



Dear 2024 Floating Wind Solutions Conference & Exhibition Exhibitor,

We are pleased that The Phoenix Design Group, Inc. has been selected as the “Official Event Production Company” for the 2024 Floating Wind Solutions Conference & Exhibition taking place at the Hilton Americas Hotel in Houston, TX. We offer a full range of products and services to assist you in enhancing your booth space so that you can have a successful event.

Your 10’ x 10’ booth space for this event is equipped with pipe and drape dividers, one 6ft table with a black linen (provided by the hotel), two banquet chairs (provided by the hotel), one wastebasket, and an exhibitor identification sign. Should you need anything extra, such as tables, chairs, drayage services, etc, please reference this Exhibitor Rental Kit. Please direct any questions you may have to:

The Phoenix Design Group, Inc.  
Ann Patrick  
4850 Wright Road, Suite 150  
Stafford, Texas 77477  
Office: 281-499-0600  
Web: [www.ThePhoenixDG.com](http://www.ThePhoenixDG.com)  
Email: [tradeshows@thephoenixdg.com](mailto:tradeshows@thephoenixdg.com)

**EVENT DATES:**

February 5, 2024 – February 7, 2024

**EXHIBITOR MOVE IN:**

Sunday, February 4, 2024      2:00 pm – 11:00 pm

Monday, February 5, 2024      7:00 am – 11:00 am

**EXHIBITOR MOVE OUT:**

Wednesday, February 7, 2024      4:00 pm – 10:00 pm

**This facility IS carpeted.**

**NOTE:** All Exhibitors must contract with the hotel’s EventNow Exhibits for all of their electricity and dedicated WiFi needs. To order, go to:

<https://eventnow.encoreglobal.com/>

And look for our show:

**Floating Wind Solutions- 2248**

For more information, contact Andrew Chadderon.

[andrew.chadderon@questfwe.com](mailto:andrew.chadderon@questfwe.com)

Please review your booth exhibit needs carefully and return your order form before **December 20, 2023**, the discount deadline, to ensure the availability of your rental items and to also save money. All rental items are not available at the event, so please place your order early! Once you have emailed or mailed your order to our office, you will receive a confirmation email that we have received your order. If you do NOT receive an email confirmation, please call our office to ensure that we have actually received the order forms. We hope that the event is a success for you and your company!



## THE PHOENIX DESIGN GROUP, INC.

4850 Wright Road, Suite 150  
Phone 281-499-0600

Stafford, TX 77477  
www.ThePhoenixDG.com

### RENTAL EQUIPMENT ORDER FORM 2024 FLOATING WIND SOLUTIONS CONFERENCE AND EXHIBITION

**Discount Deadline: December 20, 2023**

Please note that some items are not available at the event.

Rental prices are for the duration of the show and include delivery to and removal from your booth space. Items canceled less than 48 hours prior to show load-in will be charged at 100% of the original price.

#### Section I: Skirted Display Tables

One standard height 6-ft table (with a black linen) will be provided by the venue to 10'x10' booth packages. Additional tables are available as listed below. These tables are skirted on three sides with a pleated fabric skirt in the color of your choice and topped with white vinyl. 4' tables are skirted on all four sides.

#### Standard Height – 29" Tall

| Description                         | Discount | Standard | Quantity | Total    |
|-------------------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep            | \$ 65.00 | \$ 71.60 | _____    | \$ _____ |
| 6' Long Table x 30" Deep            | \$ 75.00 | \$ 81.60 | _____    | \$ _____ |
| 8' Long Table x 30" Deep            | \$ 85.00 | \$ 91.60 | _____    | \$ _____ |
| 4 <sup>th</sup> Side Table Skirting | \$ 25.00 | \$ 34.60 | _____    | \$ _____ |

#### Counter/Bar Height – 40" Tall

| Description                         | Discount | Standard | Quantity | Total    |
|-------------------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep            | \$ 75.00 | \$ 81.60 | _____    | \$ _____ |
| 6' Long Table x 24" Deep            | \$ 85.00 | \$ 91.60 | _____    | \$ _____ |
| 8' Long Table x 24" Deep            | \$ 95.00 | \$101.60 | _____    | \$ _____ |
| 4 <sup>th</sup> Side Table Skirting | \$ 25.00 | \$ 34.60 | _____    | \$ _____ |

#### 4' Raised and Skirted Table



8' Standard Skirted Table

| 29" Tall Table Skirt Color Choices  |       |
|---|-------|
| Please use colors as a reference only.  |       |
|  | Red   |
|  | White |
|  | Blue  |
|  | Black |
|  | Green |
|  | Plum  |
|  | Gold  |
|  | Teal  |





| 40" Tall Table Skirt Color Choices  |       |
|---|-------|
| Please use colors as a reference only.  |       |
|  | Red   |
|  | White |
|  | Blue  |
|  | Black |

Table Skirt Color Choice: \_\_\_\_\_

\* Show colors (black) will be chosen for you on orders with no preference indicated.

