

Sheraton New Orleans Hotel
Guest Packages / Package and Freight Handling Information
Phone (504) 592-5601 Fax (504) 595-5592

The Guest Packages Department receives all packages and freight for the Sheraton New Orleans Hotel. Hours of Operation are Monday - Friday, 7am to 4:30pm. Hours can be adjusted based on need. After hours, the Bell Captain can retrieve any boxes 24 hours a day, 7 days a week.

Shipping Information

Packages should arrive no more than five days prior to guest arrival or event. A storage fee will apply if items are shipped earlier.

Storage

If storage exceeds 3 days, there will be a \$25.00 per item per day charge.

Labeling

All packages should be labeled as follows:

- Guest Name
- Sheraton New Orleans Hotel
- 500 Canal Street
- New Orleans, LA 70130
- Convention Name
- Guest Arrival Date
- Box(es) ___ of ___ (multiple boxes should be numbered)

The shipper's return address should include shipper's name, address and telephone number.

Guest will be notified upon receipt of package.

Heavy boxes (over 50 pounds) should be identified so that staff (either ours or yours) can avoid injury while lifting them.

Handling Fees-Inbound (prices are per box)

<u>0 to 5 pounds</u>	\$5.00
<u>6 to 20 pounds</u>	\$10.00
<u>21 to 50 pounds</u>	\$15.00
<u>Over 50 pounds</u>	\$25.00 per 50 pounds
<u>Crates</u>	\$25.00 per 50 pounds
<u>Pallets</u>	\$75.00 each (Must be shrink wrapped on pallet to receive pallet pricing)

Handling Fees-Outbound

Same pricing as inbound

Delivery

Delivery arrangements should be made in advance with the Convention Services Manager. Registration materials will be delivered to a specific location. After initial setup, additional deliveries will be a \$20.00 charge.

If there is more than one on-site delivery location, please label the boxes with specific delivery destination (e.g. Office/_____ or Registration/_____)

Ship-Out of Materials

All guest shipments of under 100 pounds going out of the hotel MUST go through the Business Center or the Bell Captain, if after Business Center hours.

All packages / shipments over 100 pounds must be shipped through the hotel's Shipping & Receiving Department.

The appropriate staff person will coordinate with the Meeting Planner any arrangements that are to be handled. Boxes should be brought to the dock with all necessary shipping information (i.e. shipping company, telephone number, pick up date, etc.).

Supplies and Equipment

Supplies may be charged to a guest room account.

<u>Box (21x15x12)</u>	\$5.00 per box	<u>Bubble Wrap</u>	\$5.00 per 10 feet
<u>Tape (800")</u>	\$5.00 per roll	<u>Peanuts</u>	\$5.00 per bag
<u>Black Marker</u>	\$1.50 each	<u>Shipping Label</u>	\$.50 each

Equipment is available for rental (per 24 hour period). There is a \$100.00 refundable deposit per item.

Additional fees may be charged for damaged or lost equipment.

<u>Hand Truck</u>	\$25.00 per h hours	<u>Dollies</u>	\$15.00 per 4 hours
<u>Flat bed Cart</u>	\$50.00 per 4 hours	<u>Pallet Jack</u>	\$100.00 per 4 hours
<u>Crate Storage</u>	\$10.00 per day		