

The Sheraton Raleigh Hotel

Shipping & Receiving Guidelines

Starwood Standard Guidelines for Inbound Packages

We are pleased to accept and store all boxes and shipments according to the following guidelines:

Due to limited storage space, packages should be delivered to the hotel no more than 3 days advance.

Exceptions to this must be brought to the attention of the shipping & receiving manager:

Sigi Garcia | sigi@sheratonraleigh.com | Tel. 919-834-9900 Ext. 695

1. All packages must show the shipper's phone number and name.
2. Packages shipped to the hotel must be addressed as follows:

The Sheraton Raleigh Hotel | 421 S Salisbury St. | Raleigh, NC 27601-1730

- Group or function name
- Number of boxes
- Event dates
- Sales manager name

Vendors and groups: Notification is required to your Sales Manager and the Shipping and Receiving

Manager of expected delivery dates and packages quantities.

3. All Exhibitors, Vendors, and Attendees of a Convention/Trade Show in which an outside drayage company/decorator is utilized **MUST** ship all their freight through their decorator. Please do not ship directly to the hotel, as all packages will be turned over the drayage/production company assigned to the Trade Show. It is highly recommended that the Meeting Professional be advised of this and communicates this with their Exhibitor.

For storage, handling, or delivery of packages, charges are as follows:

0 to 50 pounds	\$10.00
Over 50 pounds	\$25.00

Pallets are charged a fee of \$150.00 per pallet and crates are charged \$25.00 per crate. The first two packages shipped to the hotel weighing less than 30 pounds are free of charge.

4. Packages should be received during shipping & receiving hours:

Monday – Friday 7:00 am – 3:00 pm

5. The package fees can be billed to a guest's room, a credit card number with an accompanying signed credit card authorization or Group Master Account. All packages will be held until a payment method has been confirmed. Also, all transactions are subject to a 23% service charge and 6.75% tax.
6. Do not ship valuables – The Sheraton Raleigh Hotel is not responsible for contents.
7. We recommend that guests place a packing slip in both the inside & outside of each package.
8. The hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).
9. Items left behind for longer than 5 days will incur an additional storage fee of \$10.00 per day that will be billed to the Group Master Account or credit card on file.
10. For unclaimed packages or items left behind after a guest departs, the Shipping & Receiving Manager will call the guest or the shipper to obtain information to forward the packages. Any

forwarding charges incurred are the sole responsibility of the guest and will not be paid for by the hotel. If no information on an unclaimed package is available, the unclaimed package will be discarded seven days after your departure.

11. The hotel will not accept COD (Cash-on-Delivery) packaging without payment in full before the delivery is made.

Starwood Standard Guidelines for Outbound Packages

For your shipping needs, The Sheraton Raleigh Hotel offers a basic service Shipping and Receiving Dept.

Office hours are Monday – Friday, 7:00 am to 3:00 pm. The Shipping and Receiving Manager’s office is located on the loading dock and can be reached by dialing 919-834-9900 Ext. 695.

1. The Sheraton Hotel utilizes Federal Express (FedEx), United Parcel Service (UPS), and United States Postal Service (USPS) for all shipping needs.
2. FedEx and UPS make stops at the Sheraton Hotel’s loading dock Monday – Friday before 3pm. Items that need shipping from the hotel need to be at the loading dock by 3:00pm.
3. If carrier arrives before your package gets to the loading dock, then your package will be collected the next business day.
4. Shipments needing to be prepped or packaged by Shipping & Receiving Department will be subject to additional fees:

10 pounds or less	\$ 3.00
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11- 50 pounds	\$ 5.00
50 + pounds	\$ 10.00

All items must be labeled with the correct address, name, and billing information. Packages will be held until a payment method has been confirmed. Transactions are subject to a 23% service charge and 6.75% tax.

5. FedEx- logo, UPS-logo, and USPS-logo shipping supplies are available free of charge.
6. To avoid shipping delays, shipping labels and all accompanying shipping documents must be completely filled out by the guest. Guests are welcome to contact the Shipping & Receiving Manager with questions.
7. The Shipping & Receiving Manager can offer advice on which shipping forms to use and how to fill them out. The Shipping & Receiving Manager and the Hotel staff are not allowed to fill out the shipping forms.
8. Shipping charges payable to FedEx, UPS, US Postal Service, and any shipping, freight, and courier services are the sole responsibility of the guest and will not be covered by the Hotel.

Guests are encouraged to contact the Shipping & Receiving Manager for pick-up/delivery schedules and for appropriate shipping forms.