



Shipping/Handling Information

The Richmond Downtown Hilton agrees to store your packages beginning 3 business days prior to your event date. Due to limited storage space, we request that shipments do NOT arrive earlier than 3 business days prior to your event date.

Standard Package Delivery Charges (Hotel to deliver boxes from storage area to meeting space):

Boxes under 40lbs – \$10/ per box, per day

Boxes more than 40lbs – \$20/ per box, per day.

Pallets - \$200/ per pallet, per day.

Standard Package Storage Charges (If package is received prior to 3 business days of arrival start date):

Boxes under 40lbs – \$10/ per box, per day

Boxes more than 40lbs – \$20/ per box, per day.

Vendor Information:

- Vendors will need to get in touch with the hotel, ask for the Conference Service Manager to set up billing/payment for these items.
- If you need electricity, there is a \$10.00 fee per both.

Receiving Information:

Any package sent to the hotel MUST be ADDRESSED as follows:

*COMPANY NAME
ATTN: RECEIVER NAME
EVENT NAME
C/O SALES OFFICE
Hilton Richmond 501 E. Broad Street
Richmond, VA 23219*

Additional Information:

Please NOTE: If you are sending several packages to the hotel, please mark them "1 of 5", "2 of 5" etc. We ask that you know the exact number of packages that you are sending and label the boxes accordingly. You will also need to have the tracking number for each box, if your package is lost in transit.

Please check at Front Desk when you arrive to pick up packages. Please note a wait time may be needed to retrieve your materials.

For shipping packages from the hotel, client will need to provide their own shipping label. Our front desk staff can accept packages that need to be shipped out at the conclusion of the event.