



HILTON VIENNA DANUBE WATERFRONT SHIPMENT HANDLING INFORMATION

SHIPMENT/PACKAGE HANDLING AND STORAGE

The Hilton Vienna Danube Waterfront will make no notification of receipt to the shipper. The hotel will only accept delivery of prepaid shipments. The hotel will refuse any shipment delivered C.O.D and will make no notification to the shipper. The hotel will accept delivery of items for the conference from Saturday 14th October onwards between 9:00 a.m. and 5:00 p.m. only.

Please inform couriers that all items must be delivered to the hotel storage location, as instructed by hotel staff.

As an exhibitor/sponsor, you will be responsible for your own shipments and ensuring that shipments are accompanied with the correct customs clearance paperwork. The GCSG will not accept responsibility or assist with getting shipments through customs.

Please include the following information on all the address labels for your shipments

- Name of your organisation:
- Name of the organisation representative responsible for the packages
- Hotel Address: Hilton Vienna Danube Waterfront
Hilton Meeting Desk
Handelskai 269
1020 Vienna
Austria
- Event Name: GCSG Conference 17th-19th October
- Number of Boxes: (e.g. Box 1 of 2 and Box 2 of 2)
- Table No.:
- Hotel Contact: Madeleine Krebber
E-mail: Madeleine.Krebber@Hilton.com
Telephone: +43 1 717 00 13411
Mobile: +43 664 857 22 77

Please complete the shipment form and include a copy with the shipment

Please **DO NOT** include Madeleine Krebber's name on the commercial invoice as the receiver for shipments, as this may cause shipments to be delayed in customs.



Neither the GCSG nor the hotel will accept any liability for equipment, goods, displays, or any other material, that arrive unmarked, damaged or fails to arrive. Each organisation is responsible for insuring its own property for loss or damage.

At the end of the conference each organisation will be responsible for packing up all display items and arranging return collection. All items will need to be collected by 5:00 p.m. at the latest on Thursday 19th October. Items not claimed within 2 days of the conference dates will be discarded.

PLEASE NOTE: The hotel will not arrange for collection and return of your items.