

The UPS Store in World Golf Village Renaissance Resort

Resort Handling Fees

Please be advised Handling Fees apply to all incoming packages and freight based on the following Fee Schedule for World Golf Village Renaissance Resort and Convention Center:

Letter/Overnight	
Envelope:	\$ 3.00
0-10 lbs:	\$ 5.00
11-20 lbs:	\$ 7.50
21-45 lbs:	\$15.00
46-70 lbs:	\$25.00
71-100 lbs:	\$40.00
101-150 lbs:	\$70.00
Crate and pallet.....	\$250.00

At the close of the event, outbound shipping handling will use the same fee schedule as above.

The fees include our receiving, logging, securing, storing and delivering packages to you at the front desk, bell stand, or any other location you prefer, including your guest room, meeting room, or office location.

These fees are charged upon delivery of the package to the guest and can be billed to a guest room account, a group master account, or to a credit card.

You're welcome to ship your packages or palletized freight to the hotel via UPS, FedEx, FedEx Ground or any other common carrier you prefer.

It would be best to ship your packages or freight so they arrive at the hotel at least one day prior to the event. The hotel's receiving hours are between 9:00 am and 5:00 pm daily, but can be extended with prior notice.

Addressing Your Packages

To ensure your packages are properly recorded and ultimately delivered to you or your recipient in a timely manner, please address all packages you are shipping to the Renaissance World Golf Village according to the following protocol:

Recipient's Name and Date of Arrival

Recipient's Phone Number if not a Registered Guest

Organization Name

Renaissance Resort and Convention Center

500 South Legacy Trail

St. Augustine, FL 32092

*****Please do not address any items to the attention of the meeting planner (unless you are the meeting planner) or any of the Hotel's personnel. This will only delay delivery of the items.*****

I am looking forward to helping you with your upcoming event and providing you with outstanding service. If you have any questions do not hesitate to contact me at 904-940-8592 or my cell at 754-422-3912.

Thank you,
Cinthy Chica, Manager The UPS Store-Renaissance Business Center