

# Shipping Instructions and Fees

## Inbound Guest Packages - Shipping Instructions

Please follow the recommended label addressing standards, illustrated below, to prevent package routing delays. All packages received by ESL require a release signature before being released from ESL's custody to the intended recipient. Release signatures are captured at the time of package delivery by ESL staff to the recipient. Inbound receiving and applicable delivery fees will be applied on a per package basis, as outlined in the fee schedule below. These fees are applied in addition to any shipping/transportation charges. Please use the name of the recipient whom will be onsite to receive and sign for the package(s). Please do not address your package(s) to the Hotel Staff or a Show Manager as this could cause confusion in package sorting or your package(s) to be delayed.

**Please schedule your shipment(s) to arrive 1 - 2 days prior to the event start date.**

Event Shipment(s) – Label Standard: Affix a label with the following information (in addition to the airbill).	Individual Shipment(s) – Label Standard: Affix a label with the following information (in addition to the airbill)
<b>Embassy Suites Loveland</b> <i>(Event Name) (Arrival Date)</i> <b>Hold for Guest: (Guest Name) (Guest Cell Number)</b> <i>(Guest Company Name) (Meeting Room) (Booth Number)</i> <b>4705 Clydesdale Parkway</b> <b>Loveland, CO 80538</b>	<b>Embassy Suites Loveland</b> <b>Hold for Guest: (Guest Name) (Arrival Date)</b> <i>(Guest Cell Number)</i> <b>4705 Clydesdale Parkway</b> <b>Loveland, CO 80538</b>

## Outbound Guest Packages - Shipping Instructions

All outbound packages must have a completed carrier airbill affixed to each package. Guests must furnish their own shipping supplies and airbill forms. Outbound packages being picked up by a third party courier should be coordinated in advance with the Embassy Suites Event Manager. Outbound Handling Fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## Package Handling Fees

Package handling fees may be charged to a guest room, master account, or billed to a credit card. Fees are applied on a per item basis.

Weight Class	Inbound Receiving/Delivery Fee
0.0 – 5.0 lbs.	\$0.00
5.1 – and Over	\$1.00 per lb.
Crate & Pallet	\$1.00 per lb. (\$150 Minimum)

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.99 /lb. (\$150.00 minimum), which is applied to each pallet/crate handled. A Labor Fee of \$72.67 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The Labor Fee can be charged in 15 minute increments.

## Package Storage and Oversize Item Fees

In addition to Package Handling fees, Package Storage Fees will apply to each package received and stored for more than five calendar days. Items measuring over 6.5 feet on all sides are considered oversize and will be assessed an additional Oversize Fee if stored for more than five calendar days.

Days	Storage Fee/Day
1-2 Days	No Charge
3-7 Days	\$25.00 per
8 Days & Over	\$50.00 per

Terms & 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 the hotel will not 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.



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### SHIPPING FORM

Weight Class	Inbound Receiving/Delivery Fee	Quantity	Total
0.0 – 5.0 lbs.	\$0.00		
5.1 and Over	\$1.00 per lb.		
Crate & Pallet	\$1.00 per lb. (\$150 Minimum)		
Fork Lift	\$650 per day		
Subtotal:			
6.7 % Sales Tax:			
<b>Balance Due:</b>			

\* ESL has two pallet jacks, 48" in length with a 6000-pound rating. If any crate/pallet shipped exceeds 48" in length it is considered oversized and will require a fork lift.

**\*\*Fork lifts will need to be ordered from a company of your choosing\*\***

A Labor Fee of \$75 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The Labor Fee can be charged in 15-minute increments.

**EVENT NAME:** \_\_\_\_\_

**EVENT MOVE-IN DATE:** \_\_\_\_\_

Company: \_\_\_\_\_ Booth #: \_\_\_\_\_

Booth Contact: \_\_\_\_\_ Contact's Phone #: \_\_\_\_\_

Contact's Email: \_\_\_\_\_

Hotel will send a **credit card authorization form via Sertifi**. I understand that I will be held solely responsible for the payment of said charges.

All prices are subject to and will be charged sales tax, currently 6.7% respectively.

Signature \_\_\_\_\_

PLEASE FAX or EMAIL COMPLETED FORMS TO THE EMBASSY SUITES LOVELAND AT: (970) 593-6202 or **stephanie.scharfenberg@atriumhospitality.com**



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## WELCOME TO THE EMBASSY SUITES LOVELAND

### PAYMENT POLICIES

1. **PAYMENT IN FULL** must be rendered on **all** orders when order is placed. **NO EXCEPTIONS!** No service order will be processed without full payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or services will not be provided.
  - All orders must be received Seven business days prior to the first contracted show move-in date to qualify for the discount price. All orders received after this deadline will be charged a 50% surcharge.
  - The date received by the Embassy Suites Loveland will determine the applicable rate.
  - All charges incurred during the show must be rendered in full at the time of service.
2. Only cash, credit cards, company checks and money orders, made payable to **Embassy Suites Loveland**, will be accepted for advanced payments.
3. Your on-site representative must be aware of this payment policy and be prepared to make payment upon installation of services.
4. There is a \$25.00 service charge for all returned payments.

