

FAQs

Q: Our event has assigned booths. Will my package be delivered to the booth?

A: We will do our best to get your package to your booth. If you know your assigned booth number, please include it on the package label.

Q: How long before the event should I ship my package?

A: Please aim to have your package arrive at the hotel 4 days before the event.

Q: What should I do with my outgoing packages at the end of the event if I already have labels for them?

A: You can leave your packages at your booth or in an area designated by your group's organizer. We will bring them to the loading dock to be picked up by FedEx and UPS. Please make sure you have scheduled a pick up for your items.

Q: What should I do if I need a label for my outgoing package?

A: The hotel can create labels for your outgoing packages. Please contact the front desk to schedule your shipment.

Q: How should I address my package?

A: Review the address information on the website in the group section. Additionally, please print the form attached on the next page for each package and attach completed information to the outside of your box.

Please print the following form for each package, fill out applicable information, and attach before shipping.

Event Name: _____

Vendor Name: _____

Email: _____

Event Start Date: _____

Booth Number: _____

Package _____ **of** _____