## Section II: Unskirted Display Tables

Tables can come topped with white vinyl or bare with no topping.

### Standard Height – 29" Tall – BARE Tables

| Description              | Discount | Standard | Quantity | Total    |
|--------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep | \$ 29.50 | \$ 32.75 | _____    | \$ _____ |
| 6' Long Table x 30" Deep | \$ 35.50 | \$ 39.25 | _____    | \$ _____ |
| 8' Long Table x 30" Deep | \$ 39.50 | \$ 45.75 | _____    | \$ _____ |

### Counter/Bar Height – 40" Tall – BARE Tables

| Description              | Discount | Standard | Quantity | Total    |
|--------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep | \$ 39.90 | \$ 46.27 | _____    | \$ _____ |
| 6' Long Table x 24" Deep | \$ 41.90 | \$ 47.57 | _____    | \$ _____ |
| 8' Long Table x 24" Deep | \$ 45.90 | \$ 51.47 | _____    | \$ _____ |

### Standard Height – 29" Tall – TOPPED ONLY Tables

| Description              | Discount | Standard | Quantity | Total    |
|--------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep | \$ 35.00 | \$ 42.50 | _____    | \$ _____ |
| 6' Long Table x 30" Deep | \$ 41.00 | \$ 50.30 | _____    | \$ _____ |
| 8' Long Table x 30" Deep | \$ 46.00 | \$ 56.80 | _____    | \$ _____ |

### Counter/Bar Height – 40" Tall – TOPPED ONLY Tables

| Description              | Discount | Standard | Quantity | Total    |
|--------------------------|----------|----------|----------|----------|
| 4' Long Table x 24" Deep | \$ 43.00 | \$ 52.90 | _____    | \$ _____ |
| 6' Long Table x 24" Deep | \$ 51.00 | \$ 63.30 | _____    | \$ _____ |
| 8' Long Table x 24" Deep | \$ 59.00 | \$ 73.70 | _____    | \$ _____ |



## Round Display Tables

Tables are 30" in diameter and come unskirted. Table linens can be rented in addition.

| Description                     | Discount | Standard | Quantity | Total    |
|---------------------------------|----------|----------|----------|----------|
| Café Table, 30" Tall            | \$ 38.00 | \$ 47.50 | _____    | \$ _____ |
| Cocktail Table, 42" Tall        | \$ 38.00 | \$ 47.50 | _____    | \$ _____ |
| Fitted Spandex Cafe Linen*      | \$ 28.00 | \$ 35.00 | _____    | \$ _____ |
| Fitted Spandex Cocktail Linen** | \$ 28.00 | \$ 35.00 | _____    | \$ _____ |

\* Available in black ONLY

\*\* Available in black, navy, royal blue, white, red, kelly green, hunter green, yellow, light pink, gold, fuchsia, & purple.

Please **CIRCLE** your color choice

### Section III: Miscellaneous Booth Items

Two banquet chairs will be provided in the booth by the venue. The items below are standard items that can be rented for your booth space. (Please use the images below as reference only. Styles may vary by availability.)



