

The Ritz-Carlton, Los Angeles and JW Marriott Los Angeles LA LIVE SHIPPING & RECEIVING (S&R) GUIDELINES

All packages shipped must adhere to the following guidelines.

PREPARING YOUR SHIPMENT

- Schedule your shipment(s) to arrive no more than 5 calendar days prior to the event start date to avoid storage fees.
- Use the name of the recipient who will be on-site to receive and sign for the package(s). Do not address shipments using property employee names, unless specifically for their use (ie, hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas of the property.
- **Note: FedEx Office at this location does not receive, store or accept packages.**

PACKAGE LABELING STANDARDS

- (Name of Recipient) (Recipient Cell Number)
- Ritz-Carlton JW Marriott LA LIVE
- (Convention/Conference/Group/Event Name)
- 900 W. Olympic Blvd.
- Los Angeles, CA 90015

SHIPPING AND RECEIVING CONTACTS

- Shipping Office: 213.765.8649
- Hours: Mon-Fri: 6AM-10PM Sat & Sun: 7AM-8PM
- **Ramon Contreras**, Manager, S&R
Office: 213.765.8646 Cell: 213.216.9121
ramon.contreras3@marriott.com
- **Angie Rowland**, Supervisor, S&R
Office: 213.765.8646 angie.rowland@marriott.com

SHIPMENTS WITH SPECIAL REQUIREMENTS

- Any special shipping needs (ie, refrigeration requirements, after hours delivery requests, changes to your meeting dates or rooms, special loading dock requirements) contact your **Event Manager** in advance of shipping items to The Ritz-Carlton or JW Marriott Los Angeles LA LIVE with any questions.

UPON YOUR ARRIVAL: On-site Package Delivery

Our S&R Team will deliver packages to conference rooms, meeting rooms, lobby area and guestrooms of The Ritz-Carlton and JW Marriott Los Angeles LA LIVE, but please consult with your Event Manager for specific delivery limitations that may exist.

- S&R Office is not authorized to leave packages unattended in guest suites and/or meeting-rooms. The recipient with authorization to sign for the delivery and approve any charges for fees must be present. An additional delivery fee will be applied if packages are moved to another location once delivered.
- Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each S&R Team member dedicated to performing these additional services.
- S&R cannot lend out any equipment, which includes pallet jacks, dollies, or flatbed carts. Bell carts cannot be used to move boxes or supplies around the hotel. If a bell cart is needed, a bellman must be present and a fee will apply.
- Deliveries after the hours of operations must be coordinated with your Event Manager and the S&R Department (*hotel guests requesting delivery after hours please contact Safety & Security at 213.765.8678*).

OUTBOUND PACKAGES

- All outbound packages must have a completed carrier air bill affixed to each package.
- We have M-F pickups for FedEx, UPS and USPS. Any other carriers must be contacted by the sender for a scheduled pickup. We will not make arrangements for freight or third party courier transportation and/or pickup. Communication regarding these other couriers should be sent to JW Marriott S&R Office, indicating when those items will be picked up.
- **FedEx Office at this location does not receive, store or accept packages, but, provides outbound services.** Shipping FedEx - FedEx Express® shipping boxes and air bill forms are available and are complimentary in the FedEx Office located on the 3rd Floor (next to Studio 4). For a fee they also offer pack and ship services and packaging supplies, such as boxes, tape, etc.,

PACKAGE HANDLING AND STORAGE FEES

- Handling/Receiving fees are in addition to any external transportation, shipping or carrier charges. Package weights will be rounded up to the nearest pound.
- Fees are charged to the guestroom reservation one-day prior to departure unless other arrangements have been made with the S&R Department.
- Non-Guests or Exhibitors staying outside the hotel must arrange payment for receiving, handling, storage fees prior to delivery of packages. Contact S&R to pay in advance for your packages to ensure timely delivery.
- Any additional fees imposed by other companies such as, FedEx, UPS, DHL due to delayed scheduled deliveries are the responsibilities of the shipper not the hotel.
- For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$300.00, which is applied to each pallet/crate handled.
- A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days.
- Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

PACKAGE WEIGHTS	PACKAGE HANDLING & RECEIPT BY S&R TEAM
Envelopes or Packs up to 1.0 lb.	\$5.00
1.1 – 10.0 lbs.	\$10.00
10.1 – 20.0 lbs.	\$20.00
20.1 – 30.0 lbs.	\$30.00
30.1 – 40.0 lbs.	\$40.00
40.1 – 50.0 lbs.	\$50.00
50.1 – 60.0 lbs.	\$60.00
60.1 – 70.0 lbs.	\$70.00
70.01– 80.0 lbs.	\$80.00
80.01 – 90.0 lbs.	\$90.00
90.01 – 100.00 lbs	\$1 pr/pound
Pallets & Crates	\$300 \$5 per item Pallet Breakdown

PACKAGE WEIGHTS	STORAGE FEE AFTER 5 th CALENDAR DAY
Envelopes/Packs up to 1.0 lb.	No Charge
1.1 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$20.00
60.1 – 100.0 lbs.	\$40.00
Pallets, Crates, Oversize	\$50.00