



SHIPPING & RECEIVING GUIDELINES

SHIPPING

All shipping of packages from Crowne Plaza Austin to your destination must be pre-arranged with the Crowne Meetings Director or your Catering Manager. Please contact prior to the date expected to ship.

Packages will not be shipped out unless all packages are properly package and labeled with billing information. On site contact must label and seal all boxes, call the carrier for pick up and notify Guest Services/Concierge/Banquets, or Front Desk about the package pick up.

RECEIVING

The Crowne Plaza will gladly receive packages the first (2) packages are complimentary after that there is a \$5.00 per box handling fee for all boxes received.

Crates and Pallets do not qualify as boxes. A separate labor charge will be assessed for the handling of these items. Any boxes left at the Crowne Plaza Austin seven (7) days after event without prior instructions will be disposed of. Any package delivered to the Hotel must arrive no sooner than seven (7) working days prior to the function. It is imperative that the packaging slip has the following information:

Crowne Plaza Austin
6121 North IH - 35
AUSTIN, TX 78752
Hold For: (Your Group Name)
(Your Organization's In-House Contact)
(Function Date or Dates)

To ensure you and your guests will receive their packages in a timely manner; here are a few guidelines to follow:

- Packages received more than (3) calendar days before date of guest pick up will be charged \$5.00 each per day storage fee.
- Payment arrangements will also be made at this time if not already taken care of. Boxes will not automatically be placed in your meeting room or booth. For package retrieval after hours or on Sundays, prior arrangements are required. All freight addressed to the meeting planner or organization must have an authorized individual to sign for the package if not pre arranged with the Crowne Meetings Director.
- All incoming packages for your convention must be addressed to Crowne Plaza Austin, the name of the person who will claim the package, and the name of the convention.
- There is a \$20.00 per hour or any portion of an hour per man charge when shipping and receiving staff is involved in the unloading/loading or any excessive delivery time. Arrangements for bulk amount times must be made in advance with the Crowne Meetings Director to ensure delivery time.

General Receiving Hours
Monday – Friday: 7:00 am – 5:00 pm
Saturday: 7:30 am – 12:00 pm

Crowne Meetings Director: Caren Murphy, CMP cmurphy@cphaustin.com
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