



## Shipping & Receiving Requirements

- Packages should not arrive at the Hotel earlier than two (2) days prior to the date of the event. *All packages arriving at the hotel earlier than two (2) days prior will be charged a storage fee of \$5 per box, per day or \$100 per pallet per day.*
- No Freight will be accepted after 5:00pm.
- Items needing special storage must be arranged with the show coordinator.
- Hilton MSP Airport does not accept responsibility for any items received that are damaged or unusable in any way due to improper storage/ shipping.
- Hilton MSP Airport does not accept packages shipped COD under any circumstances. Please ensure all inbound shipping costs are arranged prior to arrival at the hotel.
- Upon completion of your event all items to be shipped out will require the following information: Group's Account Number (FedEx ONLY). Appropriate Shipping form completed & attached to the item(s)
- *Return Shipment Pick Up must be scheduled by the client for the next business day following the event. All pre-printed labels must be attached and hotel informed of the scheduled pick up and location of the boxes.*

### Address:

Hilton Minneapolis/St. Paul Airport  
3800 American Blvd East  
Minneapolis, MN 55425  
952-854-2100

### All packages MUST include:

- Group Name
- Arrival Date of Group
- Attn:
- Hotel Address
- Phone Number
- Number of Items Shipped

### Handling Charges:

Handling charges are in addition to the cost of storage and are charged on a per package basis. Charges apply to inbound and outbound shipments. The charges can be applied to your room, master account or credit card.

- 0lbs – 5lbs \$5 per box
- 6lbs – 20lbs \$10 per box
- 21lbs – 50lbs \$15 per box
- Over 50lbs \$25 per box
- Crates/Display cases: \$25 per crate/case
- Pallets: \$75 per pallet
- Pallet Storage: Shipped more than 3 days prior to conference, additional \$25 per day. The Hotel will not accept C.O.D. shipments and all arrangements with regard to shipping must be prepaid or billed to the Group Master Account. All shipments must be routed directly to the hotel.

### Loading Dock:

- The loading dock is located on the west side of the building at the back; facing the Embassy Suites.
- Dock Hours: Monday – Friday.  
8am – 5pm

### Service Elevator Dimensions and Weight Capacity:

- 7000 lbs Weight Capacity
- 7'10" Width (Door Clearance) x 17' Deep