**Item 122**



**Item 123**



**Item 124**



**Item 125**



**Item 126PS.32**  
**Item 126PS.43**  
**Item 126PS.65**  
**Item 126PS.70**  
**Item 126PS.75**



**Item 130**



**Item 131**



**Item 132**



**Item 133**



**Item 134**



**Item 135**

| Description                          | Item #   | Discount | Standard   | Quantity | Total    |
|--------------------------------------|----------|----------|------------|----------|----------|
| Wood Bar/Counter Stool               | 122      | \$ 28.00 | \$ 46.00   | _____    | \$ _____ |
| Chrome Bar/Counter Stool             | 123      | \$ 42.00 | \$ 65.00   | _____    | \$ _____ |
| Director's Chair                     | 124      | \$ 40.00 | \$ 52.00   | _____    | \$ _____ |
| Armless Padded Chair                 | 125      | \$ 35.00 | \$ 52.00   | _____    | \$ _____ |
| 32" Flat Screen with 55" Floor Stand | 126PS.32 | \$190.00 | \$225.00   | _____    | \$ _____ |
| 43" Flat Screen with 55" Floor Stand | 126PS.43 | \$350.00 | \$450.00   | _____    | \$ _____ |
| 65" Flat Screen with 72" Floor Stand | 126PS.65 | \$650.00 | \$735.00   | _____    | \$ _____ |
| 70" Flat Screen with 72" Floor Stand | 126PS.70 | \$825.00 | \$970.00   | _____    | \$ _____ |
| 75" Flat Screen with 72" Floor Stand | 126PS.75 | \$905.00 | \$1,050.00 | _____    | \$ _____ |

***All TV's include Remote, HDMI and are USB Compatible.***

| Description                 | Item # | Discount | Standard | Quantity | Total    |
|-----------------------------|--------|----------|----------|----------|----------|
| Bag Stand                   | 130    | \$ 42.00 | \$ 56.80 | _____    | \$ _____ |
| Literature Rack             | 131    | \$ 85.00 | \$106.25 | _____    | \$ _____ |
| Spectrum Gas-Lift Bar Stool | 132    | \$ 95.00 | \$118.75 | _____    | \$ _____ |
| Bucket Swivel Bar Stool     | 133    | \$ 95.00 | \$118.75 | _____    | \$ _____ |
| Double Sign Holder          | 134    | \$ 65.00 | \$ 81.25 | _____    | \$ _____ |
| Chrome Easel                | 135    | \$ 25.00 | \$ 31.25 | _____    | \$ _____ |

*Additional Soft Seating Options Available Upon Request*

#### **Section IV: Carpet Order Form**

(This venue IS carpeted.)

The Phoenix Design Group, Inc. can provide you with quality carpet for your booth to make the most of your exhibitor space. The carpet will be delivered clean, installed, and taped down in your booth space prior to exhibitor move-in. Please fill out the below portion to rent carpet for your booth space.



| Carpet Color Choices                   |       |
|--|-------|
| Please use colors as a reference only. |       |
|  | Blue  |
|  | Black |
|  | Grey  |

Carpet Color Choice 1: \_\_\_\_\_

Carpet Color Choice 2: \_\_\_\_\_

| Description            | Discount  | Standard  | Quantity | Total    |
|------------------------|-----------|-----------|----------|----------|
| 10' x 10' Booth Carpet | \$ 183.00 | \$ 220.00 | _____    | \$ _____ |
| 20' x 20' Booth Carpet | \$ 732.00 | \$ 878.00 | _____    | \$ _____ |

10 x 10 Booth Carpet order MUST be placed by ***January 12, 2024*** to guarantee availability.

20 x 20 Booth Carpet order MUST be placed by ***December 20, 2023*** to guarantee availability.

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**Section V: Custom Printing Options for your Booth Space:**

Orders MUST be placed by January 12, 2024 to guarantee delivery by the show date and to avoid rush charges. Please contact our office for current pricing. [Tradeshows@ThePhoenixDG.com](mailto:Tradeshows@ThePhoenixDG.com) or 281-499-0600

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**Fabric Banners on Self Supporting Stand:** 100% polyester banners are wrinkle resistant and printed using a superior quality dye sublimation process. Ideal for trade show graphics. Size is 7.5' x 10'. Easy assembly! However, if assistance is needed for set-up The Phoenix Design Group can assist! Additional labor charges will apply.

\$ \_\_\_\_\_



**Vinyl Banners:** 100% polyester banners are wrinkle resistant and printed using a superior quality dye sublimation process. Ideal for trade show graphics. Sizes up to 9' x 30'. Grommets for hanging.

\$ \_\_\_\_\_



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**4ft, 6ft, & 8ft Table Throw 4-sided with Custom Print:** 100% polyester, wrinkle resistant and printed using a superior quality dye sublimation process. The 4 sides and top can have images.

\$ \_\_\_\_\_





**Custom Backdrops Expandable Wall – Fabric Pop Up Display with Endcaps:** 100% Polyester banners are wrinkle-resistant and printed using a superior quality dye sublimation process. Easy assembly! However, if assistance is needed for set-up The Phoenix Design Group can assist! Additional labor charges will apply.

Sizes Available:

10' x 7.4'

15' x 7.5'

20' x 7.4'

\$ \_\_\_\_\_



**33.5" x 80" Retractable Banner:** Super flat Vinyl – 1 sided. Printed on a 10 mil indoor premium vinyl. The retractable stands are conveniently packed in a small carrying bag and set up in a few easy steps.

