

**SHIPPING POLICY –**

All packages and deliveries to the hotel are managed through our Lost Prevention and Banquets Department. To ensure proper processing, please address all materials intended for event guests as follows:

Please make sure your package label is addressed to the hotel and include the below information on your package labels:

- **Guest Name/Group Name**
- **Attention:** Zerena Brown
- **Event Name**
- **Hotel address:** Charlotte Marriott City Center | 100 West Trade | Charlotte, NC 28202

If you are anticipating many packages, heavy shipments, pallets etc. please be sure to let me know, so that I can provide you with shipping + handling pricing and coordinate storage and delivery with our team.

Package handling fees are as follows:

\$7 in, \$7 out for packages under 20 lbs.

\$30 round trip for packages between 20 and 50 lbs

\$70 round trip for 50-70 lbs

Over 70 lbs price starts at \$100, \$10 per each additional 10 lbs.

(Packages received more than 3 business days prior to the event start date will incur an additional fee.)

**AVAILABLE AMENITIES–**

Amenities at Charlotte Marriott City Center consist of our **Fitness Center, Coco & the Director Coffee Shop, M-Club Lounge and STOKE Restaurant.**

**HOTEL PARKING** – Our hotel offers **valet parking only.**

Closer to your group's start date you will receive a code for any contracted discount parking.