ROSEN SHINGLE CREEK

PACKAGE SHIPPING, RECEIVING & DELIVERY INFORMATION

The Guest Package Room is available for the receipt, holding and delivery of packages to guests in rooms or convention spaces. The Guest Package Room will not be available to store exhibits or large crates in an effort to avoid the group's contracted drayage company. Convention and meeting materials should be identified with the name of the organization, meeting name and date of arrival.

Packages/Convention Materials should be labeled as follows:

Rosen Shingle Creek
Group Name/Dates:
Hold for:
Arrival Date:
Attn: Aundi Moore
9939 Universal Boulevard
Orlando, FL 32819

All package handling charges will be weighed upon arrival and will be assessed to the guestroom or Master Account when they are delivered to you as detailed below:

HANDLING FEES (RECEIVING):

Letters/Envelopes	No Charge
Boxes/Plastic Containers	$1.50 per lb.
Pallet / Cases	$1.50 per lb.

HANDLING FEES (SHIPPING WITH OWN ACCOUNT):

Letters/Envelopes	No Charge
Boxes	$20.00 each
Luggage/Plastic Containers	$35.00 each
Pallet / Cases	$150.00 each

- Charges will vary depending on destination, weight, speed of delivery, etc.
- Pricing will vary for any packages shipped via the Guest Package Room courier accounts.
- No charge for letters and envelopes under one pound.
- Guest Package Room Management reserves the right to REFUSE boxes which are damaged during shipping, unsafe or too large.
- Parcels are accepted no earlier than (5) days prior to group/guest arrival.
- Any items received more than (5) days prior to group/guest arrival a storage fee will apply. Additional $5 per box per day and $50 per pallet per day will be incurred.
- Moving charges will be applied.
- Number each box and know its contents. This helps when a specific box needs to be located immediately (i.e. 1 of 2, 2 of 2).
- Payment by credit card, room charge or master account will be due prior to delivery of boxes.
- Receiving deliveries will not be accepted after 5:00pm.

PACKAGE SHIPPING:
The Guest Package Room is located by Gatlin Ballroom at the bottom of the escalator, next to the RICOH Business Center. Rosen Guest Package Room offers a wide variety of package shipping services, including transporting inbound shipments sent to or outbound shipments sent from the Rosen Shingle Creek; and providing a personal service to help conference attendees return packages to their workplace or home. Guests may use their own courier account for shipping via FedEx, UPS, or DHL. Please inform your Convention Services Manager of your package shipping needs.