

# Shipping & Receiving Guidelines

**INBOUND PACKAGES:** Due to limited storage space, we request that packages **DO NOT** arrive earlier than three (3) days prior to the registered date of arrival

**HANDLING FEES:** Fees are based upon weight & size of package shipped. **There are fees for both incoming & outgoing shipments.** Fees are as follows:

**0 - 49lbs \$2.50**

**50 - 100lbs \$5.00**

**Pallet \$20.00**

## **Pick-Up & Delivery**

Registered guests who have received a package will be notified via the guestroom phone messaging system. With valid identification, the package(s) can be picked up at Bell Desk or delivered within the hotel's premises (e.g. guestroom or meeting room). All packages must be signed for & paid for at time of delivery. Payments accepted are cash, credit card or room charge.

## **Outbound Packages**

Guests are responsible for the packing materials, packaging and labeling of outgoing packages. Guests are to use their own shipping account. Labels may also be generated online via the preferred courier's website and printed in the Business Center (guest's account number or credit card is required). All outgoing shipments require a hotel shipping fee per item (see above) as well as a secondary "Outgoing Shipping Form" for the hotel's records.

## **Labeling Guidelines**

Guest packages should be labeled as followed to ensure proper delivery & storage:

### **Event Shipment(s) - Label Standard**

|   |
|---|
| Hilton Vancouver Washington   |
| <b>(Event Name) (Arrival Date)</b>  |
| Hold For Guest : <b>(Guest Name) (Guest Cell Number)</b><br><b>(Guest Company Name) (Meeting Room) (Booth Number)</b> |
| 301 W 6 <sup>th</sup> Street<br>Vancouver, WA 98660   |

### **Individual Shipment(s) - Label Standard**

|  |
|--|
| Hilton Vancouver Washington  |
| Hold For Guest: <b>(Guest Name) (Guest Cell Number)</b><br><b>(Arrival Date)</b> |
| 301 W 6 <sup>th</sup> Street<br>Vancouver, WA 98660                              |

- Multiple packages in a shipment should be numbered in sequence (e.g. 1 of 3, 2 of 3, 3 of 3)
- Heavy Boxes should be identified as such
- If you will be shipping items from the hotel after the show, please follow link to [outbound shipping instructions and forms](#)

# Material Handling Terms & Conditions

The terms and conditions set for the below are part of the contractual agreement between Hilton Vancouver Washington and you the Exhibitor. Exhibitor agrees to and accepts the terms and conditions of this contract when any of the following conditions are met: The Materials Handling Agreement is signed ; or the exhibitors materials are delivered by a carrier to the hotel; or an order for labor and/or a rental agreement is placed by exhibitor with the hotel.

**DEFINITIONS.** For purposes of this contract, "Hotel," means Hilton Vancouver Washington and its employees, agents, directors and assigns, affiliated companies, related entities including but not limited to any subcontractors the Hotel may appoint. Further, it is hereby understood and agreed that the "Exhibitor" is in fact the "Shipper" for all purposes and circumstances, notwithstanding anything contained in this contract to the contrary.

**PACKAGING AND CRATES.** Hotel shall not be responsible for damage to loose uncrated materials, pad wrapped or shrink-wrapped materials, glass breakage, concealed damage, carpets in bags or poly, or materials improperly packed. In addition, Hotel shall not be responsible for crates and packaging which are unsuitable for handling, in poor condition, or having prior damages. Crates and packaging should be of a design to adequately protect contents for handling by forklift and similar means.

**EMPTY CONTAINERS.** Empty container labels will be available at the show site service desk. Affixing labels to the containers is the sole responsibility of Exhibitor or his representative. All previous labels must be removed or obliterated. Hotel assumes no responsibility for: Error in the above procedures, Removal of containers with old empty labels and without Hotel labels, Improper information on empty labels. HOTEL WILL NOT BE LIALE FOR LOSS OR DAMAGE TO CRATES AND CONTAINERS OR THEIR CONTENTS WHILE SAID ITEMS ARE IN EMPTY CONTAINER STORAGE.

