



Sheraton Grand

AT WILD HORSE PASS

PACKAGE HANDLING

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

Shipping and Receiving - The Resort is 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, and group on-site contact or guest name who is to receive the package.
- § The Resort cannot assume responsibility for 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 Resort must be properly packaged and labeled with shipping address, return address and method of payment.
- § The Resort is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded within three business days.
- § Meeting Professionals MUST notify their Catering or Event Manager of any shipments to the Resort.
- § Packages should be received during regular business hours: Monday – Friday 7:30 am – 4:30 pm, and Saturday 7:30 am – 12:00 noon.
- § If third party vendors are used for office equipment such as copy machines, computers, faxes, the Resort 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 packages. All packages will be held in the receiving storage until a payment method as been confirmed.

Hours of Operation*- These are minimum hours of operation where there is an associate trained to handle package deliveries. This does not mean that Resort needs 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 – 4:30 pm
Saturday 7:30 am – 12:00 pm
Sunday on a need basis

*Hours may adjust based on the needs of the in-house groups.

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 Resort. On rare occasions, packages may come from another source without weight information. In these cases, weights will be determined by the Resort scale.



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Inbound Package Handling Fees - The fees are as follows:

<i>This is the standard range of weight used at all Starwood Resorts/Resorts</i>	<i>Minimum fee to be applied to all incoming packages</i>

0 to 5 pounds	\$ 5.00 each
6 to 20 pounds	\$ 10.00 each
21 to 50 pounds	\$ 15.00 each
Over 50	\$ 25.00 each
Crates	\$ 50.00 each
Pallets	\$ 75.00 each

Outbound Package Handling Fees – A \$5.00 charge will be applied to any outbound package that is not completely packed and labeled for shipping.

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

The required format is as follows:

Name of Group and On-site Contact – *address to the person who will be looking for it*
 c/o Sheraton Grand at Wild Horse Pass
 5594 W Wild Horse Pass Blvd.
 Chandler, AZ 85226
 Hold for Name & Date Conference
 Box(es) of (Multiple boxes MUST be numbered)

- § 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 lbs.) 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 / _____)
- § Send shipping information in writing to your Catering or Event Manager. 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.

It is the responsibility of the individual exhibitor to ensure all out going packages are properly labeled for shipment.