



SHIPPING AND RECEIVING INFORMATION

Before shipping any materials being used in connection with displays and/or exhibits, please contact your assigned Catering/Convention Service Manger at (616) 776-6400.

Shipments of material, literature, products, as well as cartons and envelopes that are to be used in conjunction with your groups meeting/program should be addressed as follows:

Recipient's (Guest's) Name
c/o Amway Grand Plaza Hotel
187 Monroe Avenue NW
Grand Rapids, MI 49503

Please note that the "Recipient" refers to the person who will be picking up the items or package, even if that person is not staying at the hotel. Also, as an added measure, please write the recipient's name and the name of the Convention on the box itself. **DO NOT** address items to the Catering/Convention Service Manager. All shipments should be prepaid. Regrettably, it is not possible for the Amway Grand Plaza Hotel to accept C.O.D. shipments.

If you are sending more than one package within a single shipment, be sure to number in sequence (example: 1 of 3, 2 of 3, 3 of 3).

Because the Hotel has limited space, items should be sent as close to the meeting date as possible. (PLEASE DO NOT SEND ANY SHIPMENTS MORE THAN 2 WEEKS BEFORE YOUR ARRIVAL). In addition, please make sure to record and bring to the hotel the waybill number of all packages shipped to us.

Only a limited amount of exhibit material (that can be placed on one or two bellman's carts) may be brought through the public Motor Lobby. (All other shipments will be directed to the Hotel's Loading Dock). If assistance from our bellman is needed to deliver your materials/exhibits to any meeting rooms, there will be a \$10.00 per cart or \$25.00 per pallet delivery fee.

If the materials/exhibits being shipped are to be used at DeVos Place, which is the municipally – owned complex adjacent to the Amway Grand Plaza Hotel, those materials/exhibits should be shipped directly to them. The Hotel does not offer shipping or delivery to the DeVos Place. Please contact DeVos Place at (616) 742-6600 for details. Please note that items shipped to the Hotel for use at DeVos Place may be assessed a storage fee.