

LOEWS

HOTELS

Loews Vanderbilt Hotel Shipping & Handling Information

RECEIVING: Loews Vanderbilt Hotel is pleased to accept and store all shipments of boxes/materials required for your event according to the following policies:

The Hotel's receiving entrance is open **6:30am - 4:00pm, Monday through Friday,**

Deliveries must be received at the loading dock behind the hotel and clearly labeled with the following information:

Guest/Recipient's Name: _____ *(person who will ask for & pick up the package/s)*

Exhibitor/Company Name: _____

Booth/Table Name or #: _____

Conference/Event Name: _____

Loews Vanderbilt Hotel

2100 West End Avenue

Nashville, TN 37203

Box # _____ of # _____

Meeting planners MUST notify their Catering or Conference Manager of any shipments to the Hotel, especially if they require special handling. There are labor charges for receiving, storing and transporting packages to/from the meeting space. Please refer to your Sales Agreement for your contracted fees.

General delivery charges are as follows:

Weight/Lbs	Charge
Less than 50 lbs	\$5.00 per package/box
Crates & Boxes over 100lbs	\$75.00 per package/box
Pallet	\$150.00 per pallet

- The Hotel cannot assume responsibility for storage of boxes received more than five (5) business days prior to the Group's meeting, event or program. Shipments received prior to the five (5) days will be returned.
- The Hotel does not accept liability for equipment, goods, displays or other materials that arrive or fail to arrive at the Hotel. The sender is responsible for insuring its property for loss or damage. All packages must be clearly marked with a return address.
- Deliveries requiring the use of the loading dock for an extended period of time and/or special equipment need to be coordinated with the Conference and Catering Department in advance. Charges may apply. Please contact your Conference Manager to make arrangements.
- Exhibit materials must be shipped through the Group's designated drayage company. Any exhibitor choosing to ship packages directly to the Hotel are subject to shipping and handling fees.
- Any shipment being sent on your behalf through sponsors and/or vendors should be informed of these procedures.
- Packages can be retrieved by contacting our Loews Immediate Needs Coordinator (LINC) or Banquet Houseman by dialing Ext. 0 on any Hotel house phone. When calling, please let our LINC personnel know where you would like your packages delivered (i.e. your exhibit booth, your guestroom, etc).
- Please make sure you are present at the time of delivery to sign for all packages.
- Please keep in mind that most shippers deliver packages to Loews between 10:30am and 2:00pm. It may take the receiving department several hours to process all packages once delivered. Therefore, some same day deliveries may not be available until 3:00pm that day.
- All unpacking, booth set up, trash removal and storage of boxes is the responsibility of the individual exhibitor or group.
- Note: the Hotel does not provide fork lifts, dollies, or flat beds for guest use.

SHIPPING: Loews Vanderbilt Hotel is pleased to ship out all boxes/materials according to the following policies:

- Guests must pack and seal boxes and affix proper labeling in order for Hotel to accept outgoing shipments.
- FedEx has daily pick-ups from the Hotel Monday through Friday. UPS pick-ups must be pre-arranged by the shipper directly with UPS. The Hotel cannot arrange UPS pick-ups on your behalf.
- No cash on delivery (COD) packages will be accepted. The Hotel policies on safe package handling are based on the advice from the United States Postal Service (USPS) and Federal Centers for Disease Control and Prevention (CDC).