



Shipping Instructions

Inbound Shipping Instructions:

To eliminate any package delays please utilize the addressing instructions below. All packages shipped to the Hilton Austin are handled by The UPS Store located on the property. All packages received by The UPS Store require a signature release before leaving The UPS Store custody. Release signatures are captured at the time of package pickup at The UPS Store, or during delivery to the recipient. In-bound receiving and handling fees will be applied to all package(s). Fees applied are in addition to standard shipping rates. It is a one-time fee based on the weight of each individual package.

Use only the individual guest name that will be on site to sign for the package(s). Please **DO NOT** address your packages to a hotel employee or Event Manager as this could cause the package to be delayed.

To ensure proper delivery time for your event, please schedule your package to be delivered to the hotel one or more days prior to the start of your event. Packages scheduled to be delivered on the day of your event may cause a delivery delay.

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:

Conference Name
Event Dates
Client / Guest Name: **Your name**
Client Phone: **Your phone #**
Hold for Arrival: **Your arrival date**
Number of packages in the shipment: **(i.e. 4 of 6)**

**Hilton Austin
500 East 4th Street
Austin, TX 78701**

Outbound Shipping Instructions:

Please affix a completed carrier air bill to each package to expedite the process for out-bound shipments. If you do not have a completed air bill see The UPS Store for assistance. Boxes, carrier envelopes, and shipping supplies are available at The UPS Store. Pickup of out-bound shipments by any carrier other than UPS or FedEx must be coordinated with The UPS Store. Out-bound fees are in addition to standard shipping rates.

Package Handling Fees (per package)

Inbound and Outbound Charges

Inbound Medium Packages	Inbound Large Packages	Package Drop-off Fees
2-10 lbs: \$5.00	61-100 lbs: \$60.00	1-25 lbs: \$5.00
11-21 lbs: \$10.00	101 and over: \$100.00	26-50 lbs: \$10.00
22-41 lbs: \$20.00	Pallets: \$150.00	51-100 lbs: \$20.00
42-60 lbs: \$40.00		101 lbs & over: \$50.00

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