**INBOUND SHIPMENTS.** Consistent with trade show and industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of Exhibitor or his representative, and during such time the materials will be left unattended. HOTEL WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY LOSS, DAMAGE, THEFT, OR DISAPPEARANCE OF EXHIBITOR'S MATERIALS AFTER SAME HAVE BEEN DELIVERED TO EXHIBITOR'S BOOTH. Hotel recommends the securing of security services.

**OUTBOUND SHIPMENTS.** Consistent with trade show industry practices there may be a lapse of time between the completion of packing and the actual pickup of materials from the booths for loading onto a carrier and during such time the materials will be left unattended. HOTEL WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY LOSS, DAMAGE, THEFT OR DISAPPEARANCE OF EXHIBITOR'S MATERIALS BEFORE SAME HAVE BEEN PICKED UP FOR RELOADING AT THE CONCLUSION OF THE EVENT. Hotel highly recommends the securing of security services from Facility or Show Management. All Material Handling Agreements submitted to hotel by Exhibitor will be checked at the time of pickup from the booth and corrections will be made where discrepancies exist between the quantities of items on any agreement form submitted to hotel and the actual count of such items in the booth at the time of pickup.

**DELIVERY TO THE CARRIER FOR RELOADING.** HOTEL WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY LOSS, DAMAGE, THEFT OR DISAPPEARANCE OF EXHIBITO'S MATERIALS AFTER SAME HAVE BEEN DELIVERED TO EXHIBITOR'S APPOINTED CARRIER, SHIPPER, OR AGENT FOR TRANSPORTATION AFTER THE EVENT, INCLUDING A HOTEL DESIGNATED CARRIER IN ACCORDANCE WITH SECTION 7 BELOW. Hotel loads the materials onto the carrier under directions from the carrier or driver of that same carrier. Any reloading into the carrier will be understood to be under the exclusive supervision and control of the carrier or driver of that same carrier. HOTEL ASSUMES ON RESPONSIBILITY FOR LOSS, DAMAGE, THEFT, OR DISAPPEARANCE OF EXHIBITOR'S MATERIALS THAT ARISE OUT OF IMPORPOERLY LOADED MATERIALS.

**DESIGNATED CARRIERS.** In order to expedite removal of materials form the show site, Hotel shall have the authority to change designated carriers if the carrier designated by the Exhibitor does not pick up the shipment(s) in time. Where no disposition is made by Exhibitor, materials may be taken to a warehouse to await Exhibitor's shipping instructions and Exhibitor agrees to be responsible for charges relating to such rerouting and handling. IN NO EVENT SHALL HOTEL BE RESPONSIBLE OR LIABLE FOR ANY LOSS RESULTING FROM SUCH REROUTING DESIGNATION. Exhibitor hereby understands and agrees that the carrier's terms and conditions apply to their shipment once the materials have been accepted by said carrier. It is the responsibility of the Exhibitor to familiarize himself with these terms and conditions. HOTEL WILL NOT BE RESPONSIBLE OR LIABLE FOR FAILURE TO PROVIDE THESE CARRIER TERMS AND CONDITIONS TO THE EXHIBITOR.

**HOTEL'S RESPONSIBILITIES.** Hotel shall be responsible only for those services which it directly provides. Hotel assumes no responsibility for any persons, parties, or other contracting firms not under Hotel's direct supervision and control. Hotel shall not be responsible for loss, delay, or damage due to strike lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failure, explosion, acts or terrorism or war, other causes beyond Hotel's reasonable control nor for ordinary wear and tear in the handling of materials.

**INSURANCE.** Exhibitor acknowledges that The Association and the Indemnities do not maintain insurance covering Exhibitor's property and that it is the sole responsibility of the Exhibitor to obtain business interruption and property damage insurance covering such losses by Exhibitor. It is understood that Hotel is not an insurer. Any insurance shall be obtained by Exhibitor in amounts and for perils determined by Exhibitor. Exhibitor agrees to provide Hotel with a release and waiver of subrogation to the extent of any insurance settlement received.

