

**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 4:30pm. Hours can be adjusted based on need. After hours, the Bell Captain can retrieve any boxes 24 hours a day, 7 days a week.

**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.

**Storage**

If storage exceeds 3 days, there will be a \$25.00 per item per day charge.

**Labeling**

All packages should be labeled as follows:

- Guest Name
- Sheraton New Orleans Hotel
- 500 Canal Street
- New Orleans, LA 70130
- Convention Name/Booth Number
- 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.

Heavy boxes (over 50 pounds) should be identified so that staff (either ours or yours) can avoid injury while lifting them.

**Handling Fees-Inbound**

|                        |   |
|------------------------|---|
| <u>0 to 5 pounds</u>   | \$5.00 each   |
| <u>6 to 20 pounds</u>  | \$10.00 each  |
| <u>21 to 50 pounds</u> | \$15.00 each  |
| <u>Over 50 pounds</u>  | \$25.00 per 50 pounds   |
| <u>Crates</u>          | \$25.00 per 50 pounds   |
| <u>Pallets</u>         | \$75.00 each (Must be shrink wrapped on pallet to receive pallet pricing) |

**Handling Fees-Outbound**

Same pricing as inbound

**Delivery**

During posted exhibitor move in, please contact the package room clerk at X5601 for delivery to your specific location. All deliveries are on a first come, first served basis. Please allow ample time for delivery and consider heavy move-in times.

**Ship-Out of 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.

**Supplies and Equipment**

Supplies may be charged to a guest room account.

|                       |                 |                       |                    |
|-----------------------|-----------------|-----------------------|--------------------|
| <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.

|                      |                     |                    |                      |
|----------------------|---------------------|--------------------|----------------------|
| <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)                |