

SHIPPING POLICY

A few things to note:

- We do not have a loading dock. All shipments should come prepared to unload with a liftgate if needed. We will not assist in getting parcels to floor level.
- All shipments are delivered to the concierge desk in the Virginia building
- All outgoing parcels should be returned to the concierge desk. Do not leave materials in the meeting rooms.
- We do not have a regular pick-up schedule with any couriers. All outgoing parcels will need a pickup called in to their courier for retrieval if left behind.
- We can assist with removal of any unwanted boxes. We ask that they are broken down in full and stacked neatly. Styrofoam and packing should be separated from cardboard.
- Vendors should unload from the backside of the conference center/Virginia building, behind the Ballrooms. Unloading to the front entrances will impede hotel drive-way traffic and the front of the building is a designated fire lane.
- Unclaimed packages will not be held over 90 days.