

## shipping & receiving

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### Incoming shipments

To insure proper delivery of packages for your event, the following information should be included on all packages sent to the hotel:

**Name of individual receiving package**

The Westin Kansas City at Crown Center, 1 E. Pershing Road, Kansas City, MO 64108

**Name of conference, date of conference**

Your Date of arrival

Boxes are to be numbered appropriately: box 1 of 3, box 2 of 3, etc. when shipping in multiples

Please place the name and date of the meeting/conference prominently on each package label for prompt attention. Forward this information to any affiliates that may be shipping packages in advance.

Large shipments and storage for "large" loads must be made with an off- property exhibit company for delivery on "move- in day" and removal on "move- out day". Your conference planning manager will assist you in accessing your shipment load and advising you on the dock times that can be scheduled for deliveries.

For packages to be shipped and/ or received on property are as follows:

Letters/packages/boxes/tubes:

0 lbs – 5 lbs: \$5.00 each

6 lbs – 20 lbs: \$10.00 each

21 lbs – 50 lbs: \$15.00 each

Over 50 lbs: \$25.00 each

Crates/display cases: \$25.00 per crate/case

Pallets: \$75.00 per pallet

Pallet storage: more than 3 days \$25.00 each/day.

*\* Due to limited storage space boxes/crates/pallets will not be accepted 3 days prior to a convention. The hotel reserves the right to assess storage fees if items are sent more than 3 days prior to your event.*

### Outgoing shipments

All pre-labeled packages will be accepted at our Concierge/Guest Services Desk located in the hotel Lobby. You may also dial "0" from a guestroom or pick up a house phone in our meeting rooms for a Guest Service Agent to pick up your packages.

For all packages not pre-labeled the hotel's shipping authorization form must be completed and accompany all outgoing shipments. Packages will not be accepted without a completed shipping form. All packages must also have a mailing label affixed on each box including the hotel's return address. Forms and labels can be obtained from the Concierge Desk in the Lobby.

If guests would like to use their own federal express account number – please write the federal express account number in the appropriate box in the shipping form.

Any outgoing shipments received after 2:00 pm (Monday through Friday) will be shipped out the next business day. If assistance is required in packaging outgoing shipments, please contact Service Express by dialing "0". Boxes cannot be shipped unless they are properly sealed.

All Courier/Freight/UPS/FedEx shipments must be loaded and unloaded through the hotel's loading dock only.