

Hilton®

ROSEMONT/CHICAGO
O'HARE

The Hilton Rosemont Chicago/O'Hare ("Hotel") offers limited shipping and receiving services for vendor exhibitors. To ensure proper handling and timely delivery of all items, please review and adhere to the following policies:

Delivery Schedule

Packages may be delivered to the Hotel **up to three (3) business days prior** to the start of the event.

Receiving and Handling Fees

A Sertifi Credit Card Authorization Link must be completed prior to the Hotel accepting or releasing any shipment.

Item Type	Description / Weight	Handling Fee (Each)
Envelope / Small Parcel	Under 10 lbs	\$5.00
Medium Box	10–25 lbs	\$15.00
Large Box	26 –100 lbs	\$35.00
Crate / Display Case (Oversized Item)	Over 100 lbs or requiring two-person lift	\$150.00 per crate
Standard Pallet	Up to 48" x 40", requiring forklift or specialized handling	\$300.00 per pallet
Oversized Pallet or Heavy Equipment	Exceeding standard dimensions or weight	\$450.00 per pallet

Service Charge, Taxes & Credit Card Surcharge

- Please note, a **3%** surcharge will be applied to all credit and debit card transactions, which is not greater than the Hotel's cost of acceptance. In addition, the service charge in effect on the day shipping and receiving services are rendered will be added to your account. Currently, this charge is **25%** of the total shipping and handling fees and is subject to change without notice, plus any applicable state and/or local taxes. Please note that the service charge itself is taxable.

Storage Fees

- Items received more than 3 business days before the event may incur a storage fee of \$100.00
- Unclaimed shipments left on property more than five (5) business days after the event will be considered abandoned and may be discarded at the sender's expense.

Outbound Shipments

- All outgoing shipments must be prepackaged, sealed, and labeled with prepaid return shipping labels
- The Hotel will not package, label, or seal boxes, crates, or pallets for liability reasons.

Liability and Tracking

- Once packages are picked up by the carrier (e.g., FedEx, UPS, freight company), the Hotel assumes no responsibility for tracking, delivery confirmation, or loss/damage occurring thereafter.
- The exhibitor, vendor, or group is solely responsible for all tracking, claims, and communications with the carrier once the shipment has left the Hotel's possession.
- The Hotel is not responsible for packages or freight that arrive without proper labeling or identification.

To ensure accurate processing:

Please provide the following to the Event Manager	Please Address All Packages as Follows
Exhibitor Company Name:	Hilton Rosemont/Chicago O'Hare
Delivery Company Name:	
Email for Sertifi Credit Card Link:	Attn: (Name of Exhibitor)
Number of Packages:	Hold for: (Name of Conference)
Estimated Arrival Date:	5550 N. River Rd
Tracking Numbers:	Rosemont IL, 60018

Completion and signature of this form is required to ensure your shipment can be processed and handled by the hotel.

Please send all communication to:

Yvette.Vergara2@Hilton.com

Exhibitor / Vendor Signature: _____ Date: _____