



Shipping & Receiving

RECEIVING & STORAGE OF MATERIALS

Due To Limited Storage Space, Packages May Be Delivered To The Hotel (3) Working Days Prior To Your Event.

To Ensure That Your Materials Are Sorted And Delivered Properly, Please Include The Following Information On All Packages:

Example Of Shipping Label:

Renaissance Austin Hotel
9721 Arboretum Blvd
Austin , Tx 78759
Attn: (Group Onsite Contact)
Name Of Meeting & Dates
Number Of Boxes (I.E. 1 Of 5, Etc)

STORAGE & HANDLING FEES

Standard Size Boxes (up to 25 Lbs) | 10 per box *
Larger/Heavy Boxes (Between 25-50 pounds) | 15 per box *
Exhibitor Rolling Cases | 20 per *
Pallets | 175 per pallet *
* Fees are subject to sales tax

FREIGHT & EXHIBITS

The Hotel Cannot Be Responsible For Receiving, Storage, or Handling of Freight Material. A Drayage Firm Is Required For Large Exhibits And Crated Materials.

Any Item over 250 Pounds Must Be Delivered to the Event Location By A Drayage Company At The Client's Expense. This Includes Heavy Machinery or Large Equipment Used For Tradeshow.

All Exhibit Shipments should be sent to designated exhibit company (not the hotel).

SHIPPING FOR OUTGOING MATERIALS

Our Event Operations Department Will Be Delighted To Assist You With Return Shipment Of Your Packages. An Event Operations Representative Will Need To Inspect All Outgoing Materials Prior To Taking Possession Of Them For Shipping.

Please Ensure That Each Box Is Properly Labeled And A Completed Shipping Form Has Been Completed.

Boxes Left On Premises For Longer Than Three Weeks (3) After Departure Or Without Shipping Instructions Will Be Discarded.

[Renaissance Austin Hotel](#) |
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Sales Fax: 1-512-346-7945
Toll-free: 1-800-468-3571