



THE HOTEL ROANOKE
& CONFERENCE CENTER

CURIO COLLECTION BY HILTON

Inbound Packages

Please review the following guidelines for shipping packages to the hotel. Adhering to the recommended standards below will ensure the efficient handling of your packages and avoid delays.

Shipping Address:

110 Shenandoah Avenue

Roanoke, VA 24016

Labeling: The more information, the better. Please use the name of the individual who will be here to receive and sign for the package(s), the group/company name, and the name of the conference. If you already know your booth number when shipping packages, please include it and we will be able to easily deliver your package(s) straight to your booth.

Freight Shipments: If you are shipping larger items, such as pallets or crates, please communicate this with the appropriate contacts so that the hotel can schedule these deliveries. These items require advanced notice to be coordinated properly. Please do not plan to deliver pallets/crates or other large shipments more than 48 hours in advance of a conference, as our storage space is limited. All freight shipments should be scheduled for pick-up within 48 hours of the conference's end.

Receiving Inbound Packages: *Do not request packages until you have confirmation of delivery.* All packages will be stored by the hotel's Purchasing/Receiving department. You may request your package(s)/crates/pallets via the front desk or hotel guest services. Package deliveries may only be arranged after the recipient has checked into the hotel. All packages received by the Hotel Roanoke may require a signature before being released from hotel custody to the intended recipient. Release signatures are obtained during delivery of package(s) to the recipient.

Exhibitor Shipments: If your inbound package(s) were shipped directly via *Exhibits, Inc.* or *Hollins Exposition Services*, the Hotel Roanoke & Conference Center does not manage these shipments. Please contact your respective company for information on these deliveries.

Handling Fees: The Hotel Roanoke & Conference Center does not charge handling fees for delivering packages to or from your booth. Any shipping arrangements and associated costs are the responsibility of the sender and need to be processed and coordinated appropriately through the carrier of your choice.



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Outbound Packages

Please review the following guidelines for shipping packages from the hotel. Adhering to the recommended standards below will ensure the efficient handling of your packages and avoid delays.

FedEx: The Hotel Roanoke & Conference Center regularly sees FedEx Monday through Friday. If you need your package(s) to arrive at their next destination within a certain time frame, we encourage you to call and schedule a pick-up. Otherwise, we will put your packages on the next available truck. Please ensure your prepaid label is securely attached to your packages and leave them at your booth for Conference Services to collect at the end of your event.

FedEx Express: FedEx Express does not visit the Hotel Roanoke & Conference Center on a regular schedule. If you are sending packages out via Express, you *must* call and schedule a pick-up. Please ensure your prepaid labels are securely attached and your pick-up is scheduled *after* your event ends to ensure your packages are picked up on the first attempt. Conference Services will collect packages from your booth at the end of your event.

UPS: UPS comes by the Hotel Roanoke & Conference Center daily, Monday through Friday. If you need your package(s) to arrive at their next destination within a certain time frame, we encourage you to call and schedule a pick-up. Otherwise, we will put them on the next available truck. Please ensure your prepaid label is securely attached to your packages and leave them at your booth for Conference Services to collect at the end of your event.

Freight Shipments: All freight shipments should be scheduled for pick-up within 48 hours of your conference's end. Please communicate with appropriate contacts to properly coordinate the freight pick-up. Ensure a bill of lading is attached to your large shipments to avoid any confusion.

Exhibitor Shipments: If your inbound package(s) were shipped directly to *Exhibits, Inc.* or *Hollins Exposition Services*, all outbound shipping should be coordinated through the respective company. The Hotel Roanoke & Conference Center does not manage these shipments.

Handling Fees: The Hotel Roanoke & Conference Center does not charge handling fees for delivering packages to or from your booth. Any shipping arrangements and associated costs are the responsibility of the sender and need to be processed and coordinated appropriately through the carrier of your choice.