

PACKAGE HANDLING

SHIP YOUR PACKAGES AHEAD OF TIME.

SHIPPING & RECEIVING HOURS

- Monday - Friday: 7am - 7pm, except holidays.
- Saturday: 7am - 1 pm
- Sunday: As needed by business demands

For outbound packages and express letters, the cut-off time for shipping is 4 pm

CARRIER DELIVERY AND PICK-UP TIMES

FEDEX: Delivers 3 times a day

- **Daily Deliveries**
Air: 7am, 11am, 3pm, **Ground:** once daily
- **Pick Up:** 4 pm

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

- **Daily Deliveries**
Air: 7am, 11am, **Ground:** once daily 10 am - 2 pm
- **Pick Up:** 4 pm

LOADING DOCK HOURS OF OPERATION

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

**FOR MORE INFORMATION,
OR TO RETRIEVE YOUR PACKAGES,
CALL 305-649-5000.**

RATES AND DESCRIPTION OF FEES

DESCRIPTION FEE

Envelopes	\$3 Each
Packages	\$6 Each
Boxes	
Up to 25 lbs.	\$7 Each
25 - 50 lbs.	\$15 Each
50+ lbs.	\$20 Each
Pallets (10 Box Min)	\$75/pallet
Oversized Pallet	\$100/pallet

Crates

Up to 100 lbs.	\$50/day
100 - 300 lbs.	\$100/day
300 - 500 lbs.	\$150/day
500+ lbs.	\$200/day

Storage

First 48 hours complimentary, after that:	
Pallets (10 Box Min)	\$40/day
Boxes up to 25 lbs.	\$10/day
Boxes 25 - 50 lbs.	\$20/day
Boxes - 50+ lbs.	\$30/day

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. Weight will be taken from the FedEx, UPS, or DHL boxes. These packages do not need to be weighed at the hotel. On 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 weight will be estimated.