



Hilton Palacio del Rio Shipping Instructions

Pallet Handling Instructions

Information to be given to guest wishing to ship a pallet or other large items, such as crates.

The truck delivering the pallet must have a lift gate, in order to take it off the truck.

The pallet must be able to be broken down, so the individual items on the pallet can be moved and stored.

The items should be shipped on a 40" x 48" pallet.

Any large crate or very large display must be able to fit through the doors and needs to be equipped with wheels.

It cannot be more than 39 inches wide and 78 inches tall (including wheels or platforms)
and no longer than 48 inches.

Since the items must be moved without the assistance of powered equipment, the weight of each individual item on the pallet should not be more than 150 lbs.

The guest should give us a date and approximate time when the shipment will arrive, so we can schedule service. Please have the guest contact the store with any additional details or if they are going to ship items that require special handling.

The business center contact information to give to the guest.

Hilton Palacio del Rio—Business Center

200 S. Alamo St

San Antonio, TX 78205

Phone (210) 224-3341

Email SATPD_BC@hilton.com

On site business center staff are available during regular business hours, additional staff are available on weekends and extended hours on weekdays and can be contacted at the business center at (210) 224-3341.

If the shipment is not going to be delivered during regular business hours, the business center will arrange to have staff available. So it is very important for the guest to provide shipping date and approximate time.

Please have the guest contact the store with any additional details or if they are going to ship items that require special handling.

For emergencies you may contact the front desk at (210) 222-1400.