



## Package Handling Services Guide

**Shipping and Receiving** - The hotel is pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact, the person who will be claiming the box on property AND the storage room or table assignment.
- The hotel cannot assume responsibility for storage of boxes received more than (5) days prior to the scheduled meeting/program.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.
- The hotel is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded within three business days.
- Meeting Professionals MUST notify their Catering or Convention Service representative of any shipments to the hotel.
- All Exhibitors, Vendors, and Attendees of a Convention Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company assigned to the Trade Show. Please communicate this with Exhibitors.
- Packages should be received during regular business hours: Monday – Friday 6:00 am – 4:30 pm, and Saturday 6:30 am – 3:00 pm.
- If third party vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. *In addition, these companies must load and unload to final meeting room destination.*
- Payment for this service must be established prior to receiving your packages.

**Hours of Operation**\*- These are minimum hours of operation where there is a Team Member trained to handle package deliveries.

Monday-Friday	6:00 am – 4:30 pm
Saturday	6:30 am – 3:00 pm

**Service Fees** - Charges incurred shall be applied to the receiver of material, thus, applied to either an individual guest room account/folio or Group Master Account. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering.

The price for receiving are based on pounds and will include storage. If storage exceeds 5 days, a \$25 per item/day storage fee will be added. The weights will be taken off the FedEx, UPS or DHL boxes. These packages do not need to be weighed at the hotel. On rare occasions, packages may come from another source without weight information. In these cases, weights will be determined by the hotel scale.

**Inbound Package Handling Fees** - The fees are as follows:

Boxes	\$	10.00 each
OR		
100 lbs and over	\$	30.00 / 100 lbs.

**Labeling** – Guest instructions for proper labeling is essential. Improperly labeled packages account for the majority of lost and misplaced packages in our hotels.

The required format is as follows:

Name of Group and On-site Contact – *address to the person that will be looking for it*  
c/o Loews New Orleans Hotel  
300 Poydras  
New Orleans, LA 70130  
Hold for     Name & Date     Conference, Storage Room Name or Table #  
Box(es)          of          (Multiple boxes MUST be numbered)

- The Shipper's Return Address should include shipper's name, address and telephone number. Multiple packages within a single shipment should be numbered in sequence (i.e. 1 of 3, 2 of 3, 3 of 3).
- Heavy boxes (over 50 lbs.) should be identified so that staff can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office/ \_\_\_\_\_ or Registration / \_\_\_\_\_)
- Send shipping information in writing to your Catering and Convention service representative. Be specific regarding the # of boxes shipped, point of origin (company, city), how they were shipped, when they are to arrive, when they should be delivered once they arrive, the size, weight and relative condition of the boxes and any other helpful information in order that we can properly handle your shipment.