

Sheraton New Orleans Hotel
Guest Packages / Package and Freight Handling Information
Phone (504) 592-5601 Fax (504) 595-5592

The Guest Packages Department receives all packages and freight for the Sheraton New Orleans Hotel.
Hours of Operation are Monday - Friday, 7am to 7pm and Saturday, 7am to 3:30pm.

Shipping Information

Packages should arrive no more than five days prior to guest arrival or event.
A storage fee will apply if items are shipped earlier.

Labeling

All packages should be labeled as follows:

- Guest Name
- Sheraton New Orleans Hotel
- 500 Canal Street
- New Orleans, LA 70130
- Convention Name
- Guest Arrival Date
- Box(es) ___ of ___ (multiple boxes should be numbered)

The shipper's return address should include shipper's name, address and telephone number.
Guest will be notified upon receipt of package.

Handling Fees

- Overnight Envelopes \$1.00 each
- Meeting Planner Shipment Complimentary handling of 500 pounds of registration materials.
Any materials over this limit will be assessed @ \$.30 per pound.
- Registered Hotel Guest \$.50 per lbs.
- Unregistered Guest \$.75 per lbs.
- Registered Exhibitor \$.50 per lbs.
- Unregistered Exhibitor \$.50 per lbs.

Delivery

Delivery arrangements should be made in advance with the Convention Services Manager. Registration materials will be delivered to a specific location. After initial setup, additional deliveries will be a \$20.00 charge. Oversized skids or pallets will be assessed @ \$75.00 per skid.

Ship-Out of Meeting Planner Materials

All guest shipments of under 100 pounds going out of the hotel MUST go through the Business Center.
All packages / shipments over 100 pounds must be shipped through the hotel's Shipping & Receiving Department.
The Banquet Manager will coordinate with the Meeting Planner any arrangements that are to be handled. Boxes should be brought to the dock with all necessary shipping information (i.e. shipping company, telephone number, pick up date, etc.). The charge will be \$5.00 per box.

Supplies and Equipment

Supplies may be charged to a guest room account.

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| <u>Box (21x15x12)</u> | \$5.00 per box | <u>Bubble Wrap</u> | \$5.00 per 10 feet |
| <u>Tape (800")</u> | \$5.00 per roll | <u>Peanuts</u> | \$5.00 per bag |
| <u>Black Marker</u> | \$1.50 each | <u>Shipping Label</u> | \$.50 each |

Equipment is available for rental (per 24 hour period). There is a \$100.00 refundable deposit per item.
Additional fees may be charged for damaged or lost equipment.

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| <u>Hand Truck</u> | \$25.00 per h hours | <u>Dollies</u> | \$15.00 per 4 hours |
| <u>Flat bed Cart</u> | \$50.00 per 4 hours | <u>Pallet Jack</u> | \$100.00 per 4 hours |
| <u>Crate Storage</u> | \$10.00 per day | <u>Hand Tools</u> | (TBD) |