

POLICIES & PROCEDURES

EXHIBITOR FACT SHEET

The Hilton Sandestin Beach Golf Resort & Spa is looking forward to having you with us. As an exhibitor, a number of guidelines are in place regarding Hotel

Services as follows:

Electrical & Ancillary Services

- Electrical service and other ancillary items such as internet connections, easels, etc. may not be included in your conference's exhibitor fees and may be rented through the Hotel on-site.
- NOTE: The Hilton Sandestin Beach does not accept prepaid forms.
- Attached is an Exhibitor/Vendor Pricing guide. The Hotel will endeavor to honor any request made day of Show but service may be limited. All charges will be applied the day of the Show and may be paid by credit card or room charge. All payments by credit card must be made with the card present at the hotel during the event. Receipts for charges are available upon request
- For on-site requests, please contact Conference Services at Extension 3115.

Outside Food & Beverage

- Hilton Sandestin Beach Golf Resort & Spa's policy strictly prohibits alcoholic beverages to be brought onto the property from outside sources for any conference, event or function.
- Hilton Sandestin Beach enforces this policy for all functions on property including exhibit halls, hospitality suites, as well as beach tents and poolside cabanas.
- Any food and beverage needs are to be fulfilled only through Hilton Sandestin Beach's banquet services.
- Please contact your Event Manager at 850-267-9600 for details and menus.

Package Shipping, Receiving, Storage and Delivery

- Please make sure any packages or materials shipped to the hotel are properly labeled to ensure prompt delivery. The name of the guest receiving the shipment should be clearly marked:

HILTON SANDESTIN BEACH GOLF RESORT & SPA
4000 Sandestin Boulevard South Miramar Beach, FL 32550
ATTN: Name of Person the package(s) should be directed
Conference/Group Name
Arrival Date

- Guest must be present to receive and sign for all deliveries.
- \$20 per box receiving/handling charge will apply to all boxes delivered to or picked up from meeting rooms.
- \$150 per pallet per move will apply to all pallets delivered to or picked up from meeting rooms.
- Due to limited storage space at the Hotel, there is a \$5 per package per day storage fee for items received more than three days prior to arrival.
- All materials will be delivered directly to the exhibit hall on the conference exhibit set-up date and cannot be left in the loading dock or service hall areas. If storage is required please contact the Bell stand at Extension 40.
- Additional labor charges will be incurred up to \$25 for shrink wrapping per pallet, packaging, taping, addressing, and/or providing boxes to be shipped. (NOTE: Federal Express and UPS shipping labels are available upon request.)
- In case of missing shipments, please be prepared to provide tracking numbers.
- The Hilton Sandestin Beach Golf Resort & Spa is not responsible for any materials left in in function rooms. All items must be cleared from the meeting space at the conclusion of the event.
- For advance receiving/handling arrangements, please contact Guest Services at 850-267-9500 or Michael Kaushagen mkaushagen@sbhilton.com
- **For on-site assistance with all packages and box deliveries, please contact the Bell stand at Extension 40.**

NOTE: If applicable, all exhibit/trade show shipments should be referred to the Conference's contracted exhibit/drayage company.