



# EMBASSY SUITES

by HILTON™

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Portland - Downtown

## Shipping Guidelines

### Shipping Items to the Hotel

If you are shipping items to the hotel prior to your arrival, please follow these steps:

- Clearly label each individual item using the following format:  
Guest Name (name of person picking up packages)  
Event Name & Dates  
Embassy Suites Portland Downtown  
319 SW Pine Street  
Portland, OR 97204
- **PALLETS** - Advance notice of pallet delivery is required. Due to limited storage, our hotel will only accept a maximum of two (2) pallets at a time. Please be sure the truck delivering to the hotel has a lift gate. The hotel's loading zone is street level.
- Items are to arrive at the hotel no earlier than **three days prior** to the event dates

### Box Retrieval at the Hotel

- Boxes may be retrieved from the Front Desk. Please make arrangements with our staff if you would like to have your items delivered to a specific location.

### Return Shipping

- All items being shipped out must be clearly labeled and shipping charges should be paid directly to the courier or by using a courier account number.
- A shipping label must be filled out and secured to each item to be shipped.
- All packages should be brought to the front desk.

### Receiving and Handling

- Standard sized boxes (that a single person can carry on own) are \$7.00 per box.
- First five (5) standard boxes are complimentary.
- Pallets are \$100.00 each.

### Questions?

Please direct all questions to Mary Kirchner at (503) 796-3851.