\$ \_\_\_\_\_



**Tabletop Retractable Banner Displays:** 10mil Premium Indoor Vinyl banner offers maximum impact with minimal effort!

Sizes Available:

11" x 17"

15.75" x 32"

8.25" x 12"

\$ \_\_\_\_\_



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## **Section VI: Drayage/Materials Handling**

### **☞ ADVANCE WAREHOUSE SHIPMENTS:**

- Warehouse shipments may be sent to our warehouse up to Wednesday, January 31, 2023 and must arrive during the business hours of 9:00 am – 4:30 pm, Monday through Friday. No shipments will be received on weekends or holidays.
- Address all shipments consigned to the warehouse as follows:  
The Phoenix Design Group, Inc.  
To be Held for 2024 FWS Conference & Exhibition  
Exhibitor's Company Name and Booth Number  
4850 Wright Road, Suite 150  
Stafford, Texas 77477
- Advance warehouse shipments will be delivered to the respective booths at the convention facility on our load-in day(s). The empty container(s) will be removed from the booth, placed in storage, and then returned to your booth at the close of the show. Materials will then be shipped out on your designated carrier.
- **No forklift services will be available.**



Advance warehouse shipments must be PREPAID.  
Shipments received without freight bills or specified unit counts will be delivered to the exhibitor's booth without guarantee of piece count or condition.  
The Phoenix Design Group does not assume any liability for these shipments.

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### **☞ SHOW SITE SHIPMENTS:**

The Phoenix Design Group will not facilitate show site shipments. For further information on how to ship directly to the venue, please reference the FedEx Office Shipping Instructions at the end of this packet. You can also direct your questions/inquiries to [heather.turman@fedex.com](mailto:heather.turman@fedex.com).

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### **☞ OUTBOUND SHIPMENTS:**

Packing, labeling, and completing the outbound bill of lading for exhibit materials is the exclusive responsibility of the exhibitor. The Phoenix Design Group, Inc. will not be responsible for ordering any outbound shipment going by your carrier of choice, unless prior arrangements have been made. We will however, ensure that your shipment going out via your carrier of choice is put on the appropriate carrier's truck once you have notified us that you have pre-arranged for a pick-up from our warehouse. Exhibitor's material handling charges will be assessed according to the rates on the enclosed drayage rate form.



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**☞ TERMS OF LIABILITY:**

1. The Phoenix Design Group, Inc. shall not be responsible for damage to uncrated materials, materials improperly packaged, or concealed damage, and will not be responsible for loss, theft, or the disappearance of exhibitor's materials after they have been delivered to the exhibitor's booth.
2. The Phoenix Design Group, Inc. shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event The Phoenix Design Group, Inc. maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per Item, or \$1,000 per shipment, whichever is less.
3. The Phoenix Design Group, Inc. shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to exhibitor's materials which may make it impossible or impractical to exhibit.
4. Claims for loss or damage must be submitted to The Phoenix Design Group, Inc. prior to the close of the show. No suit or action shall be brought against The Phoenix Design Group, Inc. more than one year after the accrual of the cause of action.
5. **INSURANCE-** It is understood that The Phoenix Design Group, Inc. is not an insurer. Insurance, if any is needed, should be obtained by the exhibitor. It is suggested that exhibitors arrange all risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the show.
6. The consignment or delivery of a shipment to The Phoenix Design Group, Inc. by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of terms and conditions set forth.

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**☞ MATERIAL HANDLING/DRAYAGE RATES:**

Rates include labor and equipment required to unload shipment, store in advance at the warehouse address, deliver to the exhibitor's booth, handle empty containers to and from storage, and removal from booth for reloading back to advanced warehouse for outbound carriers. **Shipments must be able to be transported by pallet jack. No forklift services will be available.**

**All rates are rounded up to the next 100 lbs per shipment.**

**A. Crated or Skidded Floor Load Shipment:**

This includes shipments that can be unloaded at the dock by a single pallet jack or dolly.

Advance Warehouse Rate: \$85.00 per 100 lbs. (CWT).

