



## Vendor Shipping and Receiving Procedures

### Receiving

Any materials shipped to the hotel may not arrive earlier than two (2) days prior to your event and must be removed from the hotel premises within two (2) days after the event. All materials must bear the name of the group, be addressed:

“Vendors Name, Conference Name and Date of Events”

Graduate Hotel Iowa City Downtown  
210 S Dubuque St Iowa City, IA 52240  
Tel: 319-337-4058

Shipping charges must be pre-arranged and paid for by the company. The hotel does not accept packages on a “COD” basis. The hotel does not bill shipping charges to the master account. A receiving fee of \$5.00 per box and/ or \$100.00 per pallet will be assessed.

### Shipping

- There is a drop area for outgoing packages for guests and the hotel at the Bell Stand.
- Companies who regularly pick up are Fed Ex and UPS.
- UPS & Fed Ex pick up irregularly – best to schedule if time sensitive
- Fed Ex Ground and Fed Ex Air are two different companies. The sender will need to know which they are using and call the appropriate one. Fed Ex will not schedule a pickup unless the sender provides them with the tracking number from the shipping label. The phone number for Fed Ex is 1-800-463-3339.
- Guests are responsible for their own shipping. Although we can deliver their shipment to the pickup area the guest is responsible for the following:
  - Completing and attaching the proper shipping label.
  - Including billing information on the label.
  - Calling the shipper and arranging for pickup.
  - A contact name and phone number on the package so we can call them if the package is not picked up in 7 days.
- Liability- The hotel supplies a pickup area only. We assume no responsibility for the shipping of packages and any concerns or disputes are between the shipper and the shipping company. For this reason hotel employees must not complete shipping labels or package shipments for guests. This is also to prevent liability to the hotel in the event of hazardous or prohibited items which are contained within the package which we may not know about.
- Any item shipped international must have declarations forms completed and signed by the guest.

For further information on Hotel Shipping and Receiving

Please Contact:

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