

**Shipping and Receiving:**

**Notice of all shipments must be provided at least 1 week in advance** to your main contact at Property. Notice should contain expected delivery dates and package quantities. Please do not ship valuables.

Due to limited storage space, all packages should be delivered to Property no earlier than 3 days prior to your Event start date. Each package must present Property's supplied "**Receiving Slip**" adhered to the left side of each box and package. Packages without the receiving slip will endanger the smooth process to have your packages delivered on time and complete.

**Packages shipped to the Property must be addressed as follows:**

Live! Casino & Hotel  
Attention Conferences and Events  
711 Live Casino Boulevard  
Bossier City, LA 71111

Fees for storage, handling or delivery of packages charges are:

- The first 5 packages shipped to the Property weighing less than 50 pounds are complimentary.
- 0-50 pounds - \$10.00 each
- Over 50 pounds - \$25.00 each
- Pallets are charged a fee of \$150.00 per pallet
- Crates are charged a fee of \$25.00 per crate.
- Additional fees will apply if preparation or assistance is needed to ship pallets and crates after Event end.

Packages should be delivered Monday through Thursday between 7:00am – 3:00pm and Friday between 7:00am – 12 Noon. **No weekend deliveries will be accepted.**

The package fees can be billed to a guest's room, a credit card number with an accompanying signed credit card authorization or Group Master Account. All packages will be held until payment method has been confirmed. We recommend packing slips be placed in both the inside and outside of each package.

Items left behind for longer than 5 days will incur an additional storage fee of \$10.00 per day that will be billed to the Group Master Account or credit card on file. For unclaimed packages or items left behind after Event end, a Team Member at Property will call the Group contact or the shipping information on the Receiving Slip to obtain information to forward packages. Forwarding charges incurred are the sole responsibility of the Group and will not be paid for by the Property. If no information on unclaimed packages is available, the unclaimed package will be discarded seven days after Event end. The Property will not accept COD (Cash On Delivery) packaging. Property shall have no liability for the delivery, security or condition of the packages.

Send tracking numbers to [stephanie.attaway@livech.com](mailto:stephanie.attaway@livech.com)