

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3 - 4 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 ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents, etc); this includes any room drops or deliveries to any other area of the hotel.

UPON YOUR ARRIVAL

Packages up to 35lbs will be available for pick-up inside of the FedEx Office Business Center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number below (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office's custody. Release signatures are captured at the time of package pick-up or during delivery of package(s) to the recipient.

UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office Business Center. FedEx Express shipping boxes and airbill forms are available and complimentary. Outbound packages being picked up by a third party courier should be coordinated in advance with a FedEx Office staff. Outbound Handling Fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hotel Name
 Event Name
 Guest Name - Arrival Date, Cell Number
 Street Address
 City, State Zip Code

FedEx Office Business Center
 JW Marriott Austin TX
 110 E 2nd Street
 Austin, TX 78701 USA
 Phone: 512.391.1816
 Fax: 512.499.0124

Operating Hours
 Monday - Friday: 7:00am - 7:00pm
 Saturday: 9:00am - 5:00pm
 Sunday: 9:00am - 5:00pm

PACKAGE HANDLING FEES

PACKAGE WEIGHT	INBOUND OR OUTBOUND PACKAGE HANDLING FEE	INBOUND OR OUTBOUND DELIVERY OR PICKUP FEE	STORAGE & OVERSIZE FEE		
			DAYS	STORAGE FEE PER DAY	OVERSIZE FEE PER DAY
0.0 – 1.0 lbs.	No Charge	\$5.00	1 – 5 Days	No Charge	No Charge
1.1 – 10.0 lbs.	\$10.00	\$15.00	6 – 7 Days	\$25.00	\$25.00
10.1 – 20.0 lbs.	\$15.00	\$20.00	8 Days and Over	\$50.00	\$25.00
20.1 – 30.0 lbs.	\$20.00	\$30.00			
30.1 – 40.0 lbs.	\$25.00	\$40.00			
40.1 – 50.0 lbs.	\$25.00	\$50.00			
50.1 – 75.0 lbs.	\$25.00	\$50.00			
75.1 – 100.0 lbs.	\$25.00	\$70.00			
Crate & Pallet *	.75 p/ lb. (\$150.00 Minimum)	.75 p/ lb. (\$150.00 Minimum)			

Package Storage Fees will apply to each package received and stored for more than five calendar days. Items measuring over 6.5 feet on all sides are considered oversize and will be assessed the Oversize Fee if stored for more than five calendar days.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of .75 p/ lb. (\$150.00 Minimum), which is applied to each pallet/ crate handled. A Labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The Labor fee can be charged in 15 minute increments.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper 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. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm 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 at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.