



8101 World Center Drive ~ Orlando, FL 32821
407.238.8000

Caribe Royale Shipping and Receiving

The Caribe Royale Shipping and Receiving office is staffed Monday through Friday, between the hours of 7:00 AM and 5:00 PM and Saturday and Sunday between the hours of 7:30 AM and 3:30 PM to assist with receiving, packaging and shipping of documents or packages. This service is provided for all hotel guests. The shipping and receiving office is located in the Caribe Royale Convention Center and can be reached via phone at 407 238-8434 or fax at 407-238-8435.

Deliveries must be arranged in advance with your Convention Service Manager. Failure to confirm shipments in advance may result in deliveries being refused. Shipments cannot be received more than five working days prior to arrival. All Groups/Conventions that will be hosting Vendor/Trade/Exhibit Shows with more than 10 Vendors/Exhibitors MUST use a Drayage Company to receive their Vendors/Exhibitors freight. The Hotel has limited storage space and cannot handle additional freight from Vendors/Exhibitors. Your Convention Service Manager can provide you with a list of preferred Drayage Companies.

RECEIVING – Packages up to 150 lb. Gross weight will be accepted by Receiving from any local, regional or national carrier. Packages will be secured in the package room and may be picked up; or upon request, delivered to the guest. Packages will be accepted no earlier than five business days prior to the scheduled event. Any packages arriving more than 5 days out or still remaining three days after the scheduled function will be assessed a daily storage charge based on the size and quantity of the packages. Special arrangements for perishable items must be made in advance. BEFORE items are shipped, please notify your Convention Services Manager of their expected arrival date, estimated number of boxes and total weight.

The delivery person is responsible for unloading items from their vehicle, utilizing their own equipment. Should the driver require assistance or use of the hotel equipment, additional charges will apply over and above the regular charges, and arrangements must be made in advance.

Each package must indicate clearly the following information next to the address label:

- (1) Name of individual who will claim the package. (NOT THE Convention Service Contact or the Sales Contact)
- (2) Date of the function or guest arrival.
- (3) Name of conference or show.

CHARGES – To cover the handling (receiving, storing, tracking and /or delivery) there will be service charge of \$3.00 per package or \$25.00 per hundred weight. (rounded off to the next 100 lb.)

The service charge will be due when you receive the packages. Charges may be paid in cash or by credit card (American Express, Master Card, Visa or Discover). If you are a registered guest of the Caribe Royale you may also charge to your guest suite. Tradeshows consisting of more than (10) exhibitors may be required to utilize the services of a drayage company. Please contact your Convention Services Manger with any questions.

SHIPPING – Packages for shipment may be brought to the Package Department or arrangements can be made for pick-up from your meeting room or sleeping room. Street addresses and telephone numbers are required for shipping. We **will not** ship to post office box numbers.

CHARGES – Cost is based on weight, size and destination. For a \$5.00 service charge per box or letter, we will ship on your own express mail account number (i.e., FedEx, UPS). Charges may be paid in cash or by credit card. (American Express, Master Card, Visa or Discover). If you are registered guest of the Caribe Royale, you may also charge to your guest room.

PACKAGING – In addition to shipping we can also pack your outgoing material. We offer limited shipping and packing services. Our staff will gladly assist the guest with packing of materials; services must be prearranged and the guest must be present. Costs are in addition to shipping charge. We also have (2) Business Centers to aid with any express mail needs.