



PREPARING THE SHIPMENT

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(s) to arrive no sooner than 3 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Shipments will be held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be considered abandoned property and treated as such.

PACKAGE LABELING STANDARD

Metropolitan at the 9

Guest Name and Name of Exhibit Company

Event Manager's Name

Box ____ of ____

Conference Name – Event Dates

2017 E. 9th Street Cleveland OH, 44115

SHIPPING INSTRUCTIONS

Meeting Planners and Vendors are required to contact the Event Manager in advance of shipping their items to the hotel with any specific questions. If there are any special needs, requests, or changes to meeting dates or rooms, the groups should work directly with the Event Manager. Meeting Planners and Vendors are required to share tracking numbers and other shipping details with the Event Manager to ensure all packages are accounted for. If tracking numbers are not provided to the Event Manager, hotel is not liable for package.

DELIVERY OF PACKAGES TO THE HOTEL

The hours of operation for the Loading Dock are from 7:00am – 4:00pm. Generally, items are received from FedEx and UPS, who have scheduled deliveries at the hotel. If a group/vendor will use another carrier or their own vehicles, all trucks should be directed to the Loading Dock for their deliveries.

Vendor vehicles are not permitted to remain at the Loading Dock for extended periods of time or otherwise stored on property. Due to local ordinances, daily deliveries, load ins or load outs are not permitted prior to 2:00pm or after 9:00pm.

Please note that Shipping and Receiving cannot lend out any moving equipment to a guest, group or vendor which includes pallet jacks, dollies, and flatbed carts.



HANDLING FEES

In an effort to devote the necessary resources to ensure quick and efficient shipping and handling of guest items, all packages shipped to or from the hotel will be assessed a handling fee. Charges incurred shall be applied to the RECEIVER of materials. Thus, applied to an individual guest room account, Group Master Account or charged to an individual credit card. The Event Manager will communicate with meeting planner or vendor once tracking number and shipping details have been given.

The handling fees are based on weight. Weights will be obtained from the FedEx or UPS carrier's label. These items do not need to be weighed at the hotel. On the rare occasion when an item is received from another carrier and the weight is not included, the item will be weighed at the hotel or the weight will be estimated.

PACKAGE SIZE	HANDLING FEES FOR INCOMING ITEMS	HANDLING FEES FOR OUTGOING ITEMS
Flat Envelopes	\$0.00	\$0.00
Packages	\$5.00	\$5.00
Box – up to 25 lbs	\$7.00	\$7.00
Box – 26 - 50 lbs	\$15.00	\$15.00
Box – 51 + lbs	\$20.00	\$20.00
Pallet	\$75.00	\$75.00
Crate/Case – up to 100 lbs	\$50.00	\$50.00

OUTGOING SHIPMENTS

FedEx and UPS have daily pick-ups at the Loading Dock. All outbound shipments require the sender to provide proper shipping packaging, the shipping label and schedule package pick-up directly with the FedEx or UPS. If outbound packages are to be picked up by a third party carrier, the guest/group should coordinate with the Event Manager.

LOADING DOCK INSTRUCTIONS

Meeting Planners and Vendors are required to contact the Event Manager in advance to schedule a load in/out time in order to access the Hotel's dock. The loading dock is for those who are actively loading in or out only. There is not parking available. Once you are finished loading, your vehicle must be moved.