

# THE WESTIN

## LA CANTERA RESORT

San Antonio

### Package Handling

Package Handling Services refer to the receiving of packages at the hotel for group customers. This service also includes the delivery of packages within the hotel to a location specified by the customer and the coordination of the outbound shipping, if needed.

- **Pre-planning** – Ability to plan in advance where all boxes should be delivered once received by the hotel.
- **Inbound Logistics** – Receiving and coordination of all packages sent to the hotel to ensure proper tracking and temporary storage until delivery to the designated location.
- **Internal Delivery** – Delivery of packages to the specified person/rooms within the hotel.
- **Outbound Shipping Services** – Ability to have pre-labeled packages of any size or weight shipped out on FedEx, UPS or DHL from your meeting room upon completion of your meeting. Specific handling fees apply to outbound shipping.
- **No extra storage fees** for the first 3 days prior to an event.
- **Associates available** to help with your requests event during off-hours.
- **An itemized statement** of packages and associated fees.
- **Guaranteed satisfaction** with the service provided by hotel or the handling fee will be waived.

**Shipping and Receiving** - The hotel is pleased to accept and store all boxes and shipments required for scheduled meetings/programs according to the following policies:

- All boxes must be labeled with group name, date of program, group on-site contact as well as the Catering or Convention Service Representative in charge of your meeting/group.
- The hotel cannot assume responsibility for storage of boxes received more than (3) days prior to the scheduled meeting/program.
- After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.
- The hotel is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded within three business days.
- Meeting Professionals **MUST** notify their Catering or Convention Service representative of any shipments to the hotel.
- All Exhibitors, Vendors and Attendees of a Convention Trade Show in which an outside drayage company/decorator is utilized **MUST** ship all their freight through their decorator. Please do not ship directly to the hotel, as all packages will be turned over to the drayage/production company

assigned to the Trade Show. It is highly recommended that the Meeting Professional is advised of this and communicates this with their Exhibitors.

- Packages should be received during regular business hours: Monday – Friday, 7:30 am – 6:30 pm, and Saturday & Sunday 7:30 am – 3:30 pm.
- If third party vendors are used for office equipment such as copy machines, computers, faxes, the hotel cannot be responsible for moving them due to liability. Clients must notify the company of this and ensure that the product is picked up prior to the ending time of their contracted meeting space/office. In addition, these companies must load and unload to final meeting room destination.
- Payment for this service must be established prior to receiving your packages. All packages will be held in the Business Center storage until a payment method as been confirmed.

**Hours of Operation**\*-

<b>Monday-Friday</b>	<b>7:30 am – 6:30 pm</b>
<b>Saturday</b>	<b>7:30 am – 3:30 pm</b>
<b>Sunday</b>	<b>7:30 am – 3:30 pm</b>

\*Hours may adjust based on the needs of the in-house groups.

**Service Fees** - Charges incurred shall be applied to the receiver of material, thus, applied to an individual guest room account/folio. These charges cover the cost of labor, processing, receiving, tracking, storing, and delivering. Please note that AAPS is not responsible for incurred service fees made by exhibitors.

The price for receiving will be based on pounds and will include storage. If storage exceeds 3 days, a \$25 per item/day storage fee will be added. The weights will be taken off the FedEx, UPS or DHL boxes. These packages do not need to be weighed at the hotel. On rare occasions, packages may come from another source without weight information. In these cases, weights will be determined by the hotel scale.

**Inbound Package Handling Fees** - The fees are as follows:

<b>Range of Pounds</b>	<b>Minimum fee to be applied to all incoming packages</b>
0 to 5 pounds	\$ 5.00 each
6 to 20 pounds	\$10.00 each
21 to 50 pounds	\$15.00 each
Over 50	\$25.00 each

**Inbound Package Handling Fees** - continued:

<b>Range of Pounds</b>	<b>Minimum fee to be applied to all incoming packages</b>
Crates	\$50.00 each
Pallets	\$75.00 each

**Outbound Package Handling Fees**

\$ 5.00 each box

**Labeling** – Guest instructions for proper labeling is essential. Improperly labeled packages account for the majority of lost and misplaced packages in our hotels.

The required format is as follows:

Name of Group and On-site Contact – address to the person that will be looking for it  
c/o The Hotel Name  
Street Address  
City, CA 88888  
Hold for     Name & Date     Conference  
Box(es)          of          (Multiple boxes MUST be numbered)  
Name of Hotel Catering/Convention Service Manager

- The Shipper's Return Address should include shipper's name, address and telephone number. Multiple packages within a single shipment should be numbered in sequence (i.e. 1 of 3, 2 of 3, 3 of 3); it may be helpful to make note of individual package contents so that careful records of all materials may be maintained and the sender alerted in the event of damage or non-receipt.
- Guest will be notified upon receipt of package.
- Heavy boxes (over 50 lbs.) should be identified so that staff (either yours or ours) can avoid injury while lifting them.
- If there is more than one on-site delivery location, please label the boxes with their specific delivery destination (e.g. Office/ \_\_\_\_\_ or Registration / \_\_\_\_\_)
- We require Exhibitors to ship freight to the designated drayage company, which will deliver boxes to the appropriate exhibit booth location.
- Send shipping information in writing to your Catering and Convention service representative. Be specific regarding the # of boxes shipped, point of origin (company, city), how they were shipped, when they are to arrive, when they should be delivered once they arrive, the size, weight and relative condition of the boxes and any other helpful information in order that we can properly handle your shipment.