**Carrier** \_\_\_\_\_ **Number of Pieces** \_\_\_\_\_ **Expected Arrival Date** \_\_\_\_\_

Shipment Weight (round up to the next 100 lbs.) \_\_\_\_\_ / 100 = \_\_\_\_\_ (CWT)

\_\_\_\_\_ x \$ 85.00 = \$ \_\_\_\_\_  
CWT Total

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**B. Crated or Cased Floor Load Shipment – needing TWO pallet jacks to move:**

This includes shipments that can be unloaded at the dock utilizing two pallet jacks or dollies.

Advance Warehouse Rate: \$165.00 per 100 lbs. (CWT)

**Carrier** \_\_\_\_\_ **Number of Pieces** \_\_\_\_\_ **Expected Arrival Date** \_\_\_\_\_

Shipment Weight (round up to the next 100 lbs.) \_\_\_\_\_ / 100 = \_\_\_\_\_ (CWT)

\_\_\_\_\_ x \$ 165.00 = \$ \_\_\_\_\_  
CWT Total

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**C. Packages into Advanced Warehouse (Packages under 35 lbs.):**

This includes packages, letters, and small boxes under 35 pounds.

1<sup>st</sup> Package Received Rate: \$45.00

Additional Packages Received: \$10.00 per package

**Carrier** \_\_\_\_\_ **Number of Pieces** \_\_\_\_\_ **Expected Arrival Date** \_\_\_\_\_

\$45.00 + \$ \_\_\_\_\_ = \$ \_\_\_\_\_  
1<sup>st</sup> Package Additional Packages (\$10 each) Total

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**For those Exhibitors that have shipped inbound to The Phoenix Design Group**, please select one of the following:

☐ I have contacted my outbound freight company to pick my items up from the Phoenix Design Group Warehouse on Friday, February 9, 2024. I understand that my outbound packages need to be sealed up with pre-paid, outbound shipping labels affixed to them. I understand that Phoenix Design Group will collect my outbound shipment from my booth space at the end of the show and will take the shipment back to their warehouse for pickup from there.

☐ I do NOT have any outbound shipment needs.

**Important Note for Outbound Shipments** – The exhibitor is fully responsible for contacting their carrier of choice to notify them of pick up items, date, and time.

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**For those Exhibitors that have shipped inbound to The Hilton Americas Hotels**, please reference the FedEx Office Shipping Instruction at the end of this packet. You can also direct your questions/inquires to [heather.turman@fedex.com](mailto:heather.turman@fedex.com).

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**Section VII: Order Totals**

|  |                 |
|--|-----------------|
| Section I – Skirted Display Tables   | \$ _____        |
| Section II – Unskirted Display Tables  | \$ _____        |
| Section III – Miscellaneous Booth Items  | \$ _____        |
| Section IV – Carpet Order  | \$ _____        |
| Section V – Custom Printing  | \$ _____        |
| Labor Charges for set up if Applicable   | \$ _____        |
| Section VI – Drayage/Material Handling   | \$ _____        |
| Sub-Total  | \$ _____        |
| Tax 8.25% *  | \$ _____        |
| (* Important Note: If you are tax-exempt, you must submit a tax exempt certificate at the time of your order.) |                 |
| <b>Grand Total for Payment</b>   | <b>\$ _____</b> |

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**Attention:**

**Please mail or email only the pages that pertain to your individual order that you have filled out. If there are pages that you did not need to fill out, you DO NOT need to email or mail them to our office. If you are paying via company check, please send in your order pages with payment – do not send via email too. Thank you!**

***We will confirm receipt of your order via email to the email listed below. If you do NOT receive an email confirmation, please contact our office. Thank you!***

## **PAYMENT**

**Exhibitor understands that they are responsible for any missing or damaged equipment that is utilized in their booth space as a rental. Exhibitor will be responsible for the full replacement value of any damaged or missing items.**

***NOTE: YOU MUST INCLUDE TAX WITH YOUR PAYMENT UNLESS YOU ARE TAX EXEMPT.***

**If you are tax exempt, please send a copy of your Tax exemption form with your payment.**

Name of Event \_\_\_\_\_

Your Company/Booth Name \_\_\_\_\_

Booth Number \_\_\_\_\_ Booth Contact/Representative's Name: \_\_\_\_\_

Contact's Email \_\_\_\_\_ Contact's Phone \_\_\_\_\_

***COMPANY CHECK - please include with your order form.***

Please make checks payable to: The Phoenix Design Group, Inc.

\*A \$75.00 service fee will be assessed on all returned checks.

**The Phoenix Design Group offers an online payment option. Once we have received your order form, an invoice will be sent to the email address provided below along with the payment link. Please note, full payment is due prior to services/rentals being provided.**

## ***ACH***

If you choose to pay via ACH, no surcharge fees will be incurred.

