

THE WESTIN

BAYSHORE

Vancouver

Shipping and Receiving - The hotel is pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Catering or Convention Service Representative in charge of your meeting/group. Please forward a copy of the package label to your Catering or Convention Service representative.
- The Hotel will provide complimentary storage for materials shipped within 2 days of the conference start date. This DOES NOT apply to exhibitor materials.
- The Hotel will NOT accept any materials, packages, pallets, or crates for tradeshow taking place at the hotel. All exhibitor materials will be handled by the Show Service Company contracted by the Group. Should exhibitor materials be received by the hotel, storage fees shall apply in addition to material handling fees chargeable by the Show Company.
- For any office equipment contracted through a third party vendors ie. office equipment, copy machines, computers, faxes, the hotel will not be responsible for moving the equipment due to liability and safety reasons. Third party vendors will be responsible for transportation and installation / pick up of all equipment. Third party vendors are responsible for load/unload of equipment to final meeting room destination.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.
- The hotel is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded within three business days.

Hours of Operation*- These are minimum hours of operation where there is an associate trained to handle package deliveries. This does not mean that hotels need to increase their staffing levels. It only requires that an associate trained to handle packages is available during these times.

Monday-Friday	7:30 am – 6:30 pm
Saturday	7:30 am – 3:30 pm
Sunday	7:30 am – 3:30 pm

- *Hours may adjust based on the needs of the in-house groups. Additional fees may apply for packages/materials received outside of these hours.

Package Handling Fees - Charges incurred shall be applied to the recipient, thus, applied to either an individual guest room account/folio or Group Master Account. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering.

The price for receiving will be based on pounds and will include storage. If storage exceeds 2 days, a \$25 per item/day storage fee will be added. The weights will be taken off the FedEx, UPS or DHL boxes. These packages do not need to be weighed at the hotel. On rare occasions, packages may come from another source without weight information. In these cases, weights will be determined by the hotel scale.

Inbound Package Handling Fees - The fees are as follows:

<i>This is the standard range of pounds to be used at all Hotels</i>	<i>Minimum fee to be applied to all incoming packages</i>
0 to 5 pounds	\$ 7.50 each
6 to 20 pounds	\$ 15.00 each
21 to 50 pounds	\$ 25.00 each
Over 50	\$ 50.00 each
Crates	\$ 75.00 each
Pallets	\$ 175.00 each

Outbound Package Handling Fees

\$ 5.00 each box

Labeling – Guest instructions for proper labeling is essential. Improperly labeled packages account for the majority of lost and misplaced packages in our hotels.

Please click on below to access Package Label.