

shipping & receiving

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
Sheraton Crown Center 2345 McGee Street , Kansas City, Mo 64108
Name of conference, date of conference
Date of arrival
Name of catering / conference planning manager contact (Krystle Jones)

Boxes are to be numbered appropriately: box 1 of 3, box 2 of 3, etc.

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.

Shipment 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. 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.

Boxes/crates/pallets will not be accepted 5 days prior to a convention.

** 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

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 business center.

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 notify the business center at ext. 2350. Boxes cannot be shipped unless they are properly sealed.

All shipments must be loaded and unloaded through the hotel’s loading dock only.