

## Inbound Guest Packages - Shipping Instructions

Please follow the recommended label addressing standards, illustrated below, to prevent package routing delays. All packages received by FedEx Office require a release signature before being released from FedEx Office's custody to the intended recipient. Release signatures are captured at the time of package pick-up from the FedEx Office Business Center or during delivery of package(s) to the recipient. Inbound receiving and applicable delivery fees will be applied on a per package basis, as outlined in the fee schedule below. These fees are applied in addition to any shipping/transportation charges.

Please use the name of the recipient whom will be onsite to receive and sign for the package(s). Please do not address your package(s) to the Hotel Staff or a Show Manager as this could cause confusion in package sorting or your package(s) to be delayed. Packages (excluding pallets/crates) will be available for pick-up inside of the FedEx Office Business Center. Package deliveries may be scheduled by contacting the FedEx Office Business Center at (000) 000-0000. Package deliveries should only be scheduled after the recipient has checked into the hotel.

**Please schedule your shipment(s) to arrive 1 - 2 days prior to the event start date.**

### Event Shipment(s) – Label Standard:

Affix a label with the following information (in addition to the airbill).

**(Event Name) (Arrival Date)**  
**Hold For Guest: (Guest Name) (Guest Cell Number)**  
**(Guest Company Name) (Meeting Room) (Booth Number)**  
 Street Address  
 City, State, Zip

### Individual Shipment(s) – Label Standard:

Affix a label with the following information (in addition to the airbill).

**Hold For Guest: (Guest Name) (Arrival Date)**  
**(Guest Cell Number)**  
 Street Address  
 City, State, Zip

## Outbound Guest Packages - Shipping Instructions

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office Business Center. FedEx Express shipping supplies and airbill forms are also available and are complimentary. Outbound packages being picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound Handling Fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## Package Handling Fees

Package handling fees may be charged to a guest room, master account, FedEx account, or billed to a credit card. Fees are applied on a per item basis.

Weight Class	Inbound Receiving Fee	Inbound Receiving/Delivery Fee	Outbound Drop Off Handling Fee	Outbound Pickup/Handling Fee
0.0 – 1.0 lbs.	\$0.00	\$5.00	\$0.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00	\$25.00	\$50.00
60.0 lbs. and Over	\$25.00	\$70.00	\$25.00	\$70.00
Crate & Pallet *	\$150.00	\$150.00	\$150.00	\$150.00

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00, 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 can be charged in 15 minute increments.

## Package Storage and Oversize Item Fees

Package Storage Fees will apply to each package received and stored for more than five calendar days. Items measuring over 6.5 feet on all sides are considered oversize and will be assessed the Oversize Fee if stored for more than five calendar days.

Days	Storage Fee/Day	Oversize Fee/Day
1 – 5 Days	No Charge	No Charge
6 – 7 Days	\$25.00	\$25.00
8 Days and Over	\$50.00	\$25.00

**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. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm 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 or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.