## ***CREDIT CARD***

We impose a surcharge of 3% when paying with a credit card, which is not greater than our cost of acceptance. The adjustment will appear on your receipt. Any purchase made with a debit card will not include a surcharge.

Email Address to send invoice : \_\_\_\_\_



## EXHIBITOR APPOINTED CONTRACTOR (EAC) FORM

If your company plans to utilize the services of any independent contractors other than The Phoenix Design Group (TPDG), the office general service contractor designated by Qwest Floating Wind Solutions, this form must be completed and signed by a representative of the exhibiting company. The EAC must also submit a copy of their certificate of liability insurance to [heather.turman@fedex.com](mailto:heather.turman@fedex.com) by Monday, January 22, 2024.

### **Exhibitor Information:**

Exhibiting Company: \_\_\_\_\_ Booth # \_\_\_\_\_

Exhibitor Contact: \_\_\_\_\_

Exhibitor Phone: \_\_\_\_\_ Exhibitor Email: \_\_\_\_\_

Exhibitor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The authorized signature confirms that the exhibiting company has committed to use the services of the following Exhibitor Appointed Contractor(s) and they agree:

- ☐ To read and comply with all show rules and regulations as outlined in the Exhibitor Rules & Regulations and Exhibitor Kit.
- ☐ To obtain and maintain appropriate insurance coverage as outlined in the Exhibitor Rules & Regulations.

### **EAC Information:**

EAC Company Name: \_\_\_\_\_

Pre-Show EAC Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

EAC On-Site Contact: \_\_\_\_\_

Emergency On-Site Mobile/Cell: \_\_\_\_\_

Please email this completed form along with a copy of the certificate of liability insurance to [heather.turman@fedex.com](mailto:heather.turman@fedex.com) by Monday, January 22, 2024.

This form must be emailed to [heather.turman@fedex.com](mailto:heather.turman@fedex.com). Do not return this form to TPDG.





# Hilton Americas Houston Shipping Instructions

## Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at **713.651.3013**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

## Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number)  
c/o FedEx Office at **the hotel location**  
(Hotel Address)  
(City, State, Zip Code)  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

### FedEx Office Business Center

Hilton Americas, Houston

1600 Lamar St

Houston, Tx 77010

Phone: 713.651.3013

Fax: NA

Email: [usa5721@fedex.com](mailto:usa5721@fedex.com)

### Operating Hours

Mon.–Fri.: 7:00 a.m. - 7:00 p.m.

Saturday: 8:00 a.m. - 4:00 p.m.

Sunday: 10:00 p.m. - 4:00 p.m.

## Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

## On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

## Package Delivery to Guest Suites/Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



# Hilton Americas Houston Shipping Instructions

## Upon Your Arrival

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **713.651.3013**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## Upon Your Departure

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

## Package Handling And Storage Fees

| Package weight          | Package pickup or dropoff by guest | Package pickup or delivery by FedEx Office |
|-------------------------|------------------------------------|--|
| Envelopes up to 1.0 lb. | \$2.00                             | \$5.00                                     |
| 0.0–1.0 lb.             | \$2.00                             | \$5.00                                     |
| 1.1–10.0 lbs.           | \$10.00                            | \$15.00                                    |
| 10.1–20.0 lbs.          | \$15.00                            | \$20.00                                    |
| 20.1–30.0 lbs.          | \$20.00                            | \$30.00                                    |
| 30.1–40.0 lbs.          | \$25.00                            | \$40.00                                    |
| 40.1–50.0 lbs.          | \$25.00                            | \$50.00                                    |
| 50.1–60.0 lbs.          | \$35.00                            | \$50.00                                    |
| 60.1–150.0 lbs.         | \$35.00                            | \$70.00                                    |
| Pallets & crates*       | –                                  | \$150.00 or \$0.75/lb. > 200 lbs.          |

Package weights will be rounded up to the nearest pound.

\*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

| Package weight          | Storage fee after 5 days |
|-------------------------|--------------------------|
| Envelopes up to 1.0 lb. | No charge                |
| 0.0–10.0 lbs.           | \$5.00                   |
| 10.1–30.0 lbs.          | \$10.00                  |
| 30.1–60.0 lbs.          | \$15.00                  |
| 60.1–150.0 lbs.         | \$25.00                  |
| Pallets & crates        | \$50.00                  |
| Over 6.5' in size       | \$25.00                  |

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

## Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

## Terms and Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.