



DOUBLETREE

BY HILTON™

PHILADELPHIA - VALLEY FORGE

Package Shipping & Handling Procedures

A. Package Delivery to Hotel

1. Guest Preparation

All guest and event packages being shipped to the hotel must follow the address label standards illustrated below to prevent package routing delays. Please schedule your shipment to arrive 3-4 days prior to event start date to avoid additional storage fees. Use the name of recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Conference or Catering Manager unless the items are specifically for their use (e.g. rooming lists, signed documents).

2. Package Labeling Standards:

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o DoubleTree by Hilton Philadelphia-Valley Forge
301 West Dekalb Pike
King of Prussia, PA 19406
(Convention/Conference/Group/Event Name)

3. Notification of Delivery

Hotel Guests and Meeting Organizers and participants are encouraged to contact the hotel in advance of shipping their items. All special needs such as refrigeration requirements or after hours delivery requests, for example, **MUST** be communicated to your Conference or Catering Manager in advance.

4. Bill of Lading/Removal of Items from Delivery Truck

Some shipping companies such as FedEx, UPS and the USPS will unload and deliver items directly to the hotels package storage area. However, some shipping companies will not remove items from the delivery truck and/or may not bring the items into the hotel without a proper Bill of Lading and/or instruction to do so. The DoubleTree hotel and its employees are not responsible for the removal of guest items from the delivery truck nor is the hotel and its employees responsible for transporting items left outside the door. Hotel Guests and Meeting Organizers and participants **MUST** ensure that the shipping company/driver will unload and transport all items into the hotel. Please contact your shipping company and arrange for proper unloading and delivery into the hotel. **Please also instruct shipping company that a lift gate is necessary.**

B. Package Storage

1. Storage & Fees

Shipments are held free of charge up to five (5) calendar days. A one-time storage fee will apply to each package/box received and stored for more than five (5) calendar days. Items measuring more than 6' in size are considered oversize and will also be



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assessed an additional oversize fee if stored for more than five (5) calendar days. Please see attached Storage Fee Matrix.

2. Pallet & Crate Fees

Receiving and storage fees for pallets or crates are consolidated into a single fee of \$200 which is applied to each pallet/crate. It is the client's responsibility to unpack their own crate/pallet.

3. Returns

Shipments are held up to 10 days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all storage and shipping fees.

C. Package Delivery to Guests

1. Scheduling Deliveries

Recipients may schedule their delivery prior to arrival with the group Conference or Catering Manager. Recipients may also schedule their delivery with the front desk during check-in. Scheduled deliveries will be made to conference and guest rooms at the scheduled time.

2. Delivery of Packages

All packages will be delivered to meeting rooms one (1) hours prior to the scheduled start time of your meeting unless delivery has been scheduled in advance. Recipient will be asked to sign for delivery of packages.

3. Delivery of Pallet Items and Crates

The delivery of pallet items and crates must be scheduled in advance. A labor fee of \$50/hr will apply for the delivery and breakdown of crates and can be charged in 15min increments after the first hour.

D. Outbound Packages

1. Preparation

All outbound packages must have a completed carrier airbill affixed to each package. FedEx airbill forms are available and complimentary to guests. Packaging supplies (boxes, tape, etc) are available for purchase at the FedEx Office Print and Ship Center located across the street from the hotel at 99 Town Center Rd, King of Prussia, PA 19406. The pickup of outbound packages should be coordinated by the guest directly with their desired carrier. It is the guest responsibility to schedule a pickup with their carrier.

FedEx: Schedule pick-ups online at FedEx.com or call 1-800-463-3339 for more information



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UPS: Schedule pick-ups online at UPS.com or call 1-800-742-5877 for more information

2. Storage & Disposal

The Hotel does not ship packages and is not responsible for items left behind without proper paperwork and/or arrangements being made. Guest/Meeting materials left behind without proper airbill or without proper shipping arrangements will be held for a maximum of 30 days; after which time all items will be discarded at the hotel's discretion.

E. Storage & Labor Fee Matrix

Package Weight	Storage Fee After 5 Days
Flat Envelope	No Charge
0-10lbs	\$5.00
11-30lbs	\$10.00
31-60lbs	\$15.00
Over 60lbs	\$25.00
Oversize (Over 6' Tall)	Additional \$25.00
Pallets & Crates	\$200