



PACKAGE INFORMATION

CONVENTION SHIPPING & RECEIVING:

The Executive Shipping Center is available for the receipt, holding, and delivery of packages to guests in rooms, meeting spaces, and the exhibit halls. The Executive Shipping Center will not be available to accept, or store exhibits or large crates in an effort to bypass the organization's contracted drayage company. All said exhibit materials will be rejected. If no drayage company is being used then the Executive Shipping Center will gladly accept all exhibit materials. Convention and meeting materials should be identified with the name of the guest, organization, and arrival date. All packages will be weighed upon arrival and handling charges will be assessed to the guest room, cash, credit, or Master Account upon delivery.

NOTE:

- Packages should not arrive at the Hotel earlier than five (5) days prior to the date required. * Please note: All packages arriving at the hotel earlier than five (5) days prior will be charged a storage fee of \$5 per box, per day.
- No Freight will be accepted after 5:00 pm.
- 11th Hour and The Peabody Orlando do not have access to nor offer cold storage or storage of perishable items received. Items needing special storage must be arranged with the show coordinator. 11th Hour nor the Peabody Orlando accepts responsibility for any perishable items received that are damaged or unusable in any way due to improper storage.
- 11th Hour does not accept packages shipped COD under any circumstances. Please ensure all inbound shipping costs are arranged prior to arrival at the hotel.

Packages can be shipped to:

Attn. "<Guest Name/Meeting/Arrival Date>"

THE PEABODY ORLANDO

9801 International Drive

Orlando, FL 32819

Ph. #407-352-4000

Hours of Operation

Monday - Friday 7am to 8pm

Saturday 7am to 6pm

Sunday 8am to 6pm

Please call priority services at ext. 54444 for assistance with package retrieval outside of staffed hours.

Charges for all incoming and outgoing materials will be assessed and charged at a rate of \$0.70 per lb per package, with a minimum of \$5.00.

DELIVERY AREA:

All deliveries are to be made at the main dock. NO EXCEPTIONS

It is the responsibility of the shipping company to unload all materials from the delivery vehicle. Once the equipment has been unloaded safely, the Executive Shipping Center Staff will sign for and accept responsibility for the material. The Executive Shipping Center staff will then process all packages for delivery.

NOTE:

- No guests are allowed in the delivery area
- Guests who need to identify exhibit material must call ext. 54798 and be escorted by the Executive Shipping Center staff.
- Guest should have the tracking numbers in the event of any difficulty locating packages.

