

RECEIVING & SHIPPING OF MATERIALS

Receiving & Storage of Materials

Due To Limited Storage Space, Packages May Be Delivered To The Hotel (3) Working Days Prior To Your Event.

To Ensure That Your Materials are Sorted and Delivered Properly, Please Include The Following Information On All Packages:

Example Of Shipping Label:

Renaissance Austin Hotel
9721 Arboretum Blvd
Austin , TX 78759
Attn: (Group Onsite Contact)
Name Of Meeting & Dates
Number Of Boxes (I.E. 1 of 5, Etc)

Storage/Handling Fees (In Bound):

Envelope/Small Pack | 3 per item
Boxes (up to 25 lbs.) | 10 per box
Boxes (Between 25-50 lbs.) | 20 per box
Boxes (Over 50 lbs.) | 25 per box
Exhibitor Rolling Cases | 25 per
Containers/Cases (Under 150 lbs.) | 30 per item
Containers/Cases (Between 150-250 lbs.) | 60 per item
Pallets | \$175 per pallet

Freight & Exhibits

The Hotel Cannot Be Responsible For Receiving, Storage, or Handling of Freight Material. A Drayage Firm Is Required For Exhibit Materials and Crated Materials.

Any Item over 250 Pounds Must Be Delivered to the Event Location By A Drayage Company At The Client's Expense. This Includes Heavy Machinery or Large Equipment Used For Tradeshow.

All Exhibit Shipments should be sent to designated exhibit company (not the hotel).

RECEIVING & SHIPPING OF MATERIALS (continued)

Shipping For Outgoing Materials

Our Shipping & Receiving Department Will Be Delighted To Assist You With Return Shipment Of Your Packages. A Hotel Representative Will Need To Inspect All Outgoing Materials Prior To Taking Possession Of Them For Shipping.

Please Ensure That Each Box Is Properly Labeled And A Completed Shipping Form Has Been Completed. Boxes Left On Premises For Longer Than Three Weeks (3) After Departure or without Shipping Instructions Will Be Discarded.

Shipping Handling Fees (Out Bound):

Envelope/Small Pack | 1.50 per item

Boxes (up to 25 lbs.) | 5 per box

Boxes (Between 25-50 lbs.) | 10 per box

Boxes (Over 50 lbs.) | 12 per box

Exhibitor Rolling Cases | 12 per

Containers/Cases (Under 150 lbs.) | 15 per item

Containers/Cases (Between 150-250 lbs.) | 30 per item

Pallets | \$85 per pallet

Above fees are hotel handling fees only – carrier fees apply as usual.

Hotel cannot arrange for shipment of Large items, Exhibit Freight, or Large Crated items/equipment.
Please review freight guidelines.