



Michigan Public Safety Telecommunications Annual Conference

Christine Collom, Chair
Clinton County Central Dispatch

Tammy Smith, Chair
Ottawa County Central Dispatch

LETTER FOR VENDORS - APCO/NENA Conference

SHIPMENTS TO HOTEL

Thank you for choosing the Radisson Plaza Hotel at Kalamazoo Center for your event! Here are a couple of things to keep in mind when shipping to our hotel and preparing to ship packages from our hotel.

INBOUND SHIPMENTS

- Please do not ship event material more than 5 days prior to your event.
- If you are sending your material on a skid, or a specialized delivery, please contact Shipping & Receiving at (269) 226-3159 to ensure the delivery is as smooth as possible. Before sending, please make sure your representative name and event name are noted on the bill of lading. Please format all shipping labels to include the following information:

Representative Name
Vendor Name/Event
C/O Radisson Plaza Hotel
100 W. Michigan Ave.
Kalamazoo, MI 49007

- Packages that arrive with the above format will be delivered to the appropriate room before the event. If any packages arrive without the vendor name, they will be secured until requested.
- Please note, we have one standard dock for special events and large packages. The dock is 48" high and has a manual dock plate. The door at our main shipping dock is 8'x8'. For even larger items, we have a 12'x12' door at ground load/street level. We do not have the means to unload large items from a raised trailer onto street level.
- We have 4 freight elevators. Dimensions are below (w/h/d).
 - Dock: 6'x8'x9 with 4,000 pound capacity
 - Freight (Ballroom 1): 6'x7.5'x8' with 4,000 pound capacity Freight (Ballroom 2): 6'x8x9' with 4,000 pound capacity Service: 4'x7'x9' (13' raised ceiling) with 5,000 pound capacity
- Our double doors measure at 72"x80" and our single doors measure at 36"x80".

The Radisson does not accept liability for equipment, goods, displays or other material that arrive unmarked, damaged or fail to arrive at the hotel.



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OUTBOUND SHIPMENTS

If a vendor requires materials to be shipped after an event, please contact the Convention Services Manager (Kaitlin LePard) to make arrangements. The hotel is not responsible for shipping costs associated with your event, and you must supply your own labels. Please affix all shipping labels to outgoing freight or small packages before requesting items be placed in outbound. If you do not have labels, they can be prepaid and printed in one of our business centers on the lobby level. Items will be shipped no more than 2 business days after the event, once labels are completed properly.

For additional Shipping & Receiving questions, please contact Shipping & Receiving. The Shipping & Receiving office is open Monday-Friday 8AM to 4PM.

Carey Schiedel, Shipping & Receiving Clerk
(269) 226-3159 | cschiedel@gbgkz.com



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LOAD IN/OUT GUIDELINES

- Hand Carry Items
- Please park in the parking garage to unload your vehicle. Entrances to the garage are located off of Rose Street and Church Street.
- Pull a ticket when entering the parking garage. The level to access the Skywalk to the hotel is on Level 3.
- Take the elevator or escalator down to the Lobby Level of the hotel. Registration for the APCO/NENA Conference is located at the Lobby Level. Check-in there and you will be given a parking pass.
- When departing for the day, scan this validation ticket first.
- Multiple Drop-Offs to Booth
- Pull into the Valet circle drive at the hotel's front entrance doors. This will be your temporary staging area while you finish unloading your vehicle. The Bell Stand gentlemen will be located on your left upon entering the hotel entrance doors. Tell them you need to go to the Kalamazoo Room (Lower Level of the hotel) for the APCO/NENA Conference and that you need a cart (if applicable).
- Do not begin setting up until you have completed unloading and have moved your vehicle. When you are done unloading items at your booth, please return the bell cart and move your car to the parking garage. Do not leave your vehicle in the circle drive.
- Once you have dropped off all of your items to your booth, see "Hand Carry Items" (first bullet point above) to access the parking garage, directions to get to the meeting room, as well as how to obtain your parking pass.

VALUABLES/PROHIBITED ITEMS

If you have any valuable items, please consider leaving them in a secure location off property until the start of the event or covering them with a blanket/sheet until the event begins. The Radisson is not responsible for lost or stolen items.

Banned Items that are prohibited to be brought into the Radisson Downtown Kalamazoo:

- Confetti
- Glitter
- Unenclosed Flame
- Wet Paint
- Fresh Flowers/Petalson Carpet
- Tacks
- Nails
- Duct Tape or any other item that could damage the structure (walls, doors, carpet, etc.) of the hotel
- The hotel does NOT lend out ladders, and it is also prohibited to hang items from the ceiling



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ACCESSIBILITY FEATURES

We understand that accessibility is important to our guests. Please contact the hotel to confirm if an accessible room will meet your needs or if you have other questions.

This hotel has accessible rooms that may include the following accessible features:

- Amenities within accessible range to reach
- Closed caption decoder
- Roll-in shower
- Grab bars alongside toilet
- Audio and visual emergency warning devices
- Wider guest room and bathroom doorways
- Braille elevators
- Wheelchair-accessible lobby
- Wheelchair-accessible public entrance
- Wheelchair-accessible public restrooms
- Wheelchair available on request

ACCOMMODATIONS

Wireless Internet Access

NETWORK: TBD

PASSWORD: TBD

Check-in: 4 p.m.

Check-out: Noon

100% non-smoking facility

All rooms include:

- Free Wi-Fi
- Flat-screen TV
- iHome clock/radio and docking station
- Work desk with ergonomic chair, high-output lamp, data port and electrical outlets Room service available daily, 6 a.m.-midnight
- Complimentary bottled water
- *Coffee/tea* facilities In-room safe
- Hair dryer
- Cribs and rollaway beds available (for king rooms)
- Guests must be at least 21 years of age to reserve a hotel room.



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Services and amenities include:

- Free Wi-Fi
- Three restaurants
- Starbucks Coffee®
- Meeting facilities with 44,000 square feet of space
- Full fitness center and indoor pool open:
 - Monday 6 a.m.-10 p.m.
 - Tuesday - Friday 5 a.m.-10 p.m.
 - Saturday 7 a.m.-10 p.m.
 - Sunday 7 a.m.-9 p.m.
- Blush Salon & Spa
- Hot tub
- The Wedding Studio (located on first floor)
- 24-hour business center
- Printing, faxing and copying services
- Concierge
- Free airport shuttle service*
 - Make an appointment to ride our hotel's free daily shuttle to and from Kalamazoo/Battle Creek International Airport (AZO) from 6 a.m. to 11:30 p.m. Call +1 (269) 343-3333 for reservations any day of the week, or contact us using the airport courtesy phone at the baggage claim.

Dining

Our three on-site restaurants at the Radisson in Kalamazoo offer delicious dining options for any meal. Before heading out for a business meeting or sightseeing excursion, start with a handcrafted beverage from the full-service Starbucks® located on the lobby level or enjoy a sit-down morning meal at The Morning Dish. Later, experiment with flavors from around the world at Zazios, or watch the game while you enjoy dinner at Old Burdick's bar and grill. If you're not up to leaving your room, we invite you to relax with a tasty meal delivered by room service.

In town for a special event? Radisson caters off-site events, and our restaurants offer private rooms for on-site get-togethers.

Room service hours

Daily, 6:30 a.m.-midnight