### SUBMITTING YOUR PAYMENT/ORDER

**ALL PAYMENTS MUST BE IN U.S. FUNDS DRAWN ON A U.S. BANK. MAKE CHECK PAYABLE TO: [Embassy Suites Loveland](#)**

#### US Mail/ First Class Mail/Couriers or Overnight Express:

Embassy Suites Loveland  
Attn: Accts Receivable  
For: Name of booth you are paying for  
4705 Clydesdale Parkway  
Loveland, CO 80538

#### Secure Fax To: 970.612.2398

The Exhibitor Services Department will return a confirmation notice of receipt of your faxed order confirmation.

### GENERAL BUILDING POLICIES

1. Decorations, signs, banners, and similar materials may not be taped, nailed, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls.
2. Helium balloons may not be sold or distributed inside the facility. Helium balloons may be approved through your Event Manager for permanent attachment to authorized displays. A deposit may be required prior to installation.
  - a. If helium balloons from an authorized display are released within the facility, labor costs to remove balloons from ceilings or ventilation fans will be charged.
  - b. Helium balloons must not enter the guestroom tower. This is due in part to the fire notification sensors employed in our facility.
3. No pressure-adhesive stickers or decals or similar promotional items may be distributed in the building.
4. Labor costs to remove adhesive stickers and decals will be charged.
5. The **ESL** public elevators are not to be used to transport freight or equipment to rooms in the tower. All equipment and freight should be transported, utilizing the freight elevator and brought in on the docks.
6. Main public entrances into ESL may **NOT** be used for loading boxes, freight, or any exhibit materials into our out of the hotel. ALL items must come through the loading dock entrance located on the North side of our building.
7. The **ESL** does not provide furniture or equipment for exhibitors' booths. All arrangement for furniture and equipment for exhibitors should be handled by a general service contractor.

## **SIGNS / DISPLAYS / DECORATIONS**

1. All signs, displays and decorations are subject to the approval of **ESL** and the Loveland Fire Marshal. All signs must be printed in a professional manner.
2. **Handwritten signs are not permitted.**
3. Glitter is not permitted.
4. Confetti, Streamers and Balloon Drops will be subject to a cleaning fee. Fee will be based on length of times it takes to perform 100% removal of these items.
5. Exhibitors and their agents may not shall not distribute, display, or place any handbills, rack cards, business cards, or other advertising devices whatsoever outside their displays or on any vehicles parked on **ESL** property.
6. No combustible materials or decorations may be used. All material must be flameproof
7. Hay bales are strictly prohibited...even if sprayed with fire retardant.
8. No items may extend past the front edge of your booth. If you are on an end, no items are to extend to the side of your booth.
9. All audio, video, film, slide or musical advertising and equipment must be kept at a volume level so as not to interfere with other vendors.
10. Exhibitors must protect the convention facility and property from damage done by the vendor, its employees, representations and agents. Nothing may be tacked, nailed, glued, taped or in any way attached to the hotel or conference center property. The Exhibitor will assume any repair cost incurred to repair such damage.

## **SMOKING POLICY**

11. The **ESL** is a non-smoking facility. No smoking is allowed within 20 feet of building entrances and 60 feet of the loading dock entrance when the roll-up door is open.

## **FOOD AND BEVERAGE**

1. **ESL** has exclusive catering, concession and liquor service rights within the establishment. It is not permissible to bring food or beverages into the **ESL**. Contact the **ESL** Catering Department at 970-593-6200 to order in booth catering.
2. Food and beverage distributed by exhibitors are limited to products manufactured, processed or distributed by the exhibiting firm and are limited to sample size.

## **SECURITY**

1. Hall Security and Individual booth security are the responsibility of Show Management and the Exhibitor. **ESL** is not responsible for lost or stolen items.

## **RIGGING/SUSPENSION OF LOADS**

The **ESL** must approve all rigging/suspension of loads from any part of the facility structure.

1. All signs, banners, and displays suspended from exhibit hall ceilings must be approved in advance and hung by **ESL**.
2. If you are using any part of the facility structure for rigging or the suspension of loads, you must submit to **ESL** two copies of your rigging plot to Exhibitor Services one month prior to move in for **ESL** approval.
3. The rigging plot should conform to the following:
  - a. Name of show, show dates, building location, contact information; and if applicable, the names of the audio, lighting and scenery contractors. Contact information should be printed on the plans.
  - b. Rigging plots must be drawn in 1/16"=1' scale.
  - c. Rigging plots must indicate locations of points, loads for each point, and a legend that explains the use of each point; such as audio, lighting, and scenery.
  - d. Rigging plots must include facility column locations and roof steel locations.
  - e. Call 970.612.2436 for more specific information, requirements, and limitations regarding rigging/suspension of loads at the **ESL**.