



# The Westin Kierland Resort & Spa Shipping Instructions

## PREPARING YOUR SHIPMENT

FedEx Office 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 package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, unless the items are specifically for their use (i.e. hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on property.

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 FedEx Office Business Center at **480.596.1028**. Package deliveries should only be scheduled after the recipient has completed the check in process.

## PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

(Guest Name) (Guest Cell Number)  
c/o FedEx Office at The Westin Kierland Resort & Spa  
6902 E. Greenway Parkway  
Scottsdale, AZ, 85254  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

FedEx Office Business Center  
The Westin Kierland Resort & Spa  
6902 E. Greenway Parkway  
Scottsdale, AZ 85254  
Phone: 480.596.1028  
Email: usa1060@fedex.com

Operating Hours  
Mon – Fri: 7:30am - 6:30pm  
Saturday: 7:30am - 4:00pm  
Sunday: 12:00pm - 5:00pm

## SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office in advance of shipping their items to The Westin Kierland Resort & Spa with any specific questions. If you have any special needs such as refrigeration requirements, 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 FedEx Office in advance of your event.

## PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of The Westin Kierland Resort & Spa, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office 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 requiring overnight storage by FedEx Office will be assessed a handling 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 or decorator specified address. Items that require extra handling such as; pallet/crate breakdown or build up, multiple pickup or delivery points, collecting or disposing of packaging materials will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

## PACKAGE DELIVERY TO GUEST SUITES

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at The Westin Kierland Resort & Spa, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest rooms and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



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## UPON YOUR ARRIVAL

Packages will be available for pickup at the FedEx Office business center (receiving fee will apply). Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **480.596.1028** (delivery fee 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, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## UPON YOUR DEPARTURE

FedEx Office offers pack and ship services and packaging supplies (boxes, tapes, and etc.) are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third party courier should be coordinated directly with those vendors and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

## PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0 – 1.0 lb.	\$2.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$35.00	\$50.00
60.1 – 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$150.00 or \$0.75/lb. > 200 lbs.	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

### ADDITIONAL SERVICES

Items that require extra handling such as; pallet/crate breakdown or build up, multiple pickup or delivery points, collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

## 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 Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. 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 at the Hotel, 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 FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.