



The Venetian | The Palazzo Package Shipping Instructions

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); this includes any room drops or deliveries to any other area of The Venetian | The Palazzo.

Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **702.836.4400**. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o FedEx Office at The Venetian | The Palazzo
3355 Las Vegas Blvd South
Las Vegas, NV, 89109
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center
The Venetian | The Palazzo
3355 Las Vegas Blvd South
Las Vegas, NV 89109
Phone: 702.836.4400
Fax: 702.262.0801
Email: usa5607@fedex.com

Operating Hours
Mon – Fri: 6:00am - 7:00pm
Saturday: 8:00am - 6:00pm
Sunday: 8:00am - 6:00pm

SHIPPING AND RECEIVING INSTRUCTIONS

There is limited loading dock space for shipments sent by local carriers, and delivery schedules must be arranged and approved in advance. The Catering & Conference Manager will coordinate the appropriate arrangements, at least fourteen (14) days prior, with Business Services Division, the Receiving Dock Master Foreman, and Security to ensure a successful delivery of your items to The Venetian | The Palazzo Resort-Hotel-Casino. Shipments arriving at the loading dock without prior authorization from the Catering & Conference Manager may be refused by The Venetian | The Palazzo Resort-Hotel-Casino.

PACKAGE DELIVERY WITHIN THE HOTEL

FedEx Office will complete delivery or pickup of packages within Congress Center, Ballrooms, Meeting Rooms, and Guest Suites. In cases where a drayage company or decorator is used, FedEx Office team members are not permitted to deliver shipments directly to your booth on the exhibit floor. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address.

Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES

FedEx Office will complete delivery or pickup of packages to guest suites. The Venetian | The Palazzo Resort-Hotel-Casino has a weight restriction of 200 pounds (93kg). Any shipments to guest suites over 200 pounds (93kg) need to be approved through FedEx Office team members or delivered to an approved area of the Congress Center or other approved areas of The Venetian | The Palazzo Resort-Hotel-Casino.



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UPON YOUR ARRIVAL

Packages will be available for pickup inside 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 located on the previous page (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. Release signatures are captured at the time of package pickup or package delivery 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 Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
0.0 – 1.0 lbs.	\$7.00	\$10.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$25.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$35.00
40.1 – 50.0 lbs.	\$30.00	\$40.00
50.1 – 75.0 lbs.	\$40.00	\$50.00
Over 75.0 lbs.	\$50.00	\$60.00
Pallets & Crates*	\$0.75 / lb. (\$250.00 Minimum)	\$0.75 / lb. (\$250.00 Minimum)

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$250.00 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.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

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.

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.