



# Hilton Orlando Bonnet Creek Shipping Instructions

## In-bound Shipping Instructions

Utilize the correct addressing option from the methods listed below to eliminate any package routing delays. All packages received by FedEx Office require a release signature before being released from the custody of FedEx Office. Release signatures are captured at the time of package pick-up from the FedEx Office Business Center or during delivery of package(s) to the recipient. In-bound receiving and applicable delivery fees will be applied to all packages. Fees applied are in addition to standard shipping rates.

For the guest name field below, only use the individual who will be on site to sign for the package(s). Please do not address your packages to a hotel employee or Show Manager as this could cause the package to be delayed. Packages (excluding pallets/crates) will be available for pick-up at the FedEx Office Business Center. Delivery of packages can be scheduled after arriving at the hotel by calling TEL: (407) 787-0750 or ext. - 3859 from a house phone.

**To expedite handling of your package, please ensure your package is delivered to the hotel one or more days prior to the start of your event.**

**Shipments for meetings:**  
Affix a label with the following information in addition to the airbill

Hilton Orlando Bonnet Creek  
**(Event Name) (Arrival Date)**  
Hold for Guest **(Guest Name) (Guest Cell Number)**  
**(Guest Company Name) (Booth Number)**  
14100 Bonnet Creek Resort Lane  
**(Meeting Room)**  
Orlando, FL 32821

**Shipments for individual guests:**

Hilton Orlando Bonnet Creek  
Hold for Guest **(Guest Name) (Arrival Date)**  
14100 Bonnet Creek Resort Lane  
**(Guest Cell Number)**  
Orlando, FL 32821

## Out-bound Shipping Instructions

To expedite the process for out-bound shipments, please affix a completed carrier airbill to each package. Boxes and FedEx shipping supplies are available through the on site FedEx Office Business Center. Pickup of out-bound packages by all non-standard couriers (other than FedEx or UPS) must be coordinated with the on site FedEx Office location. Out-bound Handling Fees will be applied to each package. Fees applied are in addition to standard shipping rates.

## Handling Fees

Fees applied are in addition to standard shipping rates. All handling fees can be applied to a guest room/master account or billed to a credit card.

Weight	In-bound Receiving Fee*	In-bound Receiving/Delivery Fee**	Out-bound Drop-off Handling Fee*	Out-bound Pick-up Handling Fee**
0.0-1.0 lbs	N/C	\$5.00	N/C	\$5.00
1.1-10 lbs	\$10.00	\$15.00	\$10.00	\$15.00
10.1-20 lbs	\$15.00	\$20.00	\$15.00	\$20.00
20.1-30 lbs	\$20.00	\$30.00	\$20.00	\$30.00
30.1-40 lbs	\$25.00	\$40.00	\$25.00	\$40.00
40.1-50 lbs	\$25.00	\$50.00	\$25.00	\$50.00
50.1-60 lbs	\$25.00	\$50.00	\$25.00	\$50.00
60.1+ lbs	\$25.00	\$70.00	\$25.00	\$70.00
Crate/Pallet***	\$150.00	\$150.00	\$150.00	\$150.00

## Storage Fees

Fees apply to each package received more than 5 calendar days before delivery to Recipient.

Time Period	\$ / Day per Package
6 - 7 Days	\$25.00
7+ Days	\$50.00
Oversized##	\$25.00

\* These fees apply per package or per pallet/crate

\*\* Delivery fees are applied when packages are delivered beyond the FedEx Office location

\*\*\* For inbound pallets or crates, receiving and delivery charges are consolidated into a single \$250 fee that should be applied to each pallet/crate handled. Similarly, for outbound pallets or crates, a single \$250 fee should be charged for pick-up and movement of each pallet/crate to the shipping dock. Labor Fees apply for breaking down or building pallets / excessive handling at customer request.

## Packages that exceed either 75 inches in length or a total of 180 inches in length and girth (3 ft. square box) will be charged an additional \$25/day. The length and girth of a Package is length plus (two times the height) plus (two times the width).

**Terms & Conditions:** Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor FedEx Office and Print Services, Inc. provides such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering your packages.