

### Shipping/Receiving/ Freight

Shipping and Receiving is available Monday through Friday, between the hours of 9:00 am and 3:00 pm, to assist with receiving of documents and/or packages. This service is provided for meeting planners whom are not utilizing a service contractor or decorator (i.e. Art Craft Display). Outside of these hours please work with your Event Coordinator to meet your needs.

Receiving – Packages will be accepted by the Lansing Center from any local, regional, or national carrier for all events that are **not** using a service contractor. All freight will be in care of Art Craft Display. Freight shipped directly to the Lansing Center will be refused and we will make every effort to reroute the freight to Art Craft Display located at 500 Business Centre Drive, Lansing, MI 48917.

Packages will be accepted no earlier than 48 hours (2 Business Days) prior to the scheduled event. If packages arrive before the 48-hour policy time frame, the decision to accept the packages will be made by the Operations Manager and storage fees will apply.

Each package sent to the Lansing Center must be pre-authorized by the event coordinator and clearly indicate the following information next to or on the address Label:

Name of event and date of event  
Hold For:  
Event Coordinator:  
# of packages  
Room or Location of event:  
Lansing Center Address  
333 E. Michigan Ave.  
Lansing, MI 48933

Storage and Fees – Packages will be stored, depending on the amount and size of the packages, in a secure area, and maybe picked up upon receiving payment and signature of the receiving party. Packages will only be dispersed to the name stated on the package in the hold for line. Packages received prior to the 48-hour policy will incur storage fees at the following rates:

Small and medium packages under 20" x 20" x 20" - \$10 per day  
Larger packages than above - \$20 per day  
Packages requiring a pallet jack or forklift - \$35 per day  
ALL Freight- Please contact Art Craft Display – (517) 485 – 2221

Delivery – Packages can be delivered to the appropriate meeting room or ballroom prior to the event upon receiving the necessary payment and signature of the receiving party. This service is a wonderful option to help keep peace of mind. The following charges may apply:

Small and Medium Packages under 50lbs. - \$10 per item



Large Packages and items weighing more than 50lbs. - \$20 per item

Large items requiring a pallet jack or forklift - \$40 per item

**Multiple packages (more than 5) see Operations Manager for delivery fee.**

**Shipping – Packages may not be left inside any room without contacting the event coordinator or Operations Manager.** Packages for shipment must be labeled by customer for their selected carrier and prepaid. You must also notify the carrier of choice for the items to be picked up, and supply the Lansing Center with the prospective pick-up date. All packages not labeled will be sent C.O.D. to the original sender

Payment – Charges may be paid by credit or debit card via [www.lansingcenter.com](http://www.lansingcenter.com), or if your company or organization is a credit approved basis, these charges may be billed to your master account.

