

Hilton Salt Lake City Center

Hilton Salt Lake City Center 255 S. West Temple Salt Lake City, UT 84101 801-328-2000

SHIPPING LABELS FOR INCOMING PACKAGES:

Please include:

- Package Recipient's Name (i.e., hotel guest or event attendee)
- Event Name and Date, if applicable
- Hotel Address:
- Hilton Salt Lake City Center
- 255 S West Temple
- Salt Lake City, UT 84101
- Return Address
- All items not claimed within 15 days are turned into lost and found, and stay in lost and found for 30 days before being disposed of.

Please do not address shipments to your Hotel Sales/Event/Catering Contact.

HANDLING FEES:

Handling Fees will be charged to the recipient's hotel room. If the recipient is not a hotel guest, handling charges will be added to the event master bill. Prices are subject to change.

- 00 – 19 lbs ----- \$7.00 per item
- 20 – 59 lbs ----- \$12.00 per item
- 60 – 99 lbs ----- \$17.00 per item
- 100 lbs ----- \$24.00 per item
- Pallets < 500 lbs -- \$100.00 per pallet (additional fee applies for pallets > 500lbs.)

INCOMING FREIGHT:

Group functions with large amounts of packages and/or oversized heavy items should be encouraged to ship via freight companies on pallets. Pallets are charged a handling fee of \$100.00 per pallet (additional fee applies for pallets > 500lbs.) See instructions above for required shipping label information.

STORAGE SPACE:

The Hotel has limited storage space. Shipments should arrive no earlier than 5 days prior to event start date.

Items shipped prior to 5 days or large items may be assessed a storage fee of \$25/day.

RETRIEVAL OF PACKAGES AT HOTEL:

Contact Guest Services for retrieval of packages upon arrival at hotel.

Delivery Times:

- Early AM UPS & First Overnight FedEx – 8:00 AM
- FedEx Priority & UPS Next Day Air – 10:30 AM
- FedEx Standard Overnight, UPS 2nd Day & UPS Ground – 3:00 PM

OUTGOING SHIPMENTS:

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As a courtesy to hotel guests we provide a daily pick-up for UPS packages. Pick-up time is scheduled for 3:00 PM Monday through Friday. **All other carriers must be called to schedule a pick-up. Pick-ups cannot be scheduled on Saturday, Sunday, or major holidays.**

All outgoing shipments require an address label or shipping document on each item. If you do not have your own pre-printed labels, UPS and FEDEX shipping documents are available at the Bell Stand or Front Desk.

Please include the following on all outgoing shipping labels:

- Shipper's Name
- Address
- Phone Number
- Recipient's Name
- Address
- Phone Number
- Payment Information

Carrier account number or credit card must be listed or the items will not ship. Phone number and contact information are very important in case there is a problem with the shipment and we need to contact the shipper.

PACKAGING REQUIREMENTS:

Guests are responsible for their own packaging. The packaging must meet the carrier's standards or they will not pick up the item. Any item that is not picked up by the carrier, or returned due to improper information, will be disposed of after 15 days if we are unable to contact the shipper.

The Hotel will not be responsible for damages due to improper packaging or shipping costs of items returned to us by the carriers of non-deliverable items.

ADDITIONAL INFORMATION:

For additional information that you may need or help with planning your shipments, please contact:

Alavina Tuione

Shipping & Receiving Office | Hilton Salt Lake City Center
Direct | 801 238 4868

Email | Alavina.Tuione@Hilton.com