

# COBB GALLERIA CENTRE

Two Galleria Parkway, Atlanta, GA 30339  
Administration: (770) 955-8000 Event Services: (770) 989-5099 Fax: (770) 989-5208

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## SHIPPING AND RECEIVING GUIDELINES

*Shipping and Receiving is staffed Monday through Friday, between the hours of 8:00 am and 4:30 pm, to assist with receiving and shipping of documents or packages. This service is provided for exhibitors and guests who are not using a service contractor. The Public Safety Department will assist with shipping and receiving needs outside of these hours. The Shipping and Receiving office is located inside the building just off the west end of the loading dock across from Public Safety. The phone number is (770) 989-5092 or (770) 989-5065.*

**RECEIVING** - Packages will be accepted by Cobb Galleria Centre from any local, regional or national carrier for all events that are not using a service contractor. **Packages will be accepted no earlier than 72 business hours (three business days) prior to the scheduled event.** If packages arrive before the 72-hour policy time frame, the decision to accept the packages will be made by a member of Public Safety Management (Storage fees may apply).

Each package sent to the Cobb Galleria Centre must clearly indicate the following information next to the address label:

1. Name of the group or show that will be accepting the package(s) and a contact person's name who has the authority to sign for and authorize payment for the package(s).
2. Date of the function.
3. Scheduled meeting room, ballroom or booth number so packages can be delivered the day of the event.

**STORAGE** - Packages will be stored, depending on the amount and size of the packages, in a secure area, at or near the Shipping and Receiving area, and may be picked up, upon receiving the payment and signature of the receiving party. **If the packages are accepted prior to the 72-hour policy time frame, a storage fee will be attached to each package, crate, or pallet for each day of storage up to the 72-hour policy time frame.** Storage fees are 50% of the receiving fee per package/weight unit, per day. For instance, a box that has a \$20.00 charge for receiving and delivery would have a storage fee of \$10 per box, per day. A pallet that has a \$220 charge for receiving and delivery would have a storage fee of \$110 per day, and so forth.

**DELIVERY** - Packages can be delivered to the appropriate meeting room, ballroom or booth on the day of the event, upon receiving the payment and signature of the receiving party. Any packages which have not been picked up or delivered to a receiving party and remain 72 business hours (three business days) after the packages were received will be returned C.O.D. to the sender.

**CHARGES** - To cover handling, receiving, and/or delivering to the appropriate area in the building there will be a service charge of \$20 per package (less than

20 lbs.), or \$30 per package 20 lbs. and over, but less than 100 lbs., and \$55 per 100 lbs. for pallets or crates. **The charges will be due when your authorized group representative receives the packages.**

**SHIPPING** – Packages for shipment may be brought to the shipping office or an arrangement can be made for the packages to be picked up from a meeting room or booth. Shipments originating from an event that is using a service contractor must use the service contractor to ship packages.

**Packages may not be left inside any exhibit space after your event has ended without contacting Public Safety and providing the appropriate payment and address information for shipment. At the discretion of a member of Public Safety Management, packages left without the appropriate information may be held for up to 72 hours awaiting the shipping information before being discarded. (Storage fees may apply.)**

Street addresses are required for shipping. Per UPS and FEDEX guidelines, no post office box numbers are permitted. Payment for shipping charges will be required for any outbound shipment from a guest, patron, exhibitor or client without a carrier account number (UPS, FedEx, etc.). The person requesting the shipment will present the Public Safety Officer handling the shipment with a credit card and identification to cover the cost of the shipment plus a \$20.00 service charge per box or letter. Shipments billed to the shipper's account will only incur a \$20.00 service charge per box. (See CHARGES below)

**CHARGES** – Cost is based on weight, size and destination and a \$20 handling charge per package. For a \$20 service charge per box or letter, we will ship on your account number with UPS or FEDEX.

**PAYMENT** - Charges may be paid by credit or debit card (American Express, MasterCard, and Visa). If your company or organization is on a credit-approved basis, these charges may be billed to your master account. Payment is due at the time packages are delivered or, if for outbound shipment, at the time the packages are presented to Shipping and Receiving for processing.