



THE
DAVENPORT HOTEL
and Tower

Vendor Shipping Guidelines
and Information

Conference Packages:

1. Due to limited storage space, conference packages should be delivered to the Hotel no more than 7 days in advance of your function. Exceptions to this should be arranged with your Convention Services Manager.

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2. Conference packages shipped to the Hotel should be addressed as follows:

The Davenport Hotel and Tower
Guest Name (who will be claiming the package on-site)
10 South Post Street
Spokane, WA 99201
(509) 789-6805
Group or Function Name
Event Dates
of Packages in that Shipment

3. All packages must show the shipper's phone number.
4. For storage, handling, or delivery of conference packages, the Davenport Hotel and Tower charges a package fee of \$5.00 per box. Crates and pallets are charged a fee of \$250.00 each.
5. Package fees can be billed to a guest's room bill, to a credit card, or to a credit card number with an accompanying signed credit card authorization. Charges can also be paid in cash to the Shipping & Receiving Manager. The Shipping & Receiving Manager can generate and issue payment receipts from the Shipping & Receiving Office.
6. Please do not ship valuables to the Hotel. The Hotel cannot be responsible for contents.
7. We recommend that guests place a packing slip both inside and outside of each package.
8. The Hotel will not accept or receive COD packages.
9. The Hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).
10. Conference packages should be shipped out within 5 days after the conclusion of your function. Items left behind for longer than 5 days will incur an additional storage fee.
11. For conference packages unclaimed or left behind after a guest departs from the Hotel, the Shipping & Receiving Manager will call the guest or the shipper to obtain information to forward the packages. Any forwarding charges incurred are the sole responsibility of the guest and will not be paid by the Hotel. If no information on an unclaimed package is available, the unclaimed package will be treated as lost and found property.

Outgoing Shipments:

1. For your shipping needs, The Davenport Hotel and Tower offers a full service Shipping and Receiving Department. The office hours are Monday through Friday, 8:00am to 5:00pm. The Shipping & Receiving Manager's office is located on the loading dock and can be reached by dialing extension 6805 anywhere within the Davenport Hotel and Tower. The Shipping & Receiving office can also be reached by calling the Hotel operator, or by calling 509-789-6805.
2. The Davenport Hotel and Tower utilizes Federal Express (Fedex) and United Parcel Service (UPS) for our shipping needs.
3. Fedex and UPS usually arrive at the Davenport Hotel's loading dock at approximately 9:30am (conditions permitting) when they have deliveries for the hotel.
4. Fedex and UPS make daily stops at the Davenport Hotel's loading dock at 3pm, Monday through Friday, to collect outgoing shipments. (i.e. Items being shipped from the Hotel need to be at the loading dock by 3pm, or they will not be collected until the next business day.)
5. Should a guest need to use the US Postal Service, the Hotel staff can deliver items to the local Post Office for the guest. The Hotel staff is unable to predict or calculate the postage required, or what the US Postal Service will charge for the shipment. The postage must be pre-paid and placed on the item being shipped prior to its surrender to the Hotel staff.
6. The Hotel charges \$5.00 per box picked up at the conclusion of the conference and taken to the loading dock. For shipments that need to be prepared by our Shipping & Receiving Department (for example: shipments needing tape, new boxes, large envelopes, padded envelopes, packing materials, etc.), additional package fees will apply. For items up to 10 pounds, the preparation fee is \$3.00 per item. For items up to 50 pounds, the preparation fee is \$5.00 per item. For items over 50 pounds, the preparation fee is \$10.00 per item.
7. Fedex-logo and UPS-logo shipping supplies are available free of charge.
8. Shipping labels and all accompanying shipping documents must be completely filled out by the guest, or outgoing shipments may be delayed. Guests are welcome to contact the Shipping & Receiving Manager with questions. The Shipping & Receiving Manager can offer advice on which shipping forms to use and how to fill them out. The Shipping & Receiving Manager and the Hotel staff are not allowed to fill out the shipping forms.
9. Shipping charges payable to Fedex, UPS, the US Postal Service, and any shipping, freight, and courier services are the sole responsibility of the guest and will not be covered by the Hotel.

Guests are welcome to contact their Convention Services Manager or the Shipping & Receiving Manager for pick-up and delivery schedules and for appropriate shipping forms.