



# Hilton

CINCINNATI NETHERLAND PLAZA

## Package Handling, Shipping & Receiving Information

### SHIPPING DIRECT TO HOTEL VIA UPS/FEDEX/USPS, ETC.:

Packages or material sent directly to the hotel must reference a registered guest of the Hilton Cincinnati Netherland Plaza and the number of boxes in that shipment: 1 of 4, 2 of 4, 3 of 4 etc....

Please use the following format for your shipping labels:

**TO: Hilton Cincinnati Netherland Plaza Hotel**  
Attn: (***please list your on-site representative – preferably a hotel guest***)  
(Group Name & Conference/Event Name)  
(Conference/Event Dates)  
**35 West Fifth Street**  
**Cincinnati, Ohio 45202**

**Box #1 of 4 etc...**

Upon arriving to the hotel, there will be a message on your phone in your room. Simply call the operator and they will tell you how many packages have been received under your name and the location of the packages.

The bellstand will deliver your packages to wherever you request, and will charge your master account (unless other arrangements are made in advance) according to the following scale:

- Boxes weighing less than 35 lbs. - \$1.50 each
- Boxes weighing between 35-100 lbs. - \$5.00 each
- Boxes weighing more than 100 lbs. will be charged 10% of the box weight.
- Boxed delivered off-property will be assessed an additional \$15.00
- Pallets or crates – see below & contact the Conference Services Manager handling the Group to discuss delivery instructions – there will be additional charges based on weights.

You must be present to sign for the packages and to inform the bellman where to post the delivery charge (i.e. master bill, room account). If you are not a guest in the hotel, you must pay cash for the delivery charge.

The Netherland Plaza will receive a limit of 50 packages per guest. Shipments are accepted up to three days prior to the conference or arrival date. Excessive and or length storage by the hotel will result in daily storage fees.

**Hilton Cincinnati Netherland Plaza**  
35 West Fifth Street | Cincinnati | Ohio 45202

T: 513-421-9100 ext 3154 | F: 513-564-6408 | E: Luann.Ulrich@hilton.com

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## **SHIPPING FROM THE HOTEL VIA UPS/FEDEX/USPS, ETC.:**

To ship packages from the hotel, you must provide your own return shipping labels, packing tape, and the account number for a shipper (i.e. UPS, Federal Express, etc.). If an account number is not provided, there will be a 30% surcharge on all shipments. When your items are “shipping ready”, call the bellstand and they will deliver your packages to the shipping department.

## **SHIPPING/DELIVERING DIRECT TO HOTEL VIA PRIVATE CARRIER/VEHICLE:**

The Hilton Cincinnati Netherland Plaza is part of a complex that includes the Carew Tower and hotel. Deliveries are not permitted through any Carew Tower Arcade or Hotel entrance other than the designated loading dock. The loading dock entrance is located on Race Street just past Hilton Hotel Valet Parking. The City of Cincinnati prohibits parking adjacent to the Carew Tower complex on Race or Fourth Streets.

The loading dock is shared by all within the Carew Tower complex and is accessible to hotel guests that need to get large equipment and/or boxes into or out of the hotel.

## **The loading dock is open and staffed during the following time frames:**

**6:00am to 6:00pm – Monday through Friday**

**6:00am to 12:00 Noon – Saturday**

During “off hours”: Notify your Catering or Conference Services Manager two weeks in advance if loading into the hotel after dock open hours. The loading dock will be accessible by contacting the Hilton Netherland Plaza Hotel’s main number 513-421-9100 when arriving to the truck elevator. To depart the complex, vendor will contact this number when ready to leave the loading dock area.

**VERY IMPORTANT:** When moving items on carts/dollies through the hotel’s carpeted meeting rooms, public spaces and foyer areas, maintain loads to a maximum of 250 pounds per rubber coated wheel no less than 3” in width. For wheels less than 3” in width, maintain loads to a maximum of 125 pounds per wheel. Weights carried below these amounts should not damage the carpet or seams. Damages caused by vendors will bear the full costs and responsibilities associated with restoring these areas to like new condition. **Pallet Jacks and Skids are not permitted within the hotel.**

Please assist us in keeping these areas the work of art they are.

## **ACCESSING THE DOCK:**

There are two doors at the load in entrance on street level. You may pull into either one. You can pull your vehicle onto the elevator, which will take you to the loading dock. Please note that you are not at the hotel freight elevator yet. This elevator takes you to the loading dock only. The elevator is 13’ tall, 9’ wide, and 32’ long. The weight capacity of the elevator is 60,000 pounds. (Please make sure your vehicle/truck will fit on the elevator before you arrive.) The driver, or driver’s company, assumes responsibility for the elevator during time of use. Any damage to the gates, graffiti, or vandalism during use will be at the driver, or driver’s company’s, expense to repair.

