Package Handling & Storage: We are pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

Notify your Convention Services Manager (Makenna Doud – [*makenna.doud@hilton.com*](mailto:makenna.doud@hilton.com) *)* of any shipments to the hotel at a minimum of (7) working days prior to the meeting/program.

72-hour storage maximum, pre- and post-meeting/program

REQUIRED FORMAT FOR SHIPPING LABEL

All boxes must be addressed per the below…

DoubleTree by Hilton Nashville Downtown

ATTN: Makenna Doud

Onsite Contact Name / Group Name / Date of Group

Box(es) \_\_\_\_\_\_ of \_\_\_\_\_\_ (Multiple boxes MUST be numbered – this will help the hotels shipping department locate all the boxes)

315 4th Ave N

Nashville TN, 37219

PLEASE BRING ALL TRACKING NUMBERS WITH YOU

The shippers return address should include the shippers name, address, and PHONE number.

Multiple packages within a single shipment should be numbered in sequence (i.e., 1 of 3, 2 of 3, 3 of 3). It is helpful to you, the shipper, to make note of individual package contents so that careful records of all materials may be maintained, and the sender alerted in the event of damage or non-receipt.

Heavy box(es) over 50 pounds should be identified so that staff can avoid injury while lifting them.

Send shipping information in writing to Makenna Doud – [makenna.doud@hilton.com](mailto:makenna.doud@hilton.com) Be specific regarding the # of boxes shipped, point of origin (company/city), how they were shipped, when they are to arrive and when they should be delivered once they arrive, the size, weight, and relative condition of the box(es) and any other helpful information in order that we can properly handle your shipment.

The hotel will not assume or accept any responsibility for damage to or loss of any merchandise or articles left in the hotel prior to, during, or following the customer’s function. This includes items arranged with or provided by an outside vendor and boxes or items shipped to the hotel. Also, vendor vehicles should not be left in the loading area for any duration beyond the time allotted for loading and unloading.

AFTER EVENT

Any box(es) to be shipped out of the hotel must be properly packaged and labeled with the shipping address, return address, and a scheduled pick-up through preferred carrier. Place sealed packages with shipping label on Exhibitor Table and the Banquets Team will bring it down to the loading dock.

Any materials left behind without shipping instructions will be discarded (3) business days after your departure date.