

Shipping & Receiving Guidelines

All boxes are to be shipped to the hotel address (see below) no more than 3 calendar days prior to the group's arrival. Boxes received prior to this date, will be subject to storage charges.

All boxes are to be shipped out of the hotel no later than 3 calendar days after the group's departure. Boxes shipped out after this date, will be subject to storage charges.

All boxes are to be shipped to the hotel, and are to be labeled as follows:

Miami Marriott Biscayne Bay

Attn: Guest Name/Group Contact Name

1633 N. Bayshore Drive

Miami, FL 33132

Hold for: GROUP NAME/MEETING NAME or Event Manager & on-site contact

On the labels, please ensure to include the following:

- Hotel Name
- Event manager
- On-site Group Contact Name and Phone Number
- Meeting Name
- Number of boxes shipped
- Method of shipment
- Date of expected arrival at the hotel

When possible, please always keep your tracking numbers with you, so it is easier to locate your boxes onsite.

Storage Fees:

Charges apply to any/all material received more than 3 calendar days before date of guest arrival, as well as items stored up to 3 calendar days after the last day of the guest's departure. Please check with your event manager for specific charges.

The Miami Marriott Biscayne Bay is pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Event Manager in charge of your meeting/group.
- The hotel cannot accept responsibility for acceptance and/or storage of boxes received more than three (3) business days prior to the scheduled start date of the meeting/program.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.

- The hotel is not responsible for packing or for supplying any packing materials. Any items or materials left behind without shipping instructions will be discarded three (3) business days after your departure date.
- The hotel address may not be used on outbound packages. Sender must use their home or office address as the originating location, when shipping from the hotel.
- Meeting Professionals MUST notify their Event Manager of any shipments to the hotel at minimum of seven (7) business days prior to the event.
- All Exhibitors, Vendors, and Attendees of a Convention or Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight and materials through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company assigned to the event. It is highly recommended that the Meeting Professional is advised of this and communicates this with all Exhibitors.
- Packages should be received during regular business hours: Mon-Fri @ 7:00am –5:00pm. There are no available forklifts on property but rental arrangements can be made. All trucks must have a lift gate to load in and out of the loading dock.
- If third parties Vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. In addition, these companies must load and unload to final meeting room destination.
- Payment for this service must be established prior to receiving our package(s). All packages will be held until a payment method has been confirmed.
- Vendors not covered by the group master account are responsible for their shipping charges and must have credit card on file for payment.
- The Shipper's Return Address should include the shipper's name, address, and telephone number.
- Multiple packages within a single shipment should be numbered in sequence (i.e.: 1 of 3, 2 of 3, and 3 of 3). It may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Heavy boxes (over 50 pounds) should be identified so that associates (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (i.e.: Office in _____ Room / Registration in _____ Room).
- Send shipping information in writing to your Event Manager or designee. Be specific regarding the number of boxes shipped; point of origin (company/city); how they were shipped; when they are to arrive; when/where they should be delivered once they arrive; the size, weight, and relative condition of the boxes; tracking numbers; plus any other helpful information that will assist in the proper handling and processing of your shipment.

Location

Shipping & Receiving/Loading dock is located on the North side of the Doubletree/Grand hotel.

A complete range of mail service including, express, courier, and pack and wrap services to groups, individual guests and departments.

- U.S. Postal Service (USPS)
- Local courier/delivery services
- Overnight air express services
- Ground delivery services.
- Worldwide delivery services
- The S&R office offers US Mail : registered, certified, insured, and Express Mail;
- UPS Express and ground delivery services and FedEx Express and ground delivery services

Shipping & Receiving Hours

- Monday – Friday 8:00 AM to 5:30 PM, except holidays.

For out bound packages and express letters; the cut-off time for Shipping is 4:00 PM.

- Saturday – 8am- 1:00pm

- Sunday - As needed by business demands

Carrier Delivery and Pick-Up Times

FEDEX-Delivers 3 times a day

| Daily Delivery | Pick-Up |
|---------------------|------------|
| Air: 7am, 11am, 3pm | 4:00 pm |
| Ground: once daily | 10am – 1pm |

UPS-Pick-up all packages inclusive of ground at 4:00pm

| Daily Delivery | Pick Up |
|--------------------|------------|
| Air: 7am, 11am | 4:00 pm |
| Ground: once daily | 10am – 2pm |

Loading Dock Hours of Operation

Monday through Saturday: 8:00am – 5:30pm (Special scheduling for after hours or Sunday may be made in advance with the Event Manager). 2 bay docks but during regular business hours only one is available to Marriott. The dock does not have a lift gate. The hotel has 2 freight elevators that goes to 2nd and 3rd floors. Freight elevator is 4 feet wide, 8 feet length and 7 feet height.

Service Fees

Charges incurred shall be applied to the RECEIVER of material, thus, applied to an individual guest room account/folio or Group Master Account, or charged to an individual credit card. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering. Note that additional storage fees will apply for packages received more than three days prior to the start of an event. The price for receiving will be based on pounds. Weights will be taken off the FedEx, UPS, or DHL boxes. These packages do not need to be weighed at the hotel. On the rare occasions when packages are received from another source and do not include weight information, the packages will be weighed at the hotel or the weights will be estimated.

Rates and Description of Charges / Service Fees

| Storage | Charge |
|---|----------------|
| 72 hours – Complimentary (from day of delivery. From the 4 th day: | |
| Pallets (10 Box Min) | \$40 / per day |
| Boxes Up to 25 lbs. | \$10 / per day |
| Boxes 25 – 50 lbs | \$20 / per day |
| Boxes over 50 lbs. | \$30 / per day |

| Crates | |
|---------------|-----------------|
| Under 100 lbs | \$50 / per day |
| 100 – 300 lbs | \$100 per day |
| 300 – 500 lbs | \$150 / per day |
| 500+ lbs | \$200 / per day |

Handling

| | |
|---------------------|-----------|
| Letters | \$7 Each |
| Boxes: | |
| Boxes Up to 25 lbs. | \$7 Each |
| Boxes 25 – 50 lbs | \$15 Each |
| Boxes over 50 lbs. | \$20 Each |

| | |
|--------------------------|------------------|
| Pallets: | |
| 10 Boxes Min. Per Pallet | \$75 Per Pallet |
| Oversized Pallet | \$100 Per Pallet |