

Shipping, Handling of Materials and Storage

CUSTOMS

If your material is coming from outside the United States, it will have to clear United States Customs. Customs brokers will be of invaluable assistance in your efforts to get materials into the United States.

LABELING OF BOXES/SHIPMENTS

In order to avoid confusion or misplaced materials, anything being sent to The Townsend Hotel should be clearly labeled in the following manner:

<i>Name of Meeting/Event</i>
<i>Name of Company</i>
<i>Name of Contact Person</i>
<i>Date(s) of the Meeting/Event</i>
<i>Hotel's Address (C/O your Catering Manager)</i>

SHIPPING AND RECEIVING

Arrangements must be made in advance with your coordinator for access to the receiving area. This will avoid conflict with regular hotel deliveries. We request that all shipments arrive no more than 48 hours prior to your meeting/event date. Our receiving area is open between 8:00am - 4:00pm Monday through Friday. It is necessary for meeting/event planners to arrange for unloading, transporting, installing, dismantling or handling of products. The hotel will arrange for labor at an additional charge if so desired.

STORAGE

Due to limited storage space, The Townsend Hotel cannot guarantee the security of any materials shipped in advance. In the event that you have a large amount of material that must be pre-shipped, we strongly recommend that a moving company with storage facilities be utilized. Arrangements for storage and movement of your packages can be made with them.

SIGNS, SEALS, BANNERS, CRESTS AND FLAGS

Under no circumstances should anything be nailed, screwed or otherwise affixed to the walls or fixtures of the hotel. In addition, no displays or signage are permitted in the lobby area of the hotel, unless professionally made and approved by the hotel.