



# Shipping and Receiving Fee Schedule Terms & Conditions

## INCOMING PACKAGES

**Incoming packages** are received by our Shipping & Receiving department. Major couriers (FedEx, UPS) deliver their packages to the hotel between 8:00 a.m. and 12 noon, Monday through Friday. Saturday deliveries are available from all major couriers. Incoming packages are held in the Shipping & Receiving department for guests (a message is left on the guest room phone or attached to the reservation of guests who have not yet arrived) awaiting the guests delivery instructions. Guests should call the Bell Desk at extension 5266 to make delivery arrangements. The Bell Desk is available for service 24 hours a day.

**Meeting Planners / Groups:** Arrangements for large shipments to the hotel should be coordinated with your Convention Service or Catering Service Manager. "Remote Shipping Desks" staffed by Anaheim Marriott staff may be arranged in advance. Handling fees apply to all packages received or shipped.

**Shipment Information:** The address to which you may ship your packages is: Anaheim Marriott Hotel 700 West Convention Way Anaheim, Ca. 92802 It is required that packages are sent to the attention of the person who will be receiving them from the Bell Desk. Handling fees will be charged at the time of receipt unless previous billing arrangements have been made.

**Assistance To Anaheim Convention Center:** Bell Desk service is available to assist guests with packages to the entrance of the Anaheim Convention Center. Arrangements for assistance may be coordinated with the Bell Captain.

## TERMS AND CONDITIONS

**Storage Policy:** Convention materials are welcomed at the hotel anytime prior to an event. Materials that are received before an event are charged for storage, in addition to handling, for each day stored before being received by our guests.

**Delivery Policy:** Materials being delivered to ballrooms, meeting rooms or anywhere on the convention floor must be signed for at the time of delivery. The Bell Desk will not deliver materials to insecure/unattended areas. Once materials are delivered and signed for they are the responsibility of the consignee.

**Freight Policy:** Materials to be shipped from the hotel by any carrier other than Fed Ex or UPS must be arranged for in advance with the shipping department. Appropriate billing may be arranged or a credit card must be provided for payment.

## OUTGOING PACKAGES

Parcels and envelopes for next day delivery via courier services should be dropped off at the Bell Desk no later than 2 p.m., Monday through Friday for next day delivery. Parcels and envelopes for Saturday pickup should be brought to the Bell Desk no later than 11 a.m. for most couriers. Outgoing envelopes and parcels not requiring overnight delivery can be dropped off at the Bell Desk 24 hours a day. The Bell Desk provides access to all major couriers. Parcels and envelopes billed to group master accounts, guest rooms or credit cards will be billed at hotel retail rates. Guests are encouraged to completely fill out the shipping forms that our Bell Desk will provide you to ensure that we have adequate information to ship your packages appropriately. Hotel handling rates apply to all outgoing packages.

## FEE SCHEDULE

### **Incoming & Outgoing Packages:**

Letter Packs – no charge

Packages & Boxes - \$10.00

Self Contained Display Unit / Cases - \$25.00

Pallets or Oversized Containers - \$100.00 *and up*

### **Storage Per Day:**

Packages & Boxes - \$10.00

Self Contained Display Unit / Cases - \$25.00

Pallets or Oversized Containers - \$100.00 *and up*

### **Labor:**

Labor - Per Hour - Per Person (*Pallet Jack-1Hour Minimum*) - \$100.00

### **Packaging Supplies:**

Boxes, bubble wrap, packaging guns, tape and other supplies also available at Kinko's located in the Oasis Lobby.

*The Anaheim Marriott assumes no responsibility for materials left in ballrooms, meeting rooms or anywhere on the convention floor unless they have been physically received and signed for by our Shipping or Bell Desk staff.*

*All charges will be made to your room, credit card or group master bill unless other arrangements have been made in advance. These fees will appear on your account as a charge from Shipping.*



**Helpful Links:**

**Contact Us:**

**Shipping:** [Arthur.Dennis@Marriott.com](mailto:Arthur.Dennis@Marriott.com)

**Bell Desk:** [Don.Trudgeon@Marriott.com](mailto:Don.Trudgeon@Marriott.com)

**Phone:** 714-703-3157 **FAX:** 714-750-9100