

Incoming Packages

Labeling of Packages:

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

Your Company Name, Booth#
2019 FSOMA Conference
Conference Dates August 23-25, 2019
Wyndham Grand Orlando Resort Bonnet Creek
C/O: Shauna Callahan
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.