



Shipping and Receiving Instructions

PREPARING YOUR SHIPMENT

The Sheraton Inner Harbor Hotel is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four 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, unless the items are specifically for their use (e.g., hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been 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. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact Sheraton Guest Services at 410-962-8300. Package deliveries should only be scheduled after the recipient has completed the check-in process.

Meeting and event planners, exhibitors, and attendees are encouraged to contact Sheraton Inner Harbor Guest Services before shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hour delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to Loss Prevention in advance of your event. In most cases, the Loss Prevention Office will complete delivery or pickup of packages within the lobby area or designated conference room.

Any packages requiring overnight storage by Sheraton Inner Harbor Hotel will be assessed a handling/storage fee. Please note that the Loss Prevention team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST ROOMS / MEETING ROOMS

Packages will not be delivered to guest rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present when deliveries are made.



UPON YOUR ARRIVAL

Packages will be available for pickup at the Loss Prevention Office. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at 410-962-8300; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. To maintain the proper chain of custody, Sheraton requires the package recipient's signature before a package can be released from Loss Prevention. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

The Sheraton Inner Harbor Hotel offers pack-and-ship services. All outbound packages must have a completed carrier air bill affixed to each package. FedEx Express® shipping boxes and air bill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to the Loss Prevention Office, indicating when those items will be picked up. The Sheraton Inner Harbor Hotel will not arrange freight or third-party courier transportation and/or pickup, outside of the contracted couriers (UPS, USPS, DHL, FedEx). Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

Package Weight	Storage Fee
0-5 Lbs	\$2
6-20 Lbs	\$5
21-50 Lbs	\$10
50-75 Lbs	\$25
76-100 Lbs	\$75
101 Lbs, Pallets, Crates	\$125
Over 6.0 feet in length	\$25

A one-time package storage fee will apply to each package received and stored for no more than five (5) calendar days. Items measuring over 6.0 feet in length are considered oversized and will be assessed an additional oversized fee if stored for more than five (5) calendar days. Any packages stored beyond the initial (5) calendar days will be assessed additional storage fees per day, equal to the initial storage fee.



TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipients may be required to present government-issued photo identification and sign for delivery. Shippers must comply with all applicable local, state, and federal laws, including those governing packing, marking, labeling, and shipping. **OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING.** The Sheraton Inner Harbor Hotel does not provide such insurance. Neither the Property, the employees, agents or contractors will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated listed herein. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property may establish for receiving and delivering packages.

All packages should be delivered to Sheraton Inner Harbor, 300 S. Charles Street, Baltimore, Maryland 21201. The recipient's information should be listed and/ or the authorized signee.