



PACKAGE ROOM (SHIPPING & RECEIVING)

Our Package Room (Shipping & Receiving Department) provides storage, pick-up and transfer of materials (less than 200 lbs.) from any internal location within our hotel. All shipment items received by the hotel incur a standard per-piece handling charge based on weight: less than 10 pounds, \$5.00 each; 11-30 pounds, \$10.00 each; 31-50 pounds, \$20.00 each; 51-70 pounds, \$25.00 each; 71-100 pounds, \$30.00 each, 100+ pounds, \$50.00 each; skids/crates will be \$200.00 per skid/crate. Items labeled "Fragile" will be assessed a \$15.00 surcharge beyond the above prices. In the event the hotel needs to handle sensitive material (e.g. computers), outside labor may be required at an additional expense. In addition, any outbound shipping will incur the same handling charges listed above, excluding the actual shipping costs. The Package Room staff is not allowed on the Exhibition Hall floor for either deliveries or pick-up services.

The Package Room is located on Level One (River Exhibition Hall Level) at the west end of the building.

SHIPPING TIPS

The following are tips for successful shipping to the Sheraton Chicago Hotel & Towers:

- Have all boxes from *all* sources uniformly addressed. The requested format is:

GUEST NAME (Name of program's on-site contact/person who knows what's in the box)
GUEST ARRIVAL DATE
c/o SHERATON CHICAGO HOTEL & TOWERS
301 E. North Water Street
Chicago, IL 60611
RE: CONVENTION/PROGRAM NAME PROGRAM DATES

- Multiple packages within a single shipment should be numbered in sequence (e.g. 1 of 3, 2 of 3, 3 of 3); it may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Heavy boxes should be identified so that staff (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office/Parlor A or Registration/Convention Registration Desk).
- Require Exhibitors to ship freight to the designated drayage company, which will deliver boxes to the appropriate exhibit booth.
- Send shipping information in writing to your Catering and Convention Service Manager. Be specific regarding: the # of boxes shipped; the point of origin (company/city); how they were shipped; when they are to arrive; where they should be delivered once they arrive; the size, weight and relative condition of the boxes; and any other information which would help the Hotel properly handle your shipment.
- **Refrain from sending sensitive equipment (e.g. computers) as outside labor may be required at an additional expense.**