that are refused due to lack of prior approval.

Disclaimer

HOTEL is not responsible for any delay in receipt or delivery of conference materials, nor any special handling fees assessed by a carrier, due to inadequate or improper labeling of conference materials. Packages bearing insufficient information to identify the conference or use dates once received will be held in our Receiving Department for a period not to exceed 30 days, HOTEL will not assume responsibility or liability for damage or loss of any merchandise or articles brought into any function room and left unattended.

The hotel will not accept COD shipments/ Deliveries.