



**MARRIOTT
MIAMI
BISCAYNE BAY**

Shipping & Receiving Guidelines

All boxes are to be shipped to the hotel address (see below) no more than 3 calendar days prior to the group's arrival. Boxes received prior to this date, will be subject to storage charges.

All boxes are to be shipped out of the hotel no later than 3 calendar days after the group's departure. Boxes shipped out after this date, will be subject to storage charges.

All boxes are to be shipped to the hotel, and are to be labeled as follows:

Miami Marriott Biscayne Bay

Attn: Guest Name/Group Contact Name

1633 N. Bayshore Drive

Miami, FL 33132

Hold for: GROUP NAME/MEETING NAME or Event Manager & on-site contact

On the labels, please ensure to include the following:

- Hotel Name

- Event manager
- On-site Group Contact Name and Phone Number
- Meeting Name
- Number of boxes shipped
- Method of shipment
- Date of expected arrival at the hotel

When possible, please always keep your tracking numbers with you, so it is easier to locate your boxes onsite.

Storage Fees:

Charges apply to any/all material received on property.

The Miami Marriott Biscayne Bay 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 Event Manager in charge of your meeting/group.

- The hotel cannot accept responsibility for acceptance and/or storage of boxes received more than three (3) business days prior to the scheduled start date of the 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 items or materials left behind without shipping instructions will be discarded three (3) business days after your departure date.
- The hotel address may not be used on outbound packages. Sender must use their home or office address as the originating location, when shipping from the hotel.
- Meeting Professionals MUST notify their Event Manager of any shipments to the hotel at minimum of seven (7) business days prior to the event.
- All Exhibitors, Vendors, and Attendees of a Convention or Trade Show in which an outside drayage company/decorator is utilized MUST ship all their freight and materials 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 event. It is highly recommended that the Meeting Professional is advised of this and communicates this with all Exhibitors.
- Packages should be received during regular business hours: Mon-Fri @ 7:00am –5:00pm. There are no available forklifts on property but rental arrangements can be made. All trucks must have a lift gate to load in and out of the loading dock.
- If third parties 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 our package(s). All packages will be held until a payment method has been confirmed.
- Vendors not covered by the group master account are responsible for their shipping charges and must have credit card on file for payment.
- The Shipper's Return Address should include the 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, and 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.
- Heavy boxes (over 50 pounds) should be identified so that associates (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 (i.e.: Office in _____ Room / Registration in _____ Room).
- Send shipping information in writing to your Event Manager or designee. Be specific regarding the number of boxes shipped; point of origin (company/city); how they were shipped; when they are to arrive; when/where they should be delivered once they arrive; the size, weight, and relative condition of the boxes; tracking numbers; plus any other helpful information that will assist in the proper handling and processing of your shipment.

Location

Shipping & Receiving is located on the North side of the Doubletree/Grand hotel.

A complete range of mail service including, express, courier, and pack and wrap services to groups, individual guests and departments.

- U.S. Postal Service (USPS)
- Local courier/delivery services
- Overnight air express services
- Ground delivery services.
- Worldwide delivery services
- The S&R office offers US Mail : registered, certified, insured, and Express Mail;
- UPS Express and ground delivery services and FedEx Express and ground delivery services

Shipping & Receiving Hours

Monday – Friday 8:00 AM to 5:30 PM, except holidays.

For out bound packages and express letters; the cut-off time for Shipping is 4:00 PM.

Saturday – 8am- 1:00pm

Sunday - As needed by business demands