



EMBASSY SUITES®

San Antonio Riverwalk - Downtown

## SETUP INFORMATION

### Loading Times & Procedures

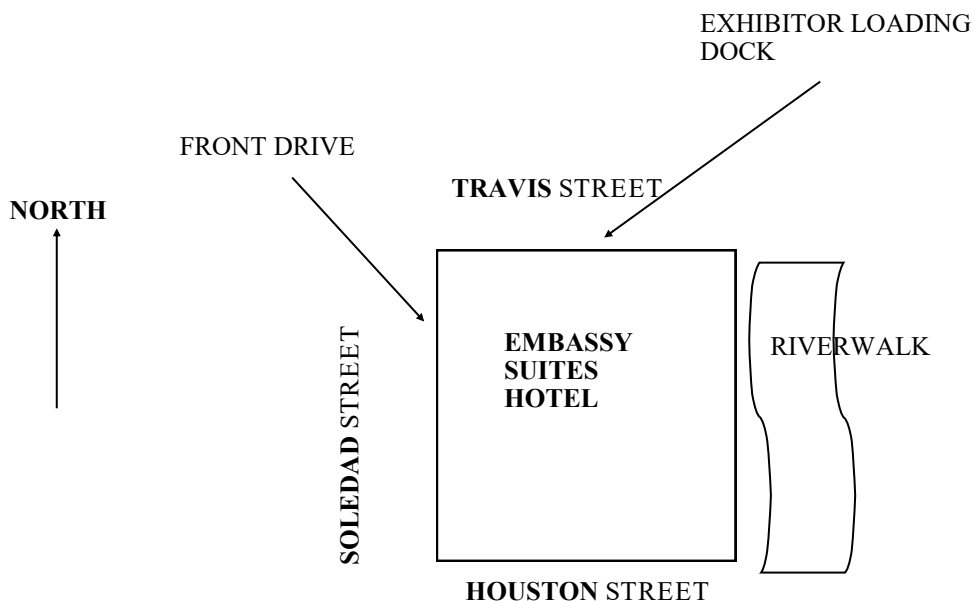
Hotel will provide 6ftx36 inch Table with Linen and 2 chairs.  
Please see Encore AV Exhibitor Order Form to request additional services (last page).

Please access the hotel through the loading dock entrance. Vehicles may not park inside the loading dock area, but rather along Travis street. The service elevator opens up on the 1<sup>st</sup> floor service corridor.

Our event space is all located on Floor 2. Vehicles may not be parked on the hotel's front drive. Maximum load capacity for our service elevator is 4000 lbs. Please be aware that access to the meeting space area has several narrow hallways (4ft wide) and all entry points are through a standard 7ft x 3ft wide doorway.

**Hotel does not provide carts or dollies. Exhibitors must provide their own equipment for setups. The Hotel is unable to loan guests, vendors, clients or exhibitors equipment, ladders or carts.**

**Entry point from service elevator to the meeting space is through a standard door, 36 inches wide and 83 inches tall. All items brought in must fit through this space.**



For questions please email [paula.doris@hilton.com](mailto:paula.doris@hilton.com) or call 210-424-6209



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## Exhibitor Shipping Instructions

The correct shipment of your materials is essential to ensure a smooth set-up of your exhibit. Please label each box/package as follows:

*Embassy Suites  
Conference Name  
Your Name—Exhibitor  
c/o Jose Trejo  
125 E. Houston  
San Antonio, TX 78205*

The hotel will provide complimentary storage of your event materials up to (3) days prior to the first day of the meeting. Deliveries/out-going packages will be handled at the Front Desk.

The hotel does not assume liability for stored materials. Package handling fees are as follows: \$2.50 per box fee for any small to medium box and \$5.50 delivery fee for any large box. \$125 per pallet to breakdown & deliver to meeting room. AV rental is on the last page. If box handling charges are the responsibility of the exhibitor/vendor they will need to retrieve deliveries from the Front Desk.

### LOAD-IN

Shipped items will be available at the front desk unless arrangements have been made to have deliveries moved to the meeting area in which case a package handling fee will apply. As we cannot accommodate pallets through the service elevator, all items on pallets will remain in the loading dock area to be broken down by the client. Hotel staff are available during exhibit load-in and load-out times to assist the transport of your boxes.

### LOAD-OUT

**We do not have a regularly scheduled box pick up with UPS or FedEx. Your company must put completed labels on all packages with your account number and schedule a pickup at the hotel.**

Please specify when scheduling your pick up which area your boxes were left at. Boxes left behind without shipping instructions will be discarded. The hotel does not have shipping materials, but the closest FedEx office can be found at the Grand Hyatt Hotel at address:

600 E Market St #349  
San Antonio, TX  
(210) 212-8803

For questions please email [paula.doris@hilton.com](mailto:paula.doris@hilton.com)