

SHIPPING AND RECEIVING

To ensure that your boxes arrive to the exhibit room, so that you may access them for opening and set up, please make sure to address and label your boxes as noted here:

Shipping Address:

Chateau Élan

Attn: Recipient/Bill to name or Confirmation number

100 Rue Charlemagne

Braselton, GA 30517

Please Label All Packages As Follows:

- **Your Name**
- **Exhibit Booth Name**
- **Name and dates of conference**
- **Number** (for multiple packages, please number them, i.e.: 1 of 10, 2 of 10, etc.)

The Shipping and Receiving Department handles all conference related shipping and receiving. Federal Express and UPS pick-up will deliver to the Resort five days a week between 9:30 and 11:00 am Monday through Friday. Federal Express and UPS sometime deliver on Saturday, but there is no pick-up on weekends. Chateau Elan is considered a rural/remote location by most shipping companies. We normally receive any priority deliveries between 9:30 and 11:00 am.

Please have your tracking information available in the event your packages do not reach the Resort by the expected day. The Logistics Manager will assist you in locating your packages.

Arrival of Incoming Freight

All incoming freight is received and checked in by our loss prevention department at our loading dock. Items are then transferred into holding and storage. Upon notification, our Logistics Staff will deliver your shipments to the requested location. There is a \$10 charge for each package and a \$50 charge for each pallet.

Shipments arriving at the resort more than five days prior to start of functions are subject to storage fees as deemed necessary by the Conference Floor Manager or Director of Conference Services.

Oversize shipments may require specialized storage/transport. Oversize is defined as one or more of the following: Over 70 lbs/box, any pallet delivery, and any single package/shipment larger than 48" X 48 "X 30". Fees may apply and are at the discretion of the Conference Floor Manager or Director of Conference Services. Certain limitations exist in terms of oversize shipments, including, but not limited to, delivery location, lift-gate requirements, etc. Please call your Convention Services Manager in the event of potential oversize shipments.

It is important that we know of your shipments ahead of the conference to properly plan storage and movement of your items.

Outgoing Packages

Outbound group shipping is handled through the **Shipping Department**.

For outgoing packages, shipping costs may be charged to your own Federal Express account number, your credit card, the master folio number, or your guest room. All outgoing shipping is subject to a \$10.00 per package handling fee. Packing materials and services are available at an additional cost. Advance notice is requested to ensure appropriate packing materials are available.

Note: Chateau Élan cannot be responsible for any packages damaged during shipping.