Shipping and Receiving Guidelines

PREPARING YOUR SHIPMENT:

Please schedule your shipment(s) to arrive **3 days prior** to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, this includes arranging for deliveries to all areas on the property.

NOTE: If a package is not picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees.

Sample shipping label:

[Guest Name and Cell Number]
[Convention/Conference/Group/Event Name]
c/o Sheraton Phoenix Downtown
340 N. 3rd Street
Phoenix, AZ 85004

Box ____ of ____

FEES:

Package Weight*	Inbound	Outbound
Items less than 10 lbs	$7	$2
11 – 20 lbs	$10	
Greater than 20 lbs	$25	$5
Oversized Item	$35	
Pallets	$75	$10

*Package weights will be rounded up to the nearest pound.

STORAGE:

A $10 fee will apply to each package received and stored for more than **five (5)** calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee of $50 if stored for more than five (5) calendar days.

SHIPMENTS WITH SPECIAL REQUIREMENTS:

Meeting and event planners are encouraged to contact the Sheraton Phoenix Downtown in advance of shipping their items with any specific questions. If you have any special needs, please work directly with your Event Manager, who will communicate these needs to our receiving department in advance of your event.

Individual guests, exhibitors, and attendees are encouraged to contact the Sheraton Shipping & Receiving office at 602-817-5392 in advance of their items with any specific questions or special needs.

ADDITIONAL SERVICES:

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of $500. Please note that staff members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

SHERATON
Phoenix Downtown

340 N. 3rd Street

Phoenix, AZ 85004

602-262-2500