



## SHIPPING AND RECEIVING GUIDELINES

### INCOMING SHIPMENTS

All incoming shipments are received and stored by our Business Center. The following should be on all boxes:

Receiver (The name of person who will be looking for the packages) C/O (Conference Name & Dates) Arizona Grand Resort 8000 S. Arizona Grand Parkway Phoenix, AZ 85044
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To confirm that your shipments have arrived, you may call the Resort directly at 602-438-9000, and please ask for the Business Center. Once on property, you may retrieve your package(s) by stopping by the Business Center during business hours or by dialing extension x84391 from any resort phone to make arrangements for pickup or delivery.

### OUTGOING SHIPMENTS

1. Obtain an Arizona Grand Resort Shipping Form from the Business Center located on the second level of the Conference Center or by dialing extension x84391 from any Resort phone.
2. Complete one Shipping Form for each required destination. Standard shipping rates will apply based on the weight and destination of shipment. If a separate carrier account has been established, please indicate on the Shipping Form. Handling fees will still apply.
3. Additional packing and shipping supplies available by contacting the Business Center.
4. For parcel pick-up from any Resort location, please contact the Business center at extension x84391.

### EXHIBITS/DRAYAGE

Arizona Grand Resort does not accept exhibit related shipments. If exhibitor fails to comply, a \$150 handling charge per parcel or \$250 charge per exhibit container will be assessed upon delivery to booth. If exhibitor leaves any package behind at close of show, it will be turned over to designated exhibit company.

### ADDITIONAL NOTES

\*Labor is available upon request with a required 72 hour notice. A rate of \$35/hour/staff will apply. A 4 hour minimum is required.

\*Rental equipment is available upon request with a required 72 hour notice. Based on availability.

\*Dock usage available by advance reservation only.

\*Arizona Grand Resort does not import any parcels. All paperwork regarding customs and duties must be completed by the shipper.

The following Arizona Grand Resort handling fees will apply for all incoming and outgoing parcels:
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<p style="text-align: center;"><b>\$5.00 per package weighing under 75 lbs</b> <b>\$15.00 per international outgoing package under 75 lbs</b> <b>\$20.00 per Oversize Item including AV Anvil Cases, Display Cases, or any item over 75 lbs</b> <b>\$75.00 per pallet</b> <b>\$150.00 per parcel if forklift required</b></p>
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