

## Shipping & Receiving Guidelines

### **Shipping & Receiving Hours**

– Monday – Friday 8:00 AM to 5:30 PM, except holidays.

**For out bound packages and express letters; the cut-off time for Shipping is 4:00 PM.**

– Saturday – 8am- 1:00pm

– Sunday - As needed by business demands

### **Carrier Delivery and Pick-Up Times**

FEDEX-Delivers 3 times a day

Daily Delivery	Pick-Up
Air: 7am, 11am, 3pm	4:00 pm
Ground: once daily	10am – 1pm

UPS-Pick-up all packages inclusive of ground at 4:00pm

Daily Delivery	Pick Up
Air: 7am, 11am	4:00 pm
Ground: once daily	10am – 2pm

AMAZON LOCKER HUB for guests packages located at the motor lobby.

### **Loading Doc Hours of Operations:**

Monday through Saturday: 8:00am – 5:30pm (Special scheduling may be made in advance with the Event Manager)

### **Service Fees:**

Charges incurred shall be applied to the RECEIVER of material, thus, applied to an individual guest room account/folio or Group Master Account, or charged to an individual credit card. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering. Note that additional storage fees will apply for packages received more than three days prior to the start of an event. The price for receiving will be based on pounds. Weights will be taken off the FedEx, UPS, or DHL boxes. These packages do not need to be weighed at the hotel. On the rare occasions when packages are received from another source and do not include weight information, the packages will be weighed at the hotel or the weights will be estimated.

## Rates and Description of Charges / Service Fees

Storage	Charge
72 hours – Complimentary (from day of delivery. From the 4 <sup>th</sup> day:	
Pallets (10 Box Min)	\$40 / per day
Boxes Up to 25 lbs.	\$10 / per day
Boxes 25 – 50 lbs	\$20 / per day
Boxes over 50 lbs.	\$30 / per day

Crates	
Under 100 lbs	\$50 / per day
100 – 300 lbs	\$100 per day
300 – 500 lbs	\$150 / per day
500+ lbs	\$200 / per day

### Handling

Letters	\$7 Each
<b>Boxes:</b>	
Boxes Up to 25 lbs.	\$7 Each
Boxes 25 – 50 lbs	\$15 Each
Boxes over 50 lbs.	\$20 Each

<b>Pallets:</b>	
10 Boxes Min. Per Pallet	\$75 Per Pallet
Oversized Pallet	\$100 Per Pallet