



RECEIVING & SHIPPING CHARGES FOR GROUP/GUEST PACKAGES

Receiving Charges for Group / Guest Packages:

All Packages received at the Cleveland Marriott Downtown at Key Center are received through the hotel’s Loss Prevention/Security Department where a hotel handling fee is charged for each package based upon weight and size. Below you will find a chart listing all the charges.

<u>INCOMING/OUTGOING PARCELS</u>	<u>HANDLING FEE</u>
Letter Envelope	No Charge
1-10 Parcels (Under 50 LBS & up to 10 Parcels)	\$5.00 each
Parcels (50-75 LBS)	\$10.00 each
Parcels over 75 LBS	\$15.00 each
Display Box, Poster, Large Tube or oversized box	\$20.00 each
Display Case	\$30.00 each
Crates under 150 LBS	\$50.00 each
Crates over 150 LBS	\$100.00 each
Pallets (0-1000 LBS)	\$150.00 each
Pallets (1001 -1500 LBS)	\$200.00 each
Pallets (1501 -2000 LBS)	\$250.00 each

\$50.00 to Palletize boxes to facilitate storage (this is an addition to storage charges for large number of parcels received)

Any packages/pallets brought to the hotel & delivered to meeting space by a private courier will not be charged any handling fees

Shipping Charges for Group / Guest Packages:

All packages being shipped from the Marriott at Key Center will need to be taken to the Epicurean Gift Store for processing where all the same hotel handling fees from above apply.

This is in addition to any charges from the Courier which is handling the packages.

1. All items/packages for shipment must be taken to David’s Epicurean/The Gift Shop in order to be shipped out from the hotel and all the items/packages will be charged a hotel fee on top of any courier fees. The fees are dependent upon the size of the packages/items (see chart above).
2. No packages/items can be left on the Banquet Floor/2nd Floor of the hotel or the packages/items will be shipped out.
3. The hotel *ONLY* has a Fed-Ex account. For any packages being shipped out from the hotel via UPS or Fed-Ex Ground, you will need to call either UPS or Fed-Ex Ground to arrange for pick-up of the packages due to the fact there is no regular pick up for either courier.

If you have any question about Receiving and or Shipping of packages, please call the Marriott Loss Prevention Security Department at (216) 736-7015