



EMBASSY SUITES

Instructions for Shipping Packages to the Embassy Suites - Greenville.

- ◆ Due to limited storage space, we request that packages not arrive more than 3 days prior to the event. A fee of \$5.00++ per box per day will be assessed for packages that arrive prior to the 3-day timeframe. Payment information will be needed before boxes will be released to the client.
- ◆ The shipping label **MUST** include the client's name, function date and name of event. This will help expedite packages to your meeting space.
- ◆ It is requested that if you are shipping large packages or a large number of packages to the hotel that you call your Sales & Catering Representative to inform them to expect the shipment and to make storage arrangements.
- ◆ If calling to inquire about a shipment, please have the exact shipper information available as UPS and FedEx are handled by different departments in the hotel. Having a tracking number would be helpful.
- ◆ HOTEL SHIPPING ADDRESS: **EMBASSY SUITES GREENVILLE GOLF RESORT & CONFERENCE CENTER**
670 VERDAE BLVD
GREENVILLE, SC, 29607
HOTEL TELEPHONE: 864-676-9090

Instructions for Shipping Packages from the Embassy Suites - Greenville.

We have daily pickup of FedEx Express ONLY. If you want to use UPS, FedEx Ground or any other carrier, you must call those carriers to make arrangements for shipping.

FedEx Express:

(THIS IS OUR PREFERRED SHIPPING METHOD)

- ◆ Shipping forms are available in the Administrative Office for those that do not have their own. All highlighted sections must be filled out completely. Shipping pouches are also available.
- ◆ **All packages must be taken to the Administrative Office and placed on or near the chair directly across from the door.**
- ◆ FedEx picks up from the Administrative Office daily Monday – Friday around 6pm. Please do not call for Express pickup.

UPS:

- ◆ Shipping forms for Next Day & 2nd Day are available in the Administrative Office for those that do not have their own.
- ◆ **All UPS packages must be taken to the Banquet Office for pickup.**
- ◆ Since we do not have a daily pickup, you must call UPS at 800-742-5877 to make pickup arrangements. They will pick up the package on the following day. **There is a charge of \$4 per package being picked up. If there is no rush, you can wait for a UPS delivery and the driver will take the package.**

GROUND (applicable for ALL carriers):

- ◆ In order to ship a package GROUND with ANY carrier, you must print out your own shipping label or call the carrier and specifically ask for a **“CALL TAG PICKUP”**. You will give them your shipper account number and shipping information and the pickup driver will bring the label with him. They do not provide any type of form you can fill out for Ground shipments. Your boxes must have shipping information so they can match labels to your boxes.

For All Carriers, please follow these guidelines

- ◆ Please seal and label package completely.
- ◆ Please make sure to indicate a package value if the contents are worth more than \$100(US) for insurance purposes through carrier (fees will apply).
- ◆ You must have a Shipper number. Packages cannot be charged to a guest room or meeting function.
- ◆ Each package needs it's own label.
- ◆ Each label must be attached to the package with a self adhesive label or in a clear pouch. Pouches are available in the Administrative Office.
- ◆ Keep top copy of shipping document for your records. Do not seal the pouch closed.

If you need to ship via a different carrier, you will need to have shipping documents and call to make arrangements. The UPS Store is located approximately ½ mile from the hotel if you have any other shipping needs. The Front Desk can direct you there. Please note that the Embassy Suites **does not** take any responsibility for your packages. If packages are not packed or labeled properly, the shipper may not accept the package and this may delay your shipment. Packages must be taken to designated pickup locations and should **NOT** be left in meeting rooms or back hallways. ***Please note that packages not shipped out within 3 days of the end of the event will incur a fee of \$5.00++ per box per day that they are left at the hotel.

++ indicates a 20% service charge and 6% tax will be added.

Form Revised 2/10