



Exhibitor Shipping Information

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

Amazon Orders:

Sunriver Resort
PO BOX 3609
ATTN GUEST NAME
17600 Center Dr
Sunriver, Or 97707-0609

**In Delivery Instructions:
"Please deliver directly to the
reception desk at 17600 Center
Drive"

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 (based on availability)	\$100.00 per pallet per day
Pallet Breakdown performed by Resort	\$200.00 per pallet
Pallet Handling Fee	\$50.00 per pallet
Handling fee to schedule an outgoing pickup of packages	\$20.00 per package

**Note: Pallet shipping/receiving is on a case by case basis; please review request with conventions office. 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

****PLEASE NOTE THERE IS A \$20 PER ITEM HANDLING FEE TO SHIP FROM THE GREAT HALL****

Return form with payment and all shipments to the conventions office located in the Great Hall
Sunriver Resort will schedule a pickup upon completion of this form and when handling fee has been paid.

SHIP TO:	Vendor contact information:
Recipients Name: _____	Your Name: _____
Company: _____	Company: _____
Address: _____	Address: <u>57081</u> Meadow Rd. _____
City: _____ State: _____ Zip: _____	City: <u>Sunriver</u> State: <u>OR</u> Zip: <u>97707</u>
Telephone: _____	Telephone: _____
Email: _____	Email: _____

SHIPPING: FedEx UPS

Do you have your own label? Yes only charge for handling No (please continue to fill out form)

Priority Overnight Standard Overnight 2 Day Express Saver Ground

Charging to a Corporate Account? Yes No (Handling fee will be charged separately)

Corporate Account #: _____ Account Zip Code: _____

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

PAYMENT INFORMATION	OFFICE USE:
Please select payment options:	Date Completed: _____ Completed By: _____
<input type="checkbox"/> Charge to my Room- Name: _____ (Must still be checked into room at time of processing)	HANDLING FEE:
<input type="checkbox"/> Credit card charged in Conventions Office	# of items: _____ x \$20.00 per item Shipping Charge: _____
	Total Shipping/Handling: _____
	Charged to: SMS MA Credit card