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**Exhibitor**



**Shipping & Receiving Requests**

**Convention Services/Catering Services Order**

**Conference/Event Name: SWAN Conference May 2020 Conference/Event Date: April 29 – May 1, 2020**

The Hotel requires that arrangements for delivery of packages be made through the Convention Services/Catering Department. The Exhibitor is responsible for the arrangements and all expenses of shipping materials, merchandise, exhibits, or any other items to and from the Hotel. \*\***The Hotel must be notified in advance of shipping to ensure proper acceptance of items upon arrival at the Hotel.\*\*** Any alternate arrangements are to be approved by a Hotel Representative and the Hotel is not able to receive COD packages. The Hotel policies of safe handling are based on advice from the United States Postal Service (USPS) and the federal Center for Disease Control and Prevention (CDC).

Any materials being sent to the Hotel must include the following information:

• Hold for Arrival – Attn: (Guest’s Name and Organization Name)

• Complete Return Address

• Hotel Representative’s Name (Convention Services Manager or Catering Sales Manager)

• Number of Packages (Example: Box 1 of 2, Box 2 of 2, etc.)

• Date the Conference/Event is Being Held

• Address Package to the Hotel as Follows:

Hilton Virginia Beach Oceanfront, 3001 Atlantic Ave., Virginia Beach, VA 23451

Handling and storage charges for **inbound**, and if applicable, **outbound** items will be applied as follows **(please indicate if items will be inbound, outbound, or both)**:

|  |  |  |
| --- | --- | --- |
| • 1 to 20 lbs. | # of Items\_\_\_\_\_\_\_\_\_ | $3.00 per item inbound **\_** and $3.00 per item outbound **\_** |
| • 21 to 99 lbs. | # of Items\_\_\_\_\_\_\_\_\_ | $10.00 per item inbound **\_** and $10.00 per item outbound **\_** |
| • 100+ lbs. | # of Items\_\_\_\_\_\_\_\_\_ | $20.00 per item inbound **\_** and $20.00 per item outbound **\_** |
| • Palette | # of Items\_\_\_\_\_\_\_\_\_ | $50.00 per palette inbound **\_** and $50.00 per palette outbound **\_** |

The Hotel does not accept any liability for equipment, goods, displays or other materials that arrive unmarked or fail to arrive at the Hotel. The Exhibitor is responsible for insuring its property for loss or damage. Palette items will **not** be accepted without **seven (7) days** advance notification. Please contact the Group’s Hotel Representative for details. \*\***Due to limited storage space, additional storage charges will be applied to packages stored more than three (3) business days.\*\***

\*\*All requests for shipping and receiving must be received by the Convention Services/Catering Department at least

10 days prior to need and be accompanied by a check or a credit card to cover all charges. If a credit card is used we require a clear copy of the Front and Back of the card before any processing is attempted. If a copy of the card is not provided it could delay the services you might require.

Services for late requests cannot be guaranteed and a charge of $25.00 will be applied to all late requests in addition to normal charges. The Hotel reserves the right to refuse any requests for services that are deemed unsafe or ill advised.

Payment: Total Charges + 22% Service Charge + 6% Sales Tax + 2% Service Charge Tax + $25.00 Late Fee (If Applicable - See Above) = **TOTAL AMOUNT DUE $**

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**Exhibitor**

**Shipping & Receiving Request**

**Convention Services/Catering Service Order**

**Credit Card Authorization Form**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Management:

I, the undersigned, authorize The Hilton Virginia Beach Oceanfront, to charge the below amount to:

Credit Card #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiration Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TOTAL AMOUNT DUE WITH TAX: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Card Holder’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Card Holder’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\*\*\*Your credit card will be processed at the time we receive the information\*\*\***

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Billing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Daytime Telephone #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please Return To: **Caitlin Thomas**

Sales Administrative Assistant

Hilton Virginia Beach Oceanfront

3001 Atlantic Ave.

Virginia Beach, VA 23451

Phone (757) 213-3455

Fax: (757) 213-3430

Email: caitlin\_thomas@hiltonvb.com