



Sheraton Grand

AT WILD HORSE PASS

Resort Shipping

Sheraton Grand at Wild Horse Pass
5594 W Wild Horse Pass Boulevard
Phoenix, AZ 85226

**Hold for: (Name of Guest – Person on site receiving package)
(Name of Conference)**

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 that 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 Meeting & Event Manager of any shipments to the Resort.
- All Exhibitors, Vendors, and Attendees of a Convention Trade Show in which an outside drayage company/ decorator is utilized MUST ship all their freight through their exhibit/drayage company. Please do not ship directly to the Resort, as all packages will be turned over to the drayage/production company assigned to the Trade Show, resort receiving charges will apply. It is highly recommended that the Meeting Professional is advised of this and communicates this with their Exhibitors.
- Packages should be received during regular business hours: Monday – Friday 7:30 am – 4:30 pm, and Saturday 7:30 am – 12:00 noon.
- 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 has been confirmed.
- 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.

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.

The following charges will apply for all in-bound packages:

Pounds Handling fees for in-bound packages

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	\$75.00 each
Pallets	\$75.00 each

A \$5.00 charge will be applied to any outbound package that is not completely packed and labeled for shipping
A storage fee of \$25.00 will be charged per item per day for all packages received more than three business days prior to the contracted arrival date.

