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**RENAISSANCE**<sup>®</sup>  
MONTGOMERY HOTEL & SPA  
AT THE CONVENTION CENTER

**Package Shipment Information**

All packages should be shipped and INDIVIDUALLY labeled to the Hotel to include the following information:

**Renaissance Montgomery Hotel & Spa**

**Receiver's Name (with Check-In Date if applicable - i.e. John Smith 04/26/23)**

**201 Tallapoosa Street**

**Group or Show Name (i.e., Assn of Harvard Physicians; Huey Lewis & The News)**

**Montgomery, AL 36104**

**Contact Telephone Number of Receiver**

**Multiple boxes/containers should be marked as follows (if possible):**

**Example: Box 1 of 4; Box 2 of 4;**

**Shipping Policies:**

1. All packages sent should be labeled to include the information listed above. Please do not send packages addressed to your **Hotel Sales Manager and/or Hotel Event Manager**. For security reasons, all packages must be addressed to the Group Representative, Exhibitor, Vendor, or Guest. ***Failure to do so will result in a delay in locating your item(s).***
2. The Hotel will accept shipments the preceding three (3) business days (including Saturday) before start of the event free of charge. Shipments (full or partial) received earlier than three (3) days (not including Sunday) before the event will be assessed a \$25.00 per day/per package storage fee.
3. Hotel will provide delivery to the event location on the date of setup when requested. Group Representative, Exhibitor, Vendor, or Guest are responsible for all unpacking and set-up of the exhibit items.
4. Group Representatives, Exhibitors, Vendors, or Guests must be present at delivery location and will be required to sign a Guest Parcel Delivery Form and provide a method of payment for any shipping, handling, or storage. Method of Payment can be posted on a Guest Room Charge (with a method of payment on file with Hotel); House Account (with a credit card); Cash; or Group Master Account Number (for authorized persons of the Hotel's client) upon delivery.

4. At the conclusion of the show/event, the Group Representative, Exhibit, Vendor, or Guest will be responsible for all dismantling, repacking, and sealing of outbound shipments.
5. All outbound shipments will require completed shipping documents, including billing account numbers/credit card information. Hotel will provide pickup from your event location and secure in our shipping/receiving department for pickup by the designated shipping vendor after all completed labels are affixed to the packages.
6. Any Next Day/Overnight or Express Service packages received after **3:00pm will be scheduled for pick-up the next business day. Next Day/Overnight Envelopes ONLY** can be received up to 5:00 pm and will be deposited at the FedEx or UPS drop box located at the corner of Tallapoosa and Commerce Streets. Other packages can be deposited in the pickup boxes **if size of the package allows**. Group Representative, Exhibitor, Vendor, or Guest are responsible for any charges incurred by the Hotel for pickup of their packages. Charges will be posted to the guest room account if available. If credit has not been established, it is up to the Group Representative, Exhibitor, Vendor, or Guest to schedule a pickup by the shipping company at their expense.
7. A House Account with a valid credit card can be established to post shipping and handling charges from information on the Guest Parcel Delivery Form. A completed Credit Card Authorization can also be submitted to prior to the arrival of the receiver to [lpdispatch@mgmbr.com](mailto:lpdispatch@mgmbr.com) or fax at 334-481-5095.

**Drayage Charges (Charge includes receiving, storage, and handling):**

Express Packs/Envelope	Complimentary
Box/Container under 25 lbs.	\$6.00
Box/Container 25-75 lbs.	\$11.00
Box/Container 76-124 lbs.	\$20.00
Box/Container over 125 lbs.	\$40.00
Pallet Items	\$75.00
Crate under 150 lbs.	\$75.00
Crate 150 lbs. and over	\$150.00
Storage over 3 business days (not including Sunday)	\$25.00/per day/per package
<ul style="list-style-type: none"> <li>• Any specialized equipment will require the receiver to be on property to facilitate delivery.</li> </ul>	

**Shipping Charges**

1. If the Hotel ships your packages for you, your cost is based on weight and the quoted price provided the requested shipping company (FedEx or UPS). A 20% fee is added to the quoted **UPS charges**.
2. Any fees incurred by the Hotel contacting the carrier for a pick-up may apply to some packages and will be payable by the sender. Failure to provide contact information may delay your package for pickup.

**Other Notes**

1. There are two pick-up/drop off points at the property – the Hotel Loading Dock (located on Bibb Street) and Convention Center Loading Dock (located on Molton Street). All heavy freight or pallet items for an event/show in the Convention Center must be delivered to the Convention Center Loading Dock. Please contact your group's Hotel Event Manager or the group's Meeting Planner for information of location of exhibits.
2. If the sender contacts a carrier to pick up their items, be sure to contact Renaissance Montgomery Loss Prevention Department 334-481-5091 or the Renaissance Montgomery Event Concierge to arrange for pick-up and/or information on the best pick-up point available. Most individual items will be picked up at the Hotel Loading Dock.
3. If you have any questions regarding shipping and receiving, contact the Renaissance Montgomery Loss Prevention department at 334-481-5091 and speak with a Loss Prevention Manager/Supervisor or the Shipping & Receiving Clerk.