



# SHIPPING & RECEIVING



## PREPARING THE SHIPMENT

All guest and event packages being shipped to the resort must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive no sooner than 9/9/19 (3 days prior to the event start date) to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Shipments will be held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be considered abandoned property and treated as such.

### PACKAGE LABELING STANDARD

Guest Name and Company Name  
GLAO/MASO Annual Session  
Assigned Exhibit Table #  
Marriott Harbor Beach  
3030 Holiday Drive  
Fort Lauderdale, FL 33316

Box \_\_\_\_ of \_\_\_\_

### INSTRUCTIONS

Meeting Planners and/or Vendors are encouraged to contact Shipping and Receiving Department in advance of shipping their items to the resort with any specific questions. If there are any special needs such as refrigeration requirements, after hours delivery requests or changes to meeting dates or rooms, the groups should work directly with the Hotel Event Manager, who will coordinate these needs with the Shipping and Receiving Office in advance of your event. Hotel Event Manager: Erin Clemmer, [Erin.Clemmer@marriott.com](mailto:Erin.Clemmer@marriott.com).

## DELIVERY OF PACKAGES TO THE HOTEL

The hours of operation for the Loading Dock are from 7:00am – 5:00pm. Generally, items are received from FedEx and UPS, who have scheduled deliveries at the resort. If a group/vendor will use another carrier or their own vehicles, all trucks should be directed to the Loading Dock for their deliveries.

Trucks are not permitted to remain at the Loading Dock for extended periods of time or otherwise stored on property. Due to local ordinances, deliveries, load ins or load outs are not permitted prior to 7:00am or after 10:00pm.

Please note that Shipping and Receiving cannot lend out any moving equipment to a guest/group/vendor, which includes pallet jacks, dollies, and flatbed carts.

## PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, Shipping and Receiving will complete delivery or pickup of packages within the meeting rooms, lobby area and guest rooms of the resort. Staff members are not authorized to leave packages in guest rooms that are not occupied.

## HANDLING FEES

In an effort to devote the necessary resources to ensure quick and efficient shipping and handling of guest items, all packages shipped to or from the resort will be assessed a handling fee. Charges incurred shall be applied to the RECEIVER of materials. Thus, applied to an individual guest room account, or charged to an individual credit card.

The handling fees are based on weight. Weights will be obtained from the FedEx or UPS carrier's label. These items do not need to be weighed at the hotel. On the rare occasion when an item is received from another carrier and the weight is not included, the item will be weighed at the hotel or the weight will be estimated.

<b>SIZE</b>	<b>HANDLING FEES FOR INCOMING ITEMS</b>	<b>HANDLING FOR OUTGOING ITEMS</b>
Flat Envelopes	No charge	No charge
Packages	\$5.00	\$5.00
Box – up to 25lbs	\$7.00	\$7.00
Box – 26 – 50lbs	\$15.00	\$15.00
Box – 51 + lbs	\$20.00	\$20.00
Pallet (10 box minimum)	\$75.00	\$75.00
Oversized Pallet (over 4 ft high)	\$100.00	\$100.00
Crate/Case – up to 100lbs	\$50.00	\$50.00
Crate/Case – 101lbs – 300lbs	\$75.00	\$75.00
Crate/Case – 301lbs – 500lbs	\$100.00	\$100.00
Crate/Case – 501 + lbs	\$125.00	\$125.00

## EXHIBITORS

The Shipping & Receiving Department will deliver items to the exhibit hall for individual exhibitors to retrieve and set up. The exhibitor items will be delivered to the specific presentation tables, as indicated on the shipping label.

## OUTGOING SHIPMENTS

FedEx and UPS have daily pick-ups at the Shipping and Receiving Department. All outbound shipments require the sender to have an existing account and have a completed carrier air bill affixed to each package. If outbound packages are to be picked up by a third party carrier, the guest/group should coordinate with the Shipping and Receiving Department.

## SHIPPING SUPPLIES

Packaging supplies (boxes, tapes, and etc) are available for purchase at the FedEx Office business center as well as the Shipping and Receiving Department.

<b>SUPPLY ITEM</b>	<b>FEE</b> (Shipping & Receiving Dept.)
Empty Envelopes	No charge
Empty Boxes	\$4.00 - \$20.00 (depending on size)
Bubble Wrap	\$3.00 per section
Packing Tape	\$5.00 per roll