

## Policy and Standards for Package Shipping and Receiving

### Package Handling Benefits/Services

Package Handling Services refer to the receiving of packages at the hotel for group customers. This service also includes the delivery of packages within the hotel to a location specified by the customer and the coordination of the outbound shipping, if needed.

We are pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Catering or Convention Service representative in charge of your meeting/group.
- The hotel cannot assume responsibility for acceptance and/or storage of boxes received more than (3) days prior to the scheduled meeting/program.
- After your 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 three business days after your departure date.**
- Meeting Professionals MUST notify their Catering or Convention Service representative of any shipments to the hotel at minimum of seven (7) days prior to the event.
- All Exhibitors, Vendors, and Attendees of a Convention/Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company assigned to the Trade Show. It is highly recommended that the Meeting Professional is advised of this and communicates this with their Exhibitors.
- Hotel Representative must review exhibitor information prior to distribution to exhibitors by customer or the official drayage/decorator.
- Packages should be received during regular business hours: Monday – Friday 7:30 am - 6:30 pm, and Saturday & Sunday 7:30 am - 3:30 pm.
- If third party vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. In addition, these companies must load and unload to final meeting room destination.
- Payment for this service must be established prior to receiving your package(s). All packages will be held until a payment method has been confirmed.

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### Hours of Operation

These are minimum hours of operation where there is an associate trained to handle package deliveries. This does not mean that hotels need to increase their staffing levels. It only requires that an associate trained to handle packages is available during these times.

Monday – Friday	7:30 am - 6:30 pm
Saturday	7:30 am - 3:30 pm
Sunday	7:30 am - 3:30 pm

### Service Fees

Charges incurred shall be applied to the receiver of material, thus, applied to either an individual guest room account/folio or Group Master Account. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering.

- The price for receiving will be based on pounds and will include storage. If storage exceeds 3 days, a \$25 per item/day storage fee will be added.
- The weights will be taken off the FedEx, UPS or DHL boxes. These packages do not need to be weighed at the hotel. On rare occasions, packages may come from another source without weight information. In these cases, weights may be estimated if a scale is not available, although the purchase of a scale is recommended.

### INBOUND PACKAGE HANDLING FEES

The minimum fees are as follows. Hotels may charge more but may not change the range of pounds.

<i>This is the standard range of pounds to be used at all Hotels</i>	<i>Minimum Fee to be applied to all incoming packages</i>
<b>0 to 5 pounds</b>	<b>\$ 5.00 each</b>
<b>6 to 20 pounds</b>	<b>\$ 10.00 each</b>
<b>21 to 50 pounds</b>	<b>\$ 15.00 each</b>
<b>Over 50</b>	<b>\$ 25.00 each</b>
<b>Crates</b>	<b>Cost vary due to the variation in size, weight, labor required.</b>
<b>Pallets</b>	<b>\$ 75.00 each</b>

### OUTBOUND PACKAGE HANDLING FEES

<i>Minimum Fee to be applied to all OUTBOUND packages when guest uses their own personal account</i>	<i>Minimum Fee to be applied to all OUTBOUND packages when guests send through hotel's account (i.e., FedEx rate + premium)</i>
<b>\$ 5.00 each box</b>	<b>\$ 5.00 each box</b>

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**Labeling** – *Guest instructions for proper labeling is essential. Improperly labeled packages account for the majority of lost and misplaced packages in our hotels.*

The required format is as follows:

Name of Group and On-site Contact - *address to the person that will be looking for it*  
c/o The Hotel Name  
Street address  
City, CA 88888  
Hold for \_\_\_\_\_ Name & Date Conference  
Box (es) \_\_\_\_\_ of \_\_\_\_\_ (Multiple boxes MUST be numbered)  
Name of Hotel Catering/Convention Service Manager

- The Shipper's Return Address should include shipper's name, address and telephone number.
- Multiple packages within a single shipment should be numbered in sequence (i.e., 1 of 3, 2 of 3, 3 of 3); it may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Guest will be notified upon receipt of package.
- Heavy boxes (over 50 pounds) should be identified so that staff (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office/ \_\_\_\_\_ or Registration/ \_\_\_\_\_).
- We request Exhibitors to ship freight to the designated **drayage company**, which will deliver boxes to the appropriate exhibit booth location.

For exhibit shows that are not using a drayage company for shipping.

- Send shipping information in writing to your Catering and Convention Service representative. Be specific regarding the # 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 and any other helpful information in order that we can properly handle your shipment.

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**VENDOR DISPLAY FEES:**

The first 7 vendor tables (6x30) with floor length table cloth and chair are complimentary. Additional tables are \$25.00 per table/day.

Power is available for \$20.00 the first day and \$10.00 each day after.

Hotel will provide security for \$30.00 per hour. Hotel must have at least 72 hour notice.