SHIPPING AND RECEIVING Information

The hotel's shipping address is:

Doubletree Ontario
222 N Vineyard Avenue
Ontario, CA 91764
Phone: (909) 937-0900
FAX: (909) 937-1999

All packages must contain a label with the following information:

- Name of person who will claim the packages
- Name of group associated with
- Date of guest's arrival
- Date meeting is to be held and location if known
- Group contact (Catering / Convention Services Manager)
- Return address

The hotel will not accept cash on delivery (C.O.D.) shipments. Please note, storage is extremely limited. Upon arrival, please contact your Catering / Convention Services Manager to arrange for delivery.

For Ontario convention center exposition shipments, the Doubletree Ontario will not accept direct exhibit shipments of any kind. All exhibit materials or products must be shipped to the authorized exhibit contractor for your particular convention or trade show. The Doubletree Ontario will also not be able to assist with the deliver or movement of any materials or boxes in/out or on the Convention Center property or show floor.

PACKAGE HANDLING FEES INCOMING PACKAGES:

Letters/Envelopes – All carriers NO CHARGE

Packages/Boxes/Crates /Containers - Weight Pricing Structure:

Each hotel guest is allowed up to (2) boxes to be shipped to their individual guest room at no charge. Additional boxes will be charged at $5 per business day storage fee and payment arrangements must be made at the front desk prior to picking up boxes. Letters/ Envelopes are received free of charge.

Each group that holds a meeting at the hotel is allowed to send up to 10 boxes within 48 hours prior to arrival and must be labeled as outlined above. Each additional box will accrue a $5 per day charge that will be added to the group master account. Each box arriving more than 48 hours prior will also accrue the standard $5 fee per day until within the 48 hour window.

Each convention group that holds a convention at the hotel is allowed to send up to 10 boxes within 48 hours prior to arrival and must be labeled as outlined above. *Every box that is shipped to an attendee/vendor must be addressed as outlined above with a booth number if appropriate and will be charged a standard $5 per box per day storage fee regardless of when received. **It is the responsibility of GROUP NAME to insure that all of your attendee/ vendors receive the information regarding our shipping policy. The storage fee must be paid at the front desk prior to picking up boxes.**

Each Pallet	PALLET and/or SKID	$250.00

Service fees include receipt and logging of all items and securing /storage until guest pickup.