



Shipping and Package Handling

CGNA 2026 E3 Conference and Trade Show

The US Grant, San Diego | September 29 to October 1, 2026

The hotel accepts and stores boxes and shipments required for scheduled meetings and programs according to the policies below. **All shipping, receiving, handling, and storage charges are the responsibility of the vendor sending the shipment.** Improperly labeled packages account for the majority of lost and misplaced packages at the hotel.

Before you ship

- **Email your shipping information to Sandie Minguez sminguez@cgncontrols.com and Ursula Granirer Ursula.Granirer@luxurycollection.com before you ship.** Be specific regarding the number of boxes shipped, point of origin (company, city), how they were shipped, when they are to arrive, when they should be delivered once they arrive, the size, weight, and relative condition of the boxes.
- Confirm your payment method with Ursula Granirer before your packages are received.

Do not rely on hotel notification as confirmation of delivery. Use your carrier tracking and email shipping information to Sandie Minguez and Ursula Granirer before your boxes arrive.

When to ship

The hotel cannot assume responsibility for storage of boxes received more than three days prior to the event. If storage exceeds three days, a **\$25.00 per item, per day storage fee** is added.

Packages are received during regular business hours. These are the minimum hours where there is an associate trained to handle package deliveries.

Receiving hours	Time
Monday to Friday	7:30 am to 6:30 pm
Saturday	7:30 am to 3:30 pm
Sunday	7:30 am to 3:30 pm

Booth delivery

We are working with the hotel to have all boxes delivered to the trade show at setup time. Final booth delivery details will be shared before the conference.

Arranging payment

Charges are applied to the receiver of the material and cover the cost of labor, processing, receiving, tracking, storing, and delivering.

- **Payment for this service must be established prior to receiving your packages.**
- All packages are held in the Business Center storage until a **payment method has been confirmed.**
- Charges are applied to the receiver of the material.
- To establish payment before your boxes arrive, contact **Ursula Granirer, Event Manager, The US Grant, at 619.744.2012 or Ursula.Granirer@luxurycollection.com.**



Handling fees

The price for receiving is based on pounds and includes storage. Weights are taken off the FedEx, UPS, or DHL boxes. Packages that arrive from another source without weight information are weighed on the hotel scale.

These fees are billed to you by the hotel. CGNA is not responsible for receiving or handling charges.

Inbound package handling	Fee
0 to 5 pounds	\$5.00 each
6 to 20 pounds	\$10.00 each
21 to 50 pounds	\$15.00 each
Over 50 pounds	\$25.00 each
Crates	\$50.00 each
Pallets	\$75.00 each

Outbound and storage	Fee
Outbound package handling	\$5.00 each box
Storage beyond three days	\$25.00 per item, per day

Shipping out after the show

CGNA is not responsible for shipping or receiving charges, returns, or pickup. Be prepared to arrange your own pickup.

- After the event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address, and method of payment on your departure date.
- The hotel is not responsible for packing or for supplying any packing materials.
- Any materials left behind without shipping instructions will be **discarded within three business days.**

Bulk pickup

CGNA is working with the hotel on a possible UPS/FedEx bulk pickup. If confirmed, we will share details before the conference. Until then, plan to arrange your own pickup.

Equipment note

If you are shipping or bringing third-party equipment such as computers, monitors, printers, copiers, or other office/demo equipment, the hotel may not be responsible for moving it due to liability. Vendors should arrange loading, unloading, placement, and pickup with their equipment provider.

Questions

Shipping information and CGNA logistics: Sandie Miguez, smiguez@cgncontrols.com, 714.529.2700.

Hotel receiving and payment: Ursula Granirer, Event Manager, The US Grant, 619.744.2012,
Ursula.Granirer@luxurycollection.com.



Checklist

Confirm each item before your boxes leave your dock.

- ☐ Emailed your shipping information to Sandie Minguez and Ursula Granirer
- ☐ Confirmed a payment method with Ursula Granirer
- ☐ Scheduled delivery to arrive no more than three days before the event
- ☐ Scheduled delivery inside the hotel receiving hours
- ☐ Labeled every box in the required format
- ☐ Numbered multiple boxes in sequence (1 of 3, 2 of 3, 3 of 3)
- ☐ Identified any box over 50 lbs. as heavy
- ☐ Included the shipper return address with name, address, and telephone number
- ☐ Noted the on-site delivery destination on each box
- ☐ Prepared outbound labels with shipping address, return address, and method of payment

How to label your boxes

Use this format on every box. Address the shipment to your on-site contact and include the CGNA event name, event dates, hotel event manager, box number, delivery destination, and return address.

CGNA E3 SHIPPING LABEL	
ATTN / ON-SITE CONTACT	[YOUR ON-SITE CONTACT NAME]
VENDOR COMPANY	[YOUR COMPANY NAME]
SHIP TO	c/o The US Grant 326 Broadway San Diego, CA 92101
HOLD FOR	CGNA 2026 E3 Conference & Trade Show September 29 to October 1, 2026
PACKAGE DETAILS	Box(es) _____ of _____ Deliver to: TRADE SHOW SETUP
HOTEL EVENT MANAGER	Ursula Granirer
HEAVY BOXES: If a box is over 50 lbs., clearly mark it HEAVY.	
SHIPPER RETURN ADDRESS [Shipper name] [Street address] [City, State ZIP] [Telephone number]	