



# Package Shipping Instructions

## PREPARING YOUR SHIPMENT

Hilton Santa Barbara is committed to providing you with an outstanding experience during your stay. 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 earlier 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). Please do not ship any items to the attention of the Catering or Event Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Hilton Santa Barbara Beachfront Resort.

Shipments are 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 returned to the sender, who will be responsible for all additional shipping fees. Package deliveries should only be scheduled after the recipient has checked into the hotel.

## PACKAGE LABELING STANDARDS

Hold For Guest: (Guest Name) (Guest Cell Number)  
c/o Hilton Santa Barbara Beachfront Resort  
633 E. Cabrillo Blvd.  
Santa Barbara, CA 93103  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

## SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact Hilton Santa Barbara in advance of shipping their items to the Hotel with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Manager.

## PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, Hilton Santa Barbara will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of the Hotel, but please check with the Hotel for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, Hilton Santa Barbara team members will release any drayage directly to the decorator if they are onsite when the shipments arrive and upon advance coordination of these arrangements. If any drayage or parcels require overnight storage, Hilton Santa Barbara will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that Hilton Santa Barbara team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

## PACKAGE DELIVERY TO GUEST SUITES

In most cases, Hilton Santa Barbara will complete delivery or pickup of packages to guest suites within the Hotel, but please check with the Hotel's front desk for specific delivery limitations that may exist. Hilton Santa Barbara is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.



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## UPON YOUR ARRIVAL

Inbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees. Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, Hilton Santa Barbara requires the package recipient's signature before a package can be released from the Hotel. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are guest responsibility and not available for purchase within the Hotel. Outbound packages to be picked up by a third party courier should be coordinated in advance with your Catering or Event Manager or a Hilton Santa Barbara team member.

## PACKAGE HANDLING AND STORAGE FEES

PACKAGES	HANDLING FEES
Flat Envelopes	No Charge
1 <sup>st</sup> Box	\$20.00
Additional Boxes	\$8.00 per box
Pallets & Crates*	\$250.00

\* For inbound/outbound pallets or crates up to 500 lbs. \$0.50/lb for pallets or crates exceeding 500 lbs., which is applied to each pallet/crate handled.

A one-time storage fee of \$5 will apply to each package received and stored for more than five (5) calendar days for inbound & outbound shipping.

## TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. The Hotel does not provide such insurance. The Hotel nor the employees, agents or contractors of will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel may establish from time to time for receiving and delivering of packages.