

Package Handling Instructions

Packages from all carriers including UPS/FedEx/USPS/DHL/Freight that are shipped to and from The Fairmont Dallas are handled by The UPS Store located on the property. There are two (2) types of package handling services – Inbound and Outbound:

Inbound Shipping Instructions:

Once packages arrive, a UPS Store associate will call or place a room message for the guest. All packages received by The UPS Store require a signature release before leaving The UPS Store custody. Release signatures are captured at the time of package pickup at The UPS Store or during delivery to the recipient on hotel property. Inbound receiving and handling fees will be applied to all packages and include the following services:

1. Package receiving at hotel dock.
2. Logging and tracking of each package from inception to guest acceptance.
3. Providing package notification/alerts.
4. Securely storing packages until Guest is ready.
5. Pickup or delivery of packages anywhere on property.
6. Reporting.

When addressing the packages going to the Hotel, please use the individual guest name that will be on-site to sign for the packages as noted below:

The Fairmont Hotel
C/o <Guest Name> - <Event Name>
1717 N. Akard St.
Dallas, TX 75201
<Phone number>

Please **DO NOT** address your packages to a hotel employee or Event Manager as this could cause a delay in receiving the package. To ensure proper delivery time for your event, please schedule your package to be delivered to the hotel one or more days prior to the start of your event. Packages scheduled to be delivered on the day of your event may cause a delivery delay.

Outbound Package Handling Instructions:

Hotel guests, including conference attendees and exhibitors have the option to either use a pre-paid carrier shipping label or ship directly with The UPS Store. Shipping charges can be applied to your room, master account or with a major credit card. For packages not shipped directly through The UPS Store, package handling fees apply. If you do not have a pre-paid label, see The UPS Store for assistance. Boxes, carrier envelopes and shipping supplies for both FedEx and UPS are available at The UPS Store. Pickup of outbound shipments by any carrier other than UPS or FedEx, including Freight shipments,

must be coordinated in advance with The UPS Store. Outbound receiving and handling fees will be applied to all packages and include the following services:

1. Pickup of packages anywhere on hotel property.
2. Transporting packages to hotel dock.
3. Securely storing packages until picked-up by carrier.
4. Reporting.

Package Handling Fees (per package)

<u>Inbound Receiving Fees</u>	<u>Outbound Handling Fees</u>
1-10.00 lbs: \$5.00	1-10.00 lbs: \$5.00
10.1-20.00 lbs: \$12.00	10.1-20.00 lbs: \$12.00
20.1-40.00 lbs: \$25.00	20.1-40.00 lbs: \$25.00
40.1-60.00 lbs: \$60.00	40.1-60.00 lbs: \$60.00
60.1-100.00 lbs: \$75.00	60.1-100.00 lbs: \$75.00
100.1 + lbs: \$120.00	100.1 + lbs: \$120.00
Crates & Pallets: \$250.00	Crates & Pallets: \$250.00

Contact Information

The UPS Store (#6621)
1717 N. Akard St.
Dallas, TX 75201
214-720-7455
Store6621@theupsstore.com