



SHIPPING & RECEIVING INFORMATION

SHIPPING/RECEIVING OFFICE

- Our Shipping/Receiving office is located on the Meeting Level (ML) at the Security Office. All guest packages are to be received through the Security Office; smaller items/letters will be stored at the front desk. Please inquire to your Event Manager or Sales Manager in regards to the location of your item(s).
- **Phone: 312-423-6413**
- **Fax: 312-423-6350**

INCOMING SHIPPING PROCEDURES

- When mailing items to the Embassy Suites, please address all parcels in the following format:

GUEST NAME

COMPANY

GUEST ARRIVAL DATE

Embassy Suites Chicago Downtown Magnificent Mile
511 North Columbus Drive
Chicago, IL 60611

RE: **NAME OF EVENT / PROGRAM DATES**
(ATTN: EVENT SERVICES MANAGER NAME)

- When shipping multiple parcels in one shipment, please number packages in sequence (i.e. 1 of 3, 2 of 3, 3 of 3, etc.)
- It may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender can be alerted in the event of damage or non-receipt.
- Heavy boxes should be identified so that both team members and guests may avoid injury when moving parcels.
- Please refrain from sending sensitive/fragile equipment (such as computers) as outside labor may be required at additional expense.
- Please do not ship items to the Hotel more than two (2) days prior to the group or guest arrival date. Items that arrive more than two (2) days prior to the group or guest arrival date may incur additional storage fees.

SHIPPING/RECEIVING COSTS

- All Parcels received will incur a shipping/handling fee:
 - Items under 20 lbs. will be charged \$5.00 each
 - Items 20 lbs. or greater will be charged \$0.50 per lb.
 - Crates will be charged \$75.00 per crate
 - Pallets/skids or items requiring Freight Delivery will be charged at a flat rate of \$250.00 each
- Unless other arrangements are made, shipping/handling costs will be billed to the group master or individual guest folio.
- For any guests not staying at the hotel, and where charges are not to be posted to the group master account, the responsible party will be required to complete a Credit Card Authorization form for payment of shipping & handling fees, prior to collecting their items.
- Items received from outside the U.S. may incur additional customs fees. The Hotel does not control these fees. We will provide appropriate receipts with your payment.

STORAGE COSTS

- Shipments that arrive more than two (2) days prior to the group or guest arrival date are subject to storage fees of \$25.00 per parcel.
- A storage fee of \$25.00 per item will also be charged if a package/crate or pallet exceeds 100 lbs. The maximum weight that the Hotel will accept for a single package is 1000 lbs.
- Unless other arrangements are made, storage costs will be billed to the group master or individual guest folio.

ON-SITE DELIVERY PROCEDURES

- Standard parcels shipped to the Hotel may be delivered to specified meeting rooms or guest suites at \$2.00 per item.
- Large items, such as exhibit booth display cases, audiovisual or sound equipment cases, wrapped pallets, large crates, or any item requiring two (2) people to move/lift will be charged at \$30.00 per item.
- Unless other arrangements are made, delivery costs will be billed to the group master or individual guest folio.

OUTGOING SHIPPING PROCEDURES

- All outgoing shipments packaged and labeled by hotel personnel are subject to a five-dollar (\$5.00) handling fee per item.
 - All outbound UPS shipments are picked up Monday – Friday at 10:00am from Security/Shipping/Receiving Office located on the Meeting Level (ML).
 - All outbound FedEx shipments are picked up Monday – Friday at 3:00pm from Security/Shipping/Receiving Office located on the Meeting Level (ML).