

# RECEIVING/SHIPPING



## Preparing Your Shipment

The UPS Store is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards( illustrated below) to prevent routing delays. Please schedule your shipment(s) to arrive no sooner than 3 days prior to the event start date. Use the name of the recipient who will be on site to receive and sign for the packages. All packages stored at the hotel in excess of 7 days will be charged a daily rate of **\$5.00 per day**. In addition to regular receiving fee. Use the name of the recipient who will be on site to receive and sign for the package(s)

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact The UPS Store 502-583-3784 #9

## LABELING CONVENTION MATERIAL: PACKAGES

**Exhibitor Name (GUEST NAME) THE UPS Store**

**325 W. Main St. Suite #150**

**Louisville, KY 40202**

## LABELING CONVENTION MATERIAL: FREIGHT = 150# and over

**Group Contact/Exhibitor Name (GUEST NAME)**

Name of Convention & Event Dates

The UPS Store

122 3rd Street

Louisville, KY 40202

<u>PACKAGE RECEIVING-The UPS Store</u>	<u>FREIGHTLINER RECEIVING-The UPS Store</u>
Small Package      1-10 lbs.              \$10.00	Freighted skid/crate      (4' x 4' x 4')
Medium Packages    11-21 lbs.              \$15.00	Less than 250 lbs.      \$150.00 per skid/crate
22-30 lbs.              \$20.00	Greater than 250 lbs.    \$250.00 per skid/crate
31-45 lbs.              \$25.00	
Large Packages      46-60 lbs.              \$30.00	
61-100 lbs.             \$50.00	
101-150 lbs.            \$75.00	
Normal delivery consists of any standard package through carriers such as UPS, FedEx, DHL, USPS, Amazon	Freightliner deliveries consist of those deliveries made by a freight/storage company that handle large, oversized/over-weighted shipments. 150 pounds or more.

## Upon Your Arrival

Packages will be available for pickup at The UPS Store during business hours. The above handling fees will apply. Package deliveries should only be scheduled after the recipient has completed the check in process. In order to maintain the proper chain of custody, The UPS Store requires the recipients signature before a package can be released from The UPS Store. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact The UPS Store in advance of shipping their items with any specific questions. If you have any special needs (e.g. refrigeration, after hours delivery requests, or changes to your meeting dates or rooms) please work directly with your Event Manager, who will communicate these needs to The UPS Store in advance of your event.



## **On-Site Package Delivery**

Please consult with a The UPS Store team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, The UPS Store team members will work closely with those vendors for proper package routing and release items directly to those vendors, if they are on property when the shipments arrive. Any decorator or drayage packages signed for by The UPS Store will be assessed a handling and storage fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address.

## **Package Delivery to Suites/Meeting Rooms**

Please consult with The UPS Store team member for any specific delivery limitations that may exist. The UPS Store is not authorized to leave packages unattended.

## **Outbound Shipping**

The UPS Store can handle your return package shipments, but if you chose to use a company account number; please have boxes labeled with electronic labels or waybills.

Contact The UPS Store for any questions concerning your shipping needs. **Note that on any non UPS outbound shipment there is a \$10.00 per package handling fee.**

Any **items stored excess of 14 days** post conference will be disposed of at the discretion of the management.

Payment for all shipments Inbound/Outbound from The UPS Store or The Galt House may be made to your Guest Room, Credit Card and /or the Group Master Account.

**Charges to the Group Master must receive direct approval from the Group Contact in advance.**

Request for delivery of your Inbound materials as well as arrangements for Outbound materials should be made to one of the following The UPS Store, The Bell Stand, or Convention Services .

If you have any questions, please contact your Convention Services/Catering Manager.

**TERMS AND 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 Property nor the UPS Store provide such insurance. Neither the Property nor the UPS Store 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 on the Property, 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 Property, you agree to be bound by any additional terms and conditions that the Property or the UPS Store may establish from time to time for receiving and delivering of packages.