



## Exhibitor Shipping Information

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If you have any questions or need assistance, please contact your meeting planner or call us directly at (541) 593-4605.

### INCOMING SHIPMENTS

Shipments missing required information and labeled incorrectly may be returned/refused. Sunriver Resort does not take responsibility for returned/refused items. Adhering to the following labeling examples will help ensure the safe arrival of packages.

#### UPS, FedEx, or Trucking Companies:

Great Hall Complex / Sunriver Resort  
57081 Meadow Road  
Sunriver, Oregon 97707  
Conference Name / Dates:  
Hold for:  
Box # of #

#### US Postal Service:

Guest Name  
Conference Name / Dates  
Sunriver Resort  
P.O. Box 3609  
Sunriver, OR 97707

### OUTGOING SHIPMENTS

EVERY outgoing shipment MUST be accompanied by a Sunriver Resort Return Shipping Services Form regardless of shipper. A handling fee applies to EACH outgoing parcel.

If you have a corporate UPS or FedEx account, bring that number with you and we can charge your shipping fees to that account (handling fees can only be charged to a credit card or guestroom). Sunriver Resort can provide FedEx and UPS (express and ground) shipping for those without a corporate account. Shipping charges will be charged to the credit card or guestroom of the exhibitor. Exhibitors must make arrangements for any other shipper, including trucking companies.

### SHIPPING & RECEIVING FEES

Fees will be assessed for displays and materials that require additional storage and handling according to the following schedule:

Retrieval fee for packages shipped to wrong address	\$10.00 per item
Arrival of packages more than two days before event	\$5.00 per item per day
Return of packages more than one day after event	\$5.00 per item per day
Pallet storage upon arrival	\$75.00 per pallet per day
Pallet Breakdown performed by Resort	\$100.00 per pallet
Handling fee to schedule an outgoing pickup of packages	\$15.00 per package

*\*Note: Sunriver Resort does not have a loading dock, pallet jack, or pallet wrapping supplies. All supplies must be provided by the shipper or shipping company and be prepared for pickup by the shipper. Sunriver Resort does not have storage space for a full pallet. All pallets must be broken down in order to be stored upon arrival.*

## **MISCELLANEOUS INFORMATION:**

### **EQUIPMENT AND ELECTRICAL**

All exhibit tables come with a fire marshal approved power strip. Any special equipment, additional electrical hook-up or other equipment can be arranged through AVMS, our in-house audio visual provider (additional charges may apply). Please notify the meeting planner for convention needs prior to arrival.

### **FOOD AND BEVERAGE**

No food or beverage may be brought from an outside source. To serve refreshments please contact the meeting planner for the event to make arrangements with the resort.

### **GARBAGE**

Please collapse all empty boxes and place discretely out of view. Trash not properly disposed of creates a hazard other exhibitors, attendees, and other hotel guests. Please ask Sunriver Resort staff for help if needed.

### **SECURITY**

Sunriver Resort is not responsible for any lost, damaged, or stolen articles. The resort recommends removing valuable materials from booths and displays when not present. Sunriver Resort is not responsible for any packages left in the exhibit area.

### **SHIPPING & PACKING SUPPLIES**

Sunriver Resort cannot guarantee availability of boxes or packing materials for use by exhibitors/vendors. We highly recommend bringing your own with you to ensure a seamless shipping situation. Supplies suggested would be boxes, packing tape, scissors, box cutters, etc. The Conventions office is happy to provide you with directions to the local post office or hardware store to purchase shipping supplies.

### **FEES**

Please note that the handling fee is charged for all packages, regardless of if you have created your labels already. The shipping charges are the actual rates that the carrier charges in order to ship your package. You will only be charged shipping charges if Sunriver Resort creates the label for you and it is not billed to your own FedEx or UPS account number.

All fees can be charged to your guestroom, your credit card, or the conference master account (with approval of the meeting planner).

**SUNRIVER RESORT – RETURN SHIPPING FORM**

**SHIP TO:**

RECIPIENT'S NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**FROM:**

SENDER'S NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

**SHIPPING**

Sunriver Resort will schedule a pick up upon completion of this form and when handling fee has been paid.

**Fed Ex**      **Corporate Account #** \_\_\_\_\_      **Account Zip Code** \_\_\_\_\_  
 Priority Overnight    Standard Overnight    Second Day    Express Saver    Ground

**UPS**      **Corporate Account #** \_\_\_\_\_      **Account Zip Code** \_\_\_\_\_  
 Priority Overnight    Standard Overnight    Second Day    Express Saver    Ground

# of Packages: \_\_\_\_\_      Declared Value (per package): \_\_\_\_\_ (Free for up to \$100)  
Package Weight: \_\_\_\_\_ lbs.      Package Dimensions: L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_

Signature Upon Delivery Required:    Yes    No

Tracking #'s: \_\_\_\_\_

**OFFICE USE**

Date Completed: \_\_\_\_\_      Completed By: \_\_\_\_\_      Logged? \_\_\_\_\_

**HANDLING FEE**  
Number of Items: \_\_\_\_\_ X \$15.00 per Item = Total Handling Fee: \$ \_\_\_\_\_

**SHIPPING CHARGE**  
Actual Shipping Charge: \$ \_\_\_\_\_

TOTAL SHIPPING / HANDLING: \$ \_\_\_\_\_

**PAYMENT INFORMATION:**    Master Account \_\_\_\_\_    Room/Res ID # \_\_\_\_\_    Credit Card