



# Shipping & Receiving

## FEE SCHEDULE

**Incoming Packages:** All incoming packages are received by our Shipping & Receiving department. Major couriers (Airborne/DHL, FedEx, UPS) deliver their packages to the resort between 10:30 a.m. and Noon, Monday through Friday. Saturday deliveries are available from all major couriers. Incoming packages are held in the Shipping & Receiving department for guests (a message is left on the guest room phone or attached to the reservation of guests you have not yet arrived), awaiting the guests delivery instructions. Guests should call extension 2900 to make delivery arrangements.

The Shipping & Receiving department is open from 8 a.m. to 5 p.m. weekdays and from 8 a.m. to 4 p.m. on weekends. They can be reached at (239) 642-2620. After regular business hours all inquiries regarding packages should be directed to the Event Services department (239) 394-2511 #2900

**Meeting Planners / Groups:** Arrangements for large shipments to the resort should be coordinated with your Event Manager.

**Meeting Planners / Groups:** If you anticipate that your attendees will be shipping significant quantities of “materials/amentity gifts” home, please contact the Executive Business Center in advance so that we can have adequate quantities of appropriately sized boxes and other packaging materials on hand, and staff appropriately to meet the demand. “Remote Shipping Desks” staffed by Shipping & Receiving and Business Center staff can be arranged in advance if the demand warrants it and there has been adequate prior notification.

### Terms & Conditions

**Storage Policy:** Convention materials should not arrive at the resort more than 3 days prior to an event. Materials that arrive prior to 3 days before an event will billed for storage at double the normal rate for each day they arrive early.

**Delivery Policy:** Materials being delivered to ballrooms, meeting rooms or anywhere on the convention floor must be signed for at the time of delivery. The shipping department will not deliver materials to unsecure/unattended areas. Once materials are delivered and signed for they are the responsibility of the consignee.

**Freight Policy:** Materials to be shipped from the resort by any carrier other an DHL/Airborne, Fedex or UPS must be arranged for in advance with the shipping department and billing arranged through our accounting department, or a credit card must be provided for payment.

*The resort assumes no responsibiliti for materials left in ballrooms, meeting rooms or anywhere on the convention floor unless they have been physically received and signed for by our shipping department staff.*

**Outgoing Packages:** Parcels and envelopes for next day delivery via courier services should be dropped off at the Executive Business Center no later that **3 p.m., Monday through Friday for next day delivery.** USPS Express and Priority Mail for same day shipment must be dropped off no later than 10 a.m. Parcels and envelopes for Saturday pickup should be brought to the Executive Business Center no later than 11 a.m. for most couriers if available.

Outgoing envelopes and parcels not requiring overnight delivery can be dropped off at the Executive Business Center during regular business hours. The Executive Business Center provides access to all major carriers as well as the United States Post Office. Parcels and envelopes billed to group master accounts, guest rooms or credit cards will be billed at resort retail rates. By corporate contractual arrangement, best rates are available through DHL/Airborne.

When the Executive Business Center is closed, parcels and envelopes can be left with the Front Desk. Guests are encouraged to completely fill out the shipping forms that the Desk will provide you to ensure that we have adequate information to ship your packages appropriately.

**Boxes & Packing Materials:** The Executive Business Center maintains a supply of boxes, envelopes, forms and other supplies from each of the major couriers. In addition we also maintain a supply of larger boxes, bubble-wrap, and other packing materials.

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*All charges will be made to your room or group master bill unless other arrangements have been made in advance. These fees will appear as a charge from the Business Center.*

### Incoming & Outgoing Packages:

Small Packages & Parcels (no dimension greater than 24")	\$6.00
Large Packages (dimension greater than 24")	12.00
Self Contained Display Unit	24.00
Pallets or Large Crates (Pallet Jack)	60.00
Labor - Per Hour - Per Person (Pallet Jack / 1 Hour Minimum)	35.00

### Storage Per Day:

Small Packages (no dimension greater than 24")	\$4.00
Large Packages (dimension greater than 24")	8.00
Self Contained Display Unit	15.00
Pallets or Large Crates (Pallet Jack)	35.00

### Packaging Supplies:

Small Box	\$5.00
Medium Box	9.00
Large Box	12.00
Bubble Wrap (per foot)	1.00

*Packaging guns, tape and other supplies also available.*