



Shipping
Policy

2018



Shipping policy for Harrah's New Orleans:

A Banquet Houseman will provide package handling services to and from the loading dock.

The following handling/delivery fees will apply:

- \$5.00 per box
- \$30.00 per case
- \$150.00 per pallet

Shipments are delivered to the Hotel Loading Dock during the business hours of 7am – 6pm and received by Hotel Concierge. Upon arrival to property please visit with Concierge to retrieve your shipment.

Deliveries may not be scheduled more than 48 hours prior to the start of the event.

Please provide tracking numbers to the Convention Services Manager.

Shipping labels should contain the following information:

Harrah's New Orleans Hotel

Hold for (*contact and organization name*)/arr (*date*)

ATTN: (*your Convention Services Manager name*)

228 Poydras Street

New Orleans, LA 70130

Phone: (*your Convention Services Manager number*)

At the conclusion of the event, please be aware that you will need to:

- **Schedule courier pick-up service**
- Repackage
- Label shipments with appropriate and completed shipping labels
- Locate a Banquet Captain/Assistant Banquet Manager, the Banquet Manager or Convention Services Manager and point out packages, set in a notable place, for Banquet Housemen to identify and locate in order to bring to the loading dock for pick-up.

Handling/services fee will apply as mentioned:

- \$5.00 per box
- \$30.00 per case
- \$150.00 per pallet

Harrah's New Orleans is a FedEx house and FedEx Express labels are available at the Hotel Concierge Desk if needed.

Harrah's New Orleans is not responsible for any packages delivered/picked up to/from the property before, during and after groups' event/meeting.

Loading In and Loading Out

****Please be sure to schedule and arrange specific times for load-in and out.****

For exhibitors displaying large setups within hotel meeting space, exhibitors must unload and load materials via the hotel loading dock by accessing the freight elevators to the second floor of meeting space:

- The Harrah's Hotel Loading Dock is located on South Peters Street (diagonal from Café Adelaide)
- If the loading dock is closed, please visit Front Desk or Hotel Concierge to have a hotel manager open the dock
- Once unloaded, please walk toward the hallway and exit the dock to your right; you will see a door to enter to your left and to your immediate left a hallway leading to the freight elevators
- Please select the second floor
- Coming off of the freight elevators, please exit left and then left again—you will see the automatic door
- Proceed through the automatic door to access the respective meeting space

For exhibitors displaying large setups within the Casino, exhibitors must load and unload materials via the casino loading dock, entrance located on Poydras Street, across from the Hotel. Materials may also be loaded in through the Theatre Poydras Street door—please make specific arrangements with the Convention Services Manager.

For exhibitors displaying large setups within the Manning's Stadium Club, load-in/load-out times and locations will need to be arranged with the Convention Services Manager.