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To operate this first elevator, get out of your vehicle and push the call button. If the elevator is in use or if someone has forgotten to close the door, the elevator will not come. If the dock man is unavailable and the elevator still will not come, contact the Hilton Netherland Plaza Hotel main number 513-421-9100 for assistance. The problem most likely will be that the doors were not closed by the previous occupant.

Once the doors open, pull vehicle onto the elevator. (Please turn off the ignition while the elevator doors are closed.) Get out of your vehicle again and close the elevator door – holding the button in until it is completely closed. Push the “SB” button for the sub basement. When the elevator stops push the open door button. You will pull off the elevator and see the loading dock in front of you. Close the elevator door before proceeding to the dock or come immediately back and close it. If you do not, no one else can use it.

Back your vehicle up to the dock. All vehicles must register with the Tower Place receiving office and receiving manager on duty, located to the left of the elevators prior to entry. The driver will be required to produce:

- A valid and appropriate driver’s license or endorsement (CDL, chauffeur)
- Bill of lading, packing slip, delivery form, work order, or manifest
- Upon request at least one form of identification linking the driver to the delivery or service company: employee identification card, or similar ID

The receiving manager on duty will register the vehicle with the above information as well as log the delivery destination, time of entrance and time of departure, and the vehicle license plate number. The receiving manager will give instructions on elevator operation, if needed, at that time. During the delivery, the vehicle is to remain unlocked, with the keys left on the dashboard. Upon exit, the receiving manager on duty will record the exit of the vehicle. Vehicle parking other than delivery purposes is prohibited. Once a delivery is made the vehicle must be removed from the dock. Only ONE vehicle will be permitted at a time in the loading dock area.

Facing the dock, the hotel freight elevator is to your left. There is a hydraulic lift (weight limit is 20,000 lbs) that you can load onto and then raise up to the level of the hotel freight elevator. Push the call button for the freight elevator. As with the dock elevator, if it is in use or if the doors are not closed, it will not come. After business hours, contact hotel security for assistance. (You will have to go into the hotel to reach security.) During business hours and on some Saturdays, there is someone in the hotel’s Shipping/Receiving Department located just a few feet away. They may be able to assist you if the elevator will not come. Follow the yellow line to the left and then to the right, through the double doors, and to the caged in area. No items are permitted on the loading dock at any time (storage on the dock is prohibited). Any items left remaining on the dock will be removed from the premises without notification.

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Load your equipment onto the elevator making sure to close the doors. (Dimensions of this elevator are 7'10" high, 14'6" wide and 18'6" from gate to gate and a 10,000 pound maximum.) Proceed to the 4<sup>th</sup> floor. The 4<sup>th</sup> floor is the main meeting room floor where the following function rooms are located: Rosewood, Pavillon, 4<sup>th</sup> Floor Registration Area, Caprice, Salon A, B, C, D, E, F, G, H, I, M, and the Rookwood rooms. Unload your equipment and close the elevator doors so someone else may be able to use the elevator.

To access the 3<sup>rd</sup> floor space of the hotel (Hall of Mirrors and Julep rooms), unload from the 4<sup>th</sup> floor and proceed to the internal freight elevator of the hotel on the 4<sup>th</sup> floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4<sup>th</sup> floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down one floor and proceed to the right through the service hallway, through the double doors and into the Hall of Mirrors.

To access the 2<sup>nd</sup> floor (Continental Room), unload from the 4<sup>th</sup> floor and proceed to the internal freight elevator of the hotel on the 4<sup>th</sup> floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4<sup>th</sup> floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down two floors by pressing the "M" button on the elevator key pad. This will deliver you to the Banquet Kitchen. The Continental Room service doors are located across the Banquet Kitchen and down the service ramp into the back of the Continental Room.

To access the Lower Level of the Hotel (Mayflower Rooms), press "C" floor off of the freight elevator from the loading dock. Locate the glass doors through valet parking and proceed to the function rooms.

Staff and Management at the hotel caution you to not overload your carts, as heavy equipment causes excessive wear and tear to our carpets. You will be held responsible for any damages. Please bring your own dollies and carts. The hotel cannot provide these for your use.

The Tower Place truck elevators that take you to the loading dock area are in heavy demand weekdays from 7am –12 Noon. The Director of Operations of Tower Place (241-7700) kindly suggests that you come quickly in and quickly out during these times. Truck parking can be arranged with advance notice through the hotel's Conference Services Department.

The loading dock is not a secure area. Neither the Hilton Cincinnati Netherland Plaza Hotel nor the Tower Place Mall will be responsible for any lost or stolen items. If you leave your vehicle unattended for any reason for any amount of time, it will be at your own risk.

We know that your time is valuable and we hope that this helps you get in and out of the hotel as conveniently as possible.

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