



## **PACKAGE SHIPPING, RECEIVING & DELIVERY INFORMATION**

A package room is available for the receipt, holding, and delivery of packages to guests in rooms, meeting spaces, and the exhibit hall. The package room will not be available to store exhibits or large crates in an effort to bypass the organization's contracted drayage company. Convention and meeting materials should be identified with the name of the organization, meeting name and date of arrival.

Packages should be labeled as follows:

Attn. Hold for "Guest Name / Meeting Name /Arrival Date"

**ROSEN CENTRE HOTEL**  
 9840 International Drive  
 Orlando, FL 32819-8122  
 Ph. #407-996-9840

All packages will be weighed upon arrival and handling charges will be assessed to the guestroom or Master Account when they are delivered to you as detailed below:

### **HANDLING FEES (RECEIVING):**

Letters, envelopes	No charge
Boxes, cases, pallets	\$0.70 per lb.
Storage (7 days prior to arrival)	\$5.00 per box per day/\$50.00 per pallet per day

### **HANDLING FEES (SHIPPING WITH OWN ACCOUNT):**

Letters, envelopes	\$5.00 per piece
Federal Express/UPS provided boxes, tubes	\$5.00 per piece
Boxes, cases, booths up to 50 lb.	\$10.00 per piece
Boxes, cases, booths over 50 lb.	\$20.00 per piece
Pallets	\$100.00 per pallet

- Pricing will vary for any packages shipped via the Package Room courier accounts. Charges will vary depending on destination, weight, speed of delivery, etc.
- No charge for letters and envelopes under one pound
- Package Room Management reserves the right to REFUSE boxes which are damaged during shipping, unsafe or too large.
- Parcels are accepted (7) seven days prior to arrival. Storage charges will be applied as noted above.
- Number each box and know its contents. This helps when a specific box needs to be located immediately (i.e. 1 of 2, 2 of 2)
- Payment by credit card, room charge or master account will be due prior to delivery of any boxes.
- No freight will be accepted after 5:00pm.

In order for the Hotel to best prepare for your packages receipt and delivery, we recommend that you provide your shipping tracking numbers to your Convention Services Manager for all packages sent to the Hotel prior to your conference.