



## Shipping and Handling Procedures for Groups/Events

### All packages must be labeled with the following format:

Guest Name (First and Last name of person that will be receiving the packages)  
Group/Event Name  
Aloft Lake Nona 7215 Corner Drive, Orlando FL 32827

### Shipping and Receiving Charges:

- Envelope: FREE
- Small Box (Under 5 pounds): First 3 are FREE - \$10 each after that
- Medium Boxes and Large Boxes (5 – 49 pounds): \$10 each
- XL Boxes & Cases (50+ pounds): \$60 each
- Gold Clubs: \$25 each
- Pallets & Crates: \$200 each  
(Pallets/Crate Rate charged for coming & outgoing)

### Payment Options for Packages:

All packages will be charged to your Event/Master Account, made visible on your banquet event order/final folio, and charged to the credit card on file as we receive them.

### Disclaimer:

Please note that if your package does not meet the proper labeling requirements, it may be turned away upon arrival or returned to the carrier.

### Important Information:

- No package should arrive more than 3 days before the event/arrival date. A storage fee of \$5 per day/package will apply for early deliveries. Storage is limited and we need to provide space for the group that is in house before your group. No pallets and crates should arrive more than 1 day before the event/arrival date. Pallets and crates will incur a storage fee of \$200 per day if delivered early. If pallets and crates are to be delivered, the event planner will need to know at least one month in advance. Early pallet and crate deliveries will be turned away if there is no storage space to hold them.
- You must provide your event planner with your package list to include delivery date(s) and tracking numbers and carrier(s). This is due 2 weeks prior to the event.
- Available delivery times are from 7 am to 7 pm – overnight deliveries will not be accepted.
- Guests are not allowed in the storage area, unless escorted by a manager.



- There is no specific delivery time unless confirmed by the carrier.
- Return delivery date determined by the carrier when the shipment ticket is created.
- Please note that Aloft Lake Nona does not have a loading dock, therefore crates and pallets will require a lift gate for delivery. Hotel does not have a pallet jack or forklift available for use.

**Outgoing Packages:**

- All packages to be sealed/labeled with the payment information.
- Guest must schedule a Package Pickup with their shipping provider and communicate this information with the Event Manager. Packages cannot be stored in meeting space overnight for pickup unless group still has that room contracted. If carrier cannot pick up packages the day of departure, those packages will need to be dropped off at the front desk and picked up the next morning.

**Return to Sender Packages:**

- If a stored package is unclaimed for more than 72 hours (3 days), it will be Returned to Sender and may incur the storage fees listed above.