

# WYNDHAM GRAND®

Orlando Resort Bonnet Creek

## Labeling of Packages for Incoming:

Below is the recommended labeling format for all incoming packages to the  
**Wyndham Grand Orlando Resort Bonnet Creek:**

### Individual Guest Package

Guest Name

Date of Arrival

Wyndham **Grand** Orlando Resort Bonnet Creek

14651 Chelonia Parkway, Orlando, FL 32821

### Group Packages

Guest Name (receiving package)

Conference Name

Conference Dates

Wyndham **Grand** Orlando Resort Bonnet Creek

C/O: (Conference Service Manager)

14651 Chelonia Parkway, Orlando, FL 32821

### Exhibitor Packages

Guest Name (receiving package)

Conference Name/ **EXHIBITOR**

Conference Dates

Wyndham **Grand** Orlando Resort Bonnet Creek

C/O: (Conference Service Manager)

14651 Chelonia Parkway, Orlando, FL 32821

## Shipping and Receiving Charges:

➤ Envelope:	\$3.00 each
➤ Medium Box (5-20lbs):	\$7.00 each
➤ Large Box (21-59lbs):	\$13.00 each
➤ Extra Large Box (60-100lbs):	\$18.00 each
➤ Boxes 100lbs & Up:	\$100.00 each
➤ Golf Clubs:	\$20.00 each
➤ Display Cases:	\$30.00 each
➤ Pallets:	\$100.00 each

## Return to Sender Packages:

- RTS packages should be processed weekly.
- If a package has been in the storage room for more than one (1) week, it should be RTS.
- Log all RTS packages and make sure the courier driver signs the sheet, acknowledging receipt.

## Outgoing Packages:

### Supplies:

- All boxes, shipping request forms, tape, air bills, etc. will be provided by Shipping and Receiving.
- The Front Office should also have shipping request forms for after-hours shipping. Complete billing information must be provided.

## General Information Regarding Shipping & Receiving:

- The CS Manager will be notified by Hotel Shipping as soon as package(s) are delivered should they be properly labeled by Group.
- No Package should arrive earlier than 5 days before Group's First day of Events.
- Packages will not be left in rooms without Group Contact present, unless the CS Manager signs for the packages.
- Guests are not allowed in the storage area, unless escorted by Shipping and Receiving Associate or the CS Manager.
- Banquets will assist with delivery of packages (inbound/outbound).
- A Timeline of Packages Delivery Time & Date AND Quantity should be provided to the CS Manager at least 2 weeks prior to event.
- Everyone delivers here. There is not specific time on delivery unless the individual pays for that service via FedEx or UPS, example: guest can pay for one day air early morning which would guarantee a time.
- Delivery days are determined, again by the carrier when the client creates the ship ticket. The individual can pay for Saturday delivery if they choose and we are here to accept packages.
- UPS or FedEx does not do Sunday deliveries. Our shipping department is also not here on Sunday. Should you need to retrieve a box on a Sunday, our security will let do a key assist with the CSM to go in the storeroom when they are not there.
- FedEx generally seems to come pretty early while UPS is kind of hit or miss when delivering.

## Michael Gambardello

Purchasing / Receiving Manager  
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Following the event, if the exhibitors leave their packed up boxes taped with shipping labels at each of their tables, I will have my team pick them all up and bring them down to shipping and receiving to send out