

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
The Westin Kansas City at Crown Center, 1 E. Pershing Road, Kansas City, MO 64108
Name of conference, date of conference
Date of arrival
Name of catering / conference planning manager contact

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 3 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 contact Service Express by dialing “0”. Boxes cannot be shipped unless they are properly sealed.

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

If guests would like to use their own federal express account number – please write the federal express account number in the appropriate box in the shipping form.