



**DELIVERIES/PACKAGE HANDLING:**

Due to the limited storage space, packages may be delivered to the Hotel three working days prior to the date of the function. Should special arrangements for delivery be necessary, please contact the hotel at least a week in advance of your event. No COD packages will be accepted. The hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the federal Centers for Disease Control and Prevention (CDC). The following information must be included on all packages to ensure proper delivery:

**ATTENTION: Catering Sales Manager - Hilary Sullivan**

**On-Site Contact Name –[Event/Company Contact]**

**Meeting Name**

**Hilton Alexandria Mark Center**

**5000 Seminary Road**

**Alexandria, VA 22311**

The customer is responsible for the arrangements and all expenses of shipping materials, merchandise, exhibits or any other items to and from the Hotel. The Hotel's shipping and receiving hours of operation are from 6:30AM - 3:00PM Monday through Friday.

Incoming Packages are handled as follows:

- \* Pallets: \$100.00 per pallet
- \* Over 50lbs: \$50.00 per package
- \* Under 50lbs, \$25.00 per package

**OUTGOING PACKAGES ARE HANDLED AS FOLLOWS:**

All packages needing to be shipped out must be scheduled for pick up by the shipper. The Hotel cannot call for required pickups. Handling charges required by the shipping company (FedEx, UPS, etc.) cannot be collected by the shipper's account number; therefore please pay handling charges with one of the following methods: cash, check or credit card hen scheduling the pickup.

**Shipping Contact Information:**

FedEx:

<http://www.fedex.com/us/fcl/pckgenvlp/pickup/index.html>

1.800.GoFedEx 1.800.463.3339 - Say "Schedule a Pickup" or Press "1"

UPS:

[https://wwwapps.ups.com/pickup/schedule?loc=en\\_US](https://wwwapps.ups.com/pickup/schedule?loc=en_US)

1-800-742-5877 - Say "Send a Package" and listen for instructions

USPS:

<https://tools.usps.com/go/ScheduleAPickupAction!input.action>

1-800-ASK-USPS® (1-800-275-8777)