



## EMBASSY SUITES

### SHIPPING AND RECEIVING

**Labeling Guidelines:** Guest packages should be labeled as follows to ensure proper delivery and storage:

Embassy Suites by Hilton - Denton Convention Center

Attention: "Guest Name"

"Name of Event" (if applicable)

3100 Town Center Trail Denton, TX 76201

- Multiple packages in a shipment should be numbered in sequence (e.g. 1 of 5, 2 of 5, 3 of 5).
- Heavy boxes should be identified as such.

**Inbound Packages:** Due to limited storage space, we request that packages NOT arrive earlier than three (3) days prior to the registered arrival date. Storage fees are applicable if received more than three (3) days prior to the registered arrival date, or left for more than three (3) days after the registered departure date.

A guest may receive standard letters and carrier envelopes free of charge. Shipments in excess of this maximum will be assessed a handling fee as outlined below (quoted prices are per parcel, not cumulative shipment):

**Outbound Packages:** Guests are responsible for the packing and labeling of outgoing packages. FedEx Express airbills and boxes are available at the Front Desk. Guests may use their own shipping account if applicable. Labels may also be generated online via the preferred courier's website and printed in the Business Center (guest's account number or credit card is required).

The hotel can schedule pick-ups with the following couriers Monday - Friday, 8:30AM - 5:00PM: FedEx Express, FedEx Ground, FedEx Home Delivery, United States Postal Service (USPS)

Same-day weekday FedEx Express pick-ups are possible.

FedEx Ground/Home Delivery pick-ups require a (1) one business day notice.

USPS pick-ups require a (1) one business day notice.

United Parcel Service (UPS) pick-ups must be scheduled by the guest.

### **Pick-Up & Delivery:**

Registered guests who have received a package will be notified via the guestroom phone messaging system. With valid identification, the package(s) can be picked up at the Front Desk or delivered within the hotel's premises (e.g. guestroom or meeting room).

### **BOXES/PARCELS**

Weight Handling Fee / Storage Fee (outside of 3 days), These charges will be posted to the group master or individual folio. Fees listed below are per box/parcel and are accessed per incoming AND outgoing box/parcel. Please call the hotel Front Desk to set up delivery. (940.243.3799)

0 – 5 lbs.	\$5
5 – 20 lbs.	\$10
20 – 50 lbs	\$25
50 – 75 lbs	\$50
75 – 100+ lbs	\$70