RICHMOND
MARRIOTT
DOWNTOWN

Conference Shipping Information

It is imperative that this information sheet be provided to your attendees with shipping needs.
__Unlabeled or mislabeled packages may result in the delivery being rejected and returned to sender__
Vendors who do not send tracking information prior to the event may experience longer wait times to obtain packages during the event exhibitor set up time reserved

To ensure proper delivery of packages for your event, the following address information and format should be included on each package sent to the hotel:

Richmond Marriott Downtown Hotel
Attn: Hotel Event Manager, Event Name, Event Start Date
Company Onsite Contact (Booth # if applicable)
500 E Broad Street
Richmond, Virginia 23219

EXAMPLE LABEL:

Richmond Marriott Hotel Downtown
ATTN: Amy O'Donnell, Event Name, 1/1/26
Jason Doe, Booth 12
500 E Broad Street
Richmond, VA 23219

Shipping and Handling Information

The Hotel will assist in getting shipped items (under 200lbs) into your function space and out of the function space. A Load in/Load out schedule will be coordinated with your Event Manager. The loading dock is located at the back of the Hotel on Marshall Street. The hours of operation are from 7:00am-3:00pm daily. Contact Security/Loss Prevention for additional available times (804-643-3400 ext 6927).

- Any materials shipped to the Hotel may **not** arrive earlier than three (3) days prior to your function and may not remain longer than two (2) days after your function. *If it arrives early, an additional fee may apply**
- All labels should be clearly marked and legible.
- Please indicate box 1 of 3, 2 of 3, 3 of 3, etc.

- The Hotel has a freight elevator located at the dock for ease of rental and delivery items. The elevator is approximately 10'x10'x10' in dimension.
- **Tracking information should be provided to your Event Manager in advance in preparation for arrival.** *The Hotel will not be responsible for packages delivered to the property without advanced notification of a shipment.*

The following handling fees are as follows:

• Small Package (approximately 18"x18"x18" - Under 5lbs)	$10.00
• Medium Item (approximately 48"x48"x48" - Under 20 lbs)	$15.00
• Large Item (over 48"x48"x48" - Over 20 lbs)	$20.00
• Extra-Large Item or Case (over 50 lbs)	$25.00
• Pallet or Crate	$75.00

STORAGE INFORMATION

Due to limited storage space/boxes/crates/pallets will not be accepted more than three (3) days prior to an event. The hotel reserves the right to assess storage fees if packages are sent more than three (3) days in advance.

Local Vendors

Any local vendors not shipping items in, but need to unload day of, still must contact the hotel event manager (amy.odonnell@whitelodging.com) in order to schedule loading dock time use.
Failure to do so may result in being turned away and/or lengthy wait times to utilize loading dock.
Vendors *may not* unload on the front drive unless approved by hotel event manager in advance.

Outbound Shipping

Packages should be properly labeled for return. **The Hotel does not provide Shipping Labels.** The Hotel will not pay for any event items to be shipped.

- Please have the appropriate number of pre-labeled air bills and pre-printed labels for outbound shipments.
- All outbound items should be packaged, labeled, and left in the designated function area arranged by the Event Staff at the conclusion of the event.
- *Please bring packing supplies if you need tape and other materials to ship out materials.*

Billing Information

Vendors have two options for billing and payment.

- Vendors may have charges billed directly to their room – You must provide your confirmation number and dates of stay.
- Vendors may opt to pay for these fees via credit card and will need to request a Sertifi Link (secured link) for payment.

Please e-mail Hotel Event Manager, Amy O'Donnell, at amy.odonnell@whitelodging.com with tracking information**

FAILURE TO DO SO WILL RESULT IN DELAY OF PACKAGE TO VENDOR BOOTH OR EVENT SPACE TIMELY AND/OR PACKAGE CAN BE TURNED AWAY FROM OUR SECURITY TEAM FROM CARRIER