



**REFRIGERATED & FROZEN PRODUCT SHIPPING, STORAGE & DELIVERY INFORMATION**  
**\*\*\* FOR ANAHEIM HILTON\*\*\***

**Copy and distribute to all your shipping staff**

**\*\*\*Use the Color-Coded Shipping Labels\*\*\***

**GES will be using the Hilton Anaheim to receive your product for cold storage starting on Monday, March 2, 2020 thru Tuesday, March 3, 2020.** Use the shipping labels provided to you in the Show Kit. The labels are color-coded to ensure proper handling procedures. It is extremely important that shipments requiring refrigeration/freezer space are identified clearly on the shipping bill of lading and that the correct color labels are used on the product containers. GES cannot take responsibility for improper paperwork or labeling. **Important Note:** Do **not** send exhibit and dry materials with refrigerated/frozen product on the same pallet. They must be on separate pallets and correctly labeled to avoid the expense of multiple material handling surcharges and spoiled product.

**SHIPPING TO THE HILTON ANAHEIM:**

**DATES:** March 2, 2020 – March 3, 2020  
Hours: 8:00am – 3:30pm

**ADDRESS:** Hilton Anaheim c/o GES  
777 Convention Way  
Anaheim, CA 92802-7435

**LABELS:** Refrigerated Product – Use Pink labels  
Frozen Product – Use Blue Labels

\*\*\*Additional charges will apply for shipments that have exhibitor freight & dry products combined with cold & frozen shipments.

**Important Notes:**

- All drivers unloading or loading at the Hilton Anaheim must first check in with GES at the GES marshalling yard:

1898 S Douglass Rd  
Truck Marshaling & Cartload Staging Lot  
Anaheim, CA 92806  
United States of America

- Product may not arrive before 8:00 am on Monday, March 2, 2020
- All shipments must have a Bill of Lading or delivery slip indicating whether the product is for refrigeration or freezer and the number of pieces and weight.
- Any product left in storage after 12:00 noon on Friday, March 6, will be donated to the food bank.
- Be sure to arrange for your return shipper/carrier to check in the marshalling yard by 10:00 am, Friday, March 6, to pick up any product shipping back. A Cold storage material handling form (with Refrigerated or Frozen clearly indicated next to the carrier name) must be turned in to the GES Cold Storage desk, prior to 10:00 am.

### Storage & Delivery of Product by Day:

- Use the correct shipping label for the type of product (i.e., refrigerated, frozen) you are shipping.
- Label all product with your company name, booth number, type of product, and day/date of desired delivery. If you do not properly label your product for delivery this could cause a delay in delivering your product to your booth.
- Delivery to your booth is not automatic; a work order must be completed for each cold storage delivery to your booth or pick up from your booth. Indicate the day you want the product to be delivered to your booth by circling the correct day on the shipping label for that box/carton.
- Due to the large volume of deliveries each day, GES pulls and delivers full cases or pallets of product marked by day or date. If you provide a “shopping list” of items to be delivered (i.e. 1 strawberry, 2 banana, 5 blueberry, 3 apple), you may incur additional labor cost for compiling specific items to be delivered. All delivery list of product to be delivered from storage, must be confirmed by 2:30pm, the day before scheduled delivery, with description and quantities, at the cold storage desk to ensure accuracy of items pulled.
- There will be a labor charge for each access to and from the refrigerated/freezer units. To have the product brought to/from the booth or trailer, a work order must be placed at the GES Cold Storage desk.
- It is highly recommended that you place your delivery/pickup orders as early as possible as there are a finite number of deliveries/pickups that can be accommodated in any given hour. **Please Note:** There are no deliveries or pickups in the hour before show opens on each show day.
- GES delivers in the hour and not at a specific time (i.e., if you place an order for 7:30 am, your product will be delivered between 7:00 am – 8:00 am).
- A representative must be in your booth at time of delivery. GES will not be responsible for product compromised that is left in your booth during the delivery hour requested.
- Labor for product inspection, sorting, or labeling must be ordered separately from delivery labor and will be billed a minimum of one (1) man-hour. This labor will be based on availability. This can be pre ordered. Please indicate on your delivery schedule below that the order is for inspection labor.
- Exhibitors are not allowed on the Cold Storage Dock without checking in at the Cold Storage Desk and receiving a labor ticket.