

# PACKAGE HANDLING INFORMATION

## PACKAGE HANDLING FEE

- There is a handling charge for all items shipped to/from the hotel.
- Package fees incurred by guests will be processed via cash, credit card, or room account charge at the Front Desk. Payment will be collected prior to the release of incoming or acceptance of outgoing packages.
- Outgoing package shipping labels can be prepaid and printed from the desired courier's website. Alternatively, the front desk can provide FedEx shipping labels to be filled out manually. The sender's shipping account number is required.
- FedEx conducts regularly scheduled weekday pickups. Pickups by any other courier service must be scheduled by the guest.
- Forklift service is not available. Pallets and crate deliveries will not be accepted.

## DELIVERY INFORMATION

- Packages shipped to the Residence Inn Miami Sunny Isles Beach must be addressed as follows:

Residence Inn Miami Sunny Isles Beach  
Attention: (Guest Name), (Arrival Date)  
17700 Collins Avenue  
Sunny Isles Beach, Florida 33160

## MEETING PLANNER/GROUP PACKAGE HANDLING

- We are pleased to provide (3) complimentary boxes for the group contact only, to be received no earlier than (3) business days prior to the event date.
- Package fees incurred by Group Contacts/Meeting Planners for oversized items or items in excess of (3) boxes will be charged to the group's master account as outlined above.
- To ensure that all boxes and materials are delivered to your program, please notify your event manager of the number of boxes sent, delivery method/provider, and anticipated delivery date.



MIAMI SUNNY ISLES BEACH

*It's not a room. It's a Residence®.*