# Material Handling Terms & Conditions Continued

**CLAIM(S) FOR LOSS.** Exhibitor agrees that any and all claims for loss or damage must be submitted to Hotel immediately at the show site and in any case not later than thirty (30) business days after the conclusion of the show or exposition (for purposes of claim reporting, the 'conclusion' of the show shall be construed as the time when Exhibitor's materials are delivered to the carrier for transportation from the show site). All claims reported after thirty (30) business days will be rejected. In no event shall a suit or action be brought against Hotel more than one year after the date of loss or damage occurred.

**PAYMENT FOR SERVICES MAY NOT BE WITHHELD.** In the event of any dispute between the Exhibitor and Hotel relative to any loss, damage, or claim, such Exhibitor shall not be entitled to and shall not withhold payment, or any partial payment, due to Hotel for its services, as an offset against the amount of any alleged loss or damage. Any claims against Hotel shall be considered a separate transaction, and shall be resolved on its own merits.

**MAXIMUM RECOVERY.** THE DECLARED VALUE DOES NOT APPLY TO THE SERVICES PROVIDED BY HOTEL IF FOUND LIABLE FOR ANY LOSS. Hotel's sole and maximum liability for loss or damage to Exhibitor's materials and Exhibitor's sole and exclusive remedy is limited to repair or replacement with like kind and quantity, subject to a dollar amount limited equal to the amount paid by Exhibitor to Hotel for material handling services during the show or exposition under this contract.

**BREACH OF CONTRACT AND /OR NEGLIGENCE.** Hotel's liability shall be limited to any loss or damage which results solely from HOTEL'S NEGLIGENCE in the actual physical handling of the items comprising Exhibitor's shipment(s) or which results from BREACH OF THIS CONTRACT and not for any other type of loss or damage. In no event shall Hotel be liable to the Exhibitor or to any other party for special, collateral, exemplary, indirect, incidental, or consequential damages, whether such damages occur either prior to, subsequent to, or are alleged as a result of tortious conduct, failure of the equipment or services of Hotel or breach of any of the provisions of this agreement regardless of the form of action, whether in contract or in tort, including strict liability and negligence, even if Hotel has been advised or has notice of the possibility of such damages or for any damages caused by Exhibitor's failure to perform Exhibitor's responsibilities. Such excluded damages include but are not limited to: loss of profits, loss of use or interruption of business, or other consequential or indirect economic loss(es).

**JURISDICTION.** THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE STATE OF WASHINGTON WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS AND RULES. EXCLUSIVE VENUE FOR ALL DISPUTES ARISING OUT OF OR RELATING TO THIS CONTRACT SHALL RESIDE IN A COURT OF COMPETENT JURISDICTION IN CLARK COUNTY, WASHINGTON.

**INDEMNIFICATION.** Exhibitor assumes entire responsibility and hereby agrees to protect, indemnify, defend and save the Indemnitites, their employees and agents harmless against all claims, losses and damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by Exhibitor's installation, removal, maintenance, occupancy or use of the exhibition premises or a part thereof excluding and such liability caused by the sole negligence of the Indemnitites and their employees and agents. [Hold Harmless Form To Be Completed & Returned](#) to your Event Manager 30 Days prior to event date

**MISCELLANEOUS.** Exhibitor, as a material part of the consideration to Hotel for material handling services, waives and releases all claims against Hotel, its employees, agents, directors, and officers with respect to all matters for which Hotel has disclaimed liability pursuant to the provisions of this contract. The Exhibitor acknowledges that he or she has read this agreement, understands it and agrees to be bound by its terms, and further agrees that it is the complete and exclusive agreement between the parties. The invalidity or unenforceability of any provision hereof shall not affect, modify, or impair the validity and enforceability of all other provisions herein.