

UPON YOUR ARRIVAL

Packages will be available for pickup at specified location through your Event Manager (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery through coordination with your Event Manager (delivery fee will apply). Package deliveries *should only be scheduled after the recipient has checked into the hotel*. In order to maintain the proper chain of custody, the hotel requires the package recipient's signature before a package can be released. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase. The hotel offers pack and ship services; while packaging supplies are also available for purchase. Shipping boxes are available for sale and airbill forms are available free of charge. Outbound packages to be picked up by a third party courier should be coordinated in advance with a hotel Security Team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY HOTEL
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.75 / lb. (\$200.00 Min)	\$0.75 / lb. (\$200.00 Min)

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$150.00 Minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee is charged in 15 minute increments.

** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the (LOCATION) Business center by a guest.

TERMS & CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. The hotel may not provide such insurance. The Hotel, nor the employees, agents or contractors of the hotel will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the hotel may establish from time to time for receiving and delivering of packages.