



DOUBLETREE
BY HILTON™
ONTARIO AIRPORT

222 North Vineyard Avenue
Ontario, CA 91764

Shipping and Receiving Charges & Requirements

- Shipments must arrive at the Hotel no sooner than two days prior to event start date. **All shipments that arrive before this time may not be accepted.**
- Each box must have the following information clearly noted on it: conference/event name, name of the person to receive the shipment, the date of the event and the name of the Event/Catering manager. Number each box and list the number of items that are in the shipment (example - 1 of 5).
- The cost for acceptance, storage and handling for boxes is outlined below:

Package Size		In/out handling charges per	Storage per package per day
Envelope		\$3.00	\$3.00
Boxes per lbs:	1 -25	\$5.00	\$5.00
	26 -50	\$10.00	\$10.00
	60-100	\$15.00	\$15.00
	100- over	\$75.00	\$75.00
Crates under 150 lbs		\$100.00	\$100.00
Crates over 150 lbs		\$150.00	\$150.00
Pallets 1/2		\$100.00	Pallets 1/2
Pallets Full		\$150.00	Pallets Full

- The hotel must be informed in advance if a pallet/crate/etc. will need to be shipped to the hotel. The hotel must be informed of the size and contents (perishables/non-perishables). The hotel has the right to refuse acceptance of such items if not informed in advance. Pricing starts at \$150.00 per pallet/crate/etc. and may increase depending on weight/needs of storage.
- Contact our Front Desk department to coordinate pick-up/delivery of your parcels once you arrive on property.
- You will need to sign a receiving slip acknowledging delivery and authorizing payment in order to receive the shipment.
- Upon conclusion of the event, outgoing shipment arrangements can be made with your banquet captain. You are responsible for packing your materials for outgoing shipments.
- Any boxes/materials that are not properly labeled and/or are left behind will be discarded after seven days.
- All outgoing shipments must be made no later than 2 days after the event or additional charges will apply.