

# SHIPPING & RECEIVING GUIDELINES

## RECEIVING:

Arizona Grand Resort & Spa has limited box and equipment storage available.

- In most cases, groups will be required to use a drayage company for large exhibit materials and/or equipment. Please review details of these types of shipments with your Conference Services Manager (CSM) prior to shipment to Resort.
- The Resort can accept a maximum of 100 boxes per group no sooner than (3) three days prior to the conference, unless approved in advance by your CSM.
- If boxes, packages and/or pallets arrive to Resort prior to dates above, Resort has right to refuse delivery based on available storage at the time and/or assess Storage Fees.

## INCOMING SHIPMENTS:

All incoming shipments are received and stored by our Business Center. All boxes, packages and/or letters should be labeled with the following:

Receiver (The name of person who will be signing for the packages on-site)  
C/O (Conference Name & Dates)  
Arizona Grand Resort & Spa  
8000 S. Arizona Grand Parkway  
Phoenix, AZ 85044

### Letter, Box, and Package Pricing:

Letter.....	\$0.00
Box / Package (0 - 50 lbs).....	\$16.50
International Box / Package (0 - 50 lbs).....	\$22.00
Box / Package (51+ lbs).....	\$44.00

\*Resort cannot accept packages prior to (5) five days before event. Price is subject to change.

### Pallets, Oversize Items, and Equipment (Includes Storage Fees):

Oversize Item 0 - 50 lbs .....	\$44.00
Oversize Item 51+ lbs .....	\$82.50
Pallet .....	\$137.50

\*Resort cannot accept pallets prior to (3) three days before event. Price is subject to change.

If box, packages or pallets arrive to Resort prior to dates above, Resort has right to refuse delivery based on available storage at the time and/or assess Storage Fees.

To confirm that your shipments have arrived, you may call the Business Center directly at 602.431.6428. When you arrive to the resort, you may retrieve your package(s) by visiting the Business Center, which is located on the second level of the Conference Center, or by dialing ext. 86428 from any resort phone.

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## SHIPPING PROCEDURE:

1. Obtain an Arizona Grand Resort & Spa Shipping Form from the Business Center located on the second level of the Conference Center or by dialing ext. 84391 from any resort phone.
2. The Business Center requires one completed Shipping Form for each destination. Standard shipping rates will apply based on the weight and destination of shipment. If a separate carrier account has been established, please indicate on the Shipping Form. Handling Fees will still apply.
3. Packing and shipping supplies are available in the Business Center.
4. For parcel pick-up from any Resort location, please contact the Business center at ext. 86428.
5. Shipments will not be sent without an Arizona Grand Resort Shipping Form, even if airbills or prepaid labels have been provided.

## OUTGOING SHIPMENTS:

### Letter, Box, and Package Pricing:

Letter.....	\$5.00
Domestic Box / Package (0 - 75 lbs).....	\$15.00
International Box / Package (0 - 75 lbs).....	\$20.00

### Pallets, Oversize Items, and Equipment (Includes Storage Fees):

Display Case.....	\$40.00
AV Anvil Case .....	\$40.00
Pallet .....	\$125.00

The price quoted is the Handling Fee—Shipping Charges are assessed after weight and destination have been determined. Price is subject to change.

## ADDITIONAL NOTES:

- Labor is available at a rate of \$50.00 per hour, per staff member with a (4) four hour minimum. (72) seventy-two hour notice is required.
- Dock usage is available by advance reservation only.
- Arizona Grand Resort & Spa does not import any parcels. All paperwork regarding customs and duties must be completed by the shipper