

PACKAGE SHIPPING INSTRUCTIONS

PREPARING YOUR SHIPMENT

Residence Inn & SpringHill Suites Orlando at Millenia is committed to providing you with an outstanding experience during your stay. Please schedule your shipments to arrive only 3-4 days prior to your event start date or reservation arrival date. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package-routing delays. Please do not ship any items to the attention of the Hotel or Event Specialist, unless the items are specifically for their use (i.e., hotel specifications, rooming lists and signed documents).

PACKAGE LABELING STANDARDS

GUEST'S LAST NAME, FIRST NAME

RESERVATION NUMBER: _____

5403 MILLENIA LAKES BOULEVARD

ORLANDO, FL 32839

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact the hotel in advance of shipping their items to the hotel with any specific questions. If you have any special needs such as refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms, please work directly with the Event Specialist who will communicate these requests to the receiving members in advance of your event.

UPON YOUR ARRIVAL

Packages will be available for pickup at the Front Desk 24 hours. In order to maintain the proper chain of custody, the Front Desk requires the package recipient's signature before the package can be released.

UPON YOUR DEPARTURE

All outbound packages and mail must have a shipping label attached and/or appropriate stamps. Packaging supplies (boxes and tape) are available at the Front Desk. Boxes availability is limited, so please be advised boxes may not be available in size desired. Packages received after checkout will be returned to sender unless hotel is notified of pickup arrangements or payment for forwarding is arranged.

Lost and Found items returned to guest via mail are subject to a \$5 handling fee plus cost of shipping.

PACKAGE HANDLING FEES

PACKAGE WEIGHT	COST	COST-ELITE MEMBER
Flat Envelopes (USPS)	No Charge	No Charge
0-5 pounds	\$5 plus tax	\$2.50 plus tax
5-10 pounds	\$10 plus tax	\$5 plus tax
10-60 pounds	\$15 plus tax	\$15 plus tax

- Guests staying 14 days or longer are eligible to receive three (3) packages per week at no cost regardless of weight.
- Marriott Rewards® Elite members may receive one (1) package at no cost per reservation and 50% off standard handling fees listed above for any additional packages.
- Not a Marriott Rewards® Member? Ask the Front Desk how to still receive a discount on handling fees!

*Items measuring over 6.5 feet are considered oversize and will be assessed an additional oversize fee. Items stored for more than five (5) calendar days will be subject to additional storage fees.

ORLANDO AT MILLENIA

5403 Millenia Lakes Boulevard
Orlando, FL 32839

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