



PACKAGE SHIPPING, RECEIVING & DELIVERY INFORMATION

Package room is available for the receipt, holding and delivery of packages to guests in rooms or convention spaces. Package room will not be available to store exhibits or large crates in an effort to bypass the organizations’ contracted Drayage Company. Convention and meeting materials should be identified with the name of the organization, meeting name and date of arrival. Please see example below.

Package should be labeled as follows:

Attn: Hold for “Fred D. Smith/Pet land 2019/08/15/2019”

**ROSEN SHINGLE CREEK
9939 Universal Blvd
Orlando, FL 32819
Guest phone number**

All package handling charges will be weighed upon arrival and 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/Plastic Containers	\$1.00 per lb.
Pallet / Cases	\$1.00 per lb. up to 400 lbs. Max.

HANDLING FEES (SHIPPING WITH OWN ACCOUNT):

Letters/Envelopes	No Charge
Boxes	\$10.00 per piece
Luggage/Plastic Containers	\$15.00 per piece
Pallets / Cases	\$100.00 per piece

- Charges will vary depending on destination, weight, speed of delivery, etc.
- Pricing will vary for any packages shipped via the Package Room courier accounts.
- No charge for letter 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 (5) days prior to group/guest arrival.
- Storage/Moving charges will be applied.
- 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 boxes.
- Receiving deliveries will not be accepted after 5:00pm.

PACKAGE SHIPPING:

Guest package room is located by Gatlin Ballroom at the bottom of the escalator, next to the Ricoh Business Center. Rosen express offers a wide variety of package shipping services, including transporting inbound shipments sent to or outbound shipments sent from the Rosen Shingle Creek; and providing a personal service to help conference attendees return packages to their work place or home. Guests may use their own courier account for shipping via FedEx, UPS, or DHL. Please inform your Convention Services Manager of your package shipping needs. Also if you need help or have any questions, please give us a call. After Package Room hours contact Banquet Setup.