

OMNI HOTELS & RESORTS

the grove park inn

SHIPPING INSTRUCTIONS

These guidelines will provide you with timely receipt of your conference materials. Contact your Group Shipping Coordinator for additional instructions or clarification regarding any portion of these instructions.

LABELING

The following information must be on ALL packages to ensure proper delivery:

Attention:	Guest Name and Name of Conference
Exhibitor Information:	Name of Company
Property Address:	The Omni Grove Park Inn 290 Macon Avenue Asheville, NC 28804-3799
Number of Boxes:	Box# ___ of ___
Use Date:	Earliest date the materials will be needed on site

SHIPPING

- Use any shipping agent or common carrier of your choice.
- Conference materials should arrive at our location NO EARLIER THAN 3 DAYS PRIOR TO YOUR CONFERENCE AND NO LATER THAN 1 DAY PRIOR TO THE DESIGNATED USE DATE.
- A storage fee of \$25.00 per box per day will apply for any boxes received prior to 3 days before the first function. This storage fee will also apply to each empty packing container stored during the function.
- Packages or materials of excessive weight or value must be approved for receipt by the Hotel prior to Shipping.
- All shipments must be prepaid.

PRICING

The following incoming and outgoing handling charges will apply for all packages processed by our Shipping/Receiving Department:

ITEM	RATE
Envelopes	\$5.00
0 – 30 lbs.	\$15.00
31 – 70 lbs.	\$50.00
71 – 200 lbs.	\$75.00
Pallets	\$150.00

HOURS OF OPERATION

- Our Shipping Department operates from 8:30 am – 2:30 pm, Monday through Friday.
- Saturday and Sunday deliveries may incur an additional fee and must be arranged in advance. Should special arrangements for delivery be necessary, please contact our Group Shipping Coordinator. Conference materials once received will be delivered to the Conference Center.

OUTGOING SHIPPING

At the conclusion of the event it is the guest's responsibility to pack and seal all outgoing packages. Packages must have a new (barcoded) label attached. Pallets must have a bill of lading attached and a pickup scheduled. Packages will be picked up at conference location upon the completion of the conference.

Please note that the Omni Grove Park Inn does not currently partner with UPS, all UPS outgoing packages must have a pickup scheduled. In order to schedule a pickup contact UPS customer service at 1 (800) 742-5877. The following address is to be utilized when scheduling a pickup:

Shipping and Receiving
Omni Grove Park Inn
290 Macon Ave
Asheville NC 28804

9am – 7pm on the business day following the end of the conference

UNCLAIMED MATERIALS

Conference Materials, posters, banners, etc., left in meeting rooms or our storage facility after departure, without direction as to disposal, will be held for a period of one week before being destroyed.

Any requests for return shipment of materials once a guest has left property will necessitate a request, in writing, containing the following information:

- Ship to address
- Method of payment
- Shipping agent (FedEx/UPS/special freight, etc.)
- Method of shipping (overnight/2nd day/economy)
- Declared value

DISCLAIMER

Omni Grove Park Inn is not responsible for any delay in receipt or delivery of conference nor for any special handling fees assessed by a carrier, due to inadequate or improper labeling or packaging of conference materials.

Packages bearing insufficient information to identify the conference or USE DATE once received will be held in our storage for a period not to exceed 30 days and will be returned to originating shipper 'freight collect'.

NOTE: WORKS OF ART, CRYSTAL, PRECIOUS GEMS AND/OR LIQUOR WILL NOT BE ACCEPTED.

CONFERENCE FACILITY SECURITY

Omni Grove Park Inn will not assume responsibility or liability for damage or loss of any merchandise or articles brought into any function room and left unattended. It is strongly recommended that all valuables and personal belongings be removed from unoccupied conference facilities.

PLEASE FILL OUT THE BELOW

Name of Company/ Exhibit	
Item(s) being Shipped / Rate	
Total Amount to Charge	

Methods of Payment:

Credit Card

Name on Card: _____
 Billing Address: _____
 E-mail: _____ Cell Phone: _____
 Credit Card Type: _____
 Card Number: Expiration: _____
 Customer/ Guest Signature: _____

-OR-

Guestroom

Guest Name: _____
 Arrival Date: _____
 E-mail: _____ Cell Phone: _____
 Confirmation #: _____

PLEASE COMPLETE AND EMAIL ALL FORMS TO:

Samantha LaBrecque, Group Shipping Coordinator
Samantha.labrecque@omnihotels.com
 Direct: (828) 252-2711 ext. 3845
 Cell Phone: (828) 279 - 3107

Shipping Out of OGPI

Vendors are required to furnish their own shipping labels for their respective courier.

USPS and FedEx make daily pickups.

The client is responsible for scheduling any Freight and UPS pick-ups from the Vanderbilt Wing Loading Dock.

Please leave all boxes/packages needing shipped out at your booth, our team will move them to shipping.

The Client is responsible for keeping any/all tracking numbers for items being shipped out. Please refer to these tracking numbers when questioning whether or not your package has been picked up by your courier.