



Sheraton Toronto 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 Sheraton Toronto.

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 Centre at **647.255.1856**. 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 Sheraton Toronto
123 Queens Street West
Toronto, ON, M5H2M9 CANADA
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Centre
Sheraton Toronto
123 Queens Street West
Toronto, ON M5H2M9
CANADA
Phone: 647.255.1856
Fax: 416.947.4854
Email: can5652@fedex.com

Operating Hours
Mon – Fri: 7:00am - 6:00pm
Saturday: 8:00am - 2:00pm
Sunday: 8:00am - 2:00pm

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to Sheraton Toronto 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 your Event Services Manager who will communicate these needs to FedEx Office in advance of your event.

PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Sheraton Toronto, but please check with the business centre for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. 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

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at Sheraton Toronto, but please check with the business centre for specific delivery limitations that may exist. FedEx Office is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.

Sender:
Company:
Address:
City:
Country:
Zip/Postal Code:

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Toronto, Ontario, Canada, M5 < **&A -**

Hold for: IAFS 2017 Conference, August 22-25, 2017

Event Contact: Cali Vindeirinho, +1 778 847 7461

Hotel Contact: Deborah Cloutier, +1 416 947 4863

On-Site Delivery Information: Tuesday August 22, Booth #

Content Description: _____

This shipment is for: _____, Booth #

BOX _____ of _____



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UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business centre (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 centre. FedEx Office offers pack and ship services in the business centre; 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
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$150.00	\$150.00

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.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00, 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.

** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business Centre by a guest.

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.

Guest Full Name: _____

Company/Event Name: _____

Room #: _____ Cell #: _____ Date: _____ Time: _____

Pickup/Delivery Location & Booth #: _____

Authorization to Charge to Guest Room Folio or Master Account

The signee below authorizes the Hotel to apply all the charges incurred at the FedEx Office Business Centre to the Guest's Room Folio or Master Billing Account. Select One: Guest Room: _____ Master Account: _____

Registered/Authorized Guest

Recipient Name: _____ Signature: _____ Date: _____

Final Sign Offs

FXO Team Member: _____ OTP Receipt #: _____ HPOS Receipt #: _____ Amount: _____

Quantity	Weight	SKU In / Out	Handling Fee	Service Type	Subtotal	Concession	Line Total
	0.0 – 1.0 lb	0261 / 50143	\$0.00	Inbound & Outbound Package Handling			
	1.1 – 10.0 lbs.	1359 / 1358	\$10.00				
	10.1 – 20.0 lbs.	1360 / 1355	\$15.00				
	20.1 – 30.0 lbs.	1361 / 1356	\$20.00				
	30.1 – 40.0 lbs.	1315 / 1357	\$25.00				
	40.1 – 50.0 lbs.	1316 / 1357	\$25.00				
	50.1 – 60.0 lbs.	1317 / 1357	\$25.00				
	60.1 + lbs.	1318 / 1357	\$25.00				
	Pallets/Crates	1370 / 1369	\$150.00				
	0.0 – 1.0 lb	0263 / 50138	\$5.00	Inbound + Delivery & Outbound + Pickup Package Handling			
	1.1 – 10.0 lbs.	0245 / 50139	\$15.00				
	10.1 – 20.0 lbs.	1381 / 50149	\$20.00				
	20.1 – 30.0 lbs.	1382 / 50150	\$30.00				
	30.1 – 40.0 lbs.	1389 / 50151	\$40.00				
	40.1 – 50.0 lbs.	1390 / 50152	\$50.00				
	50.1 – 60.0 lbs.	1391 / 50153	\$50.00				
	60.1 + lbs.	1392 / 50154	\$70.00				
	Pallets/Crates	1370 / 1369	\$150.00				
	Storage Fees	1365/1366	\$25.00 / \$50.00	Storage, Oversize, & Labor Fees			
	Oversized Items	1367	\$25.00				
	Labor Fee / Hour	11020	\$17.50				
Grand Total							



Credit Card Authorization Form

Sheraton Centre Toronto 123 Queen Street West Toronto, ON M5H2M9 Phone (647) 255 1856 Fax (416) 947 4854

Instructions

This form authorizes FedEx Office to charge the following credit card account for services rendered by FedEx Office. Complete this form and fax it to FedEx Office at the number above. Please specify where to send a copy of the sales receipt.

Customer/Account Information

Date	Company Name (if applicable)	Customer Name	
Address 1			
Address 2			
City		State	Zip
Phone	Fax	Email	
Name of Cardholder (print)		Credit card Type (check one) <input type="radio"/> FedEx Office Account # <input type="radio"/> Discover <input type="radio"/> Visa <input type="radio"/> Dinners Club <input type="radio"/> MasterCard <input type="radio"/> American Express	
Account Number Please call to provide your credit card number		Expiration Date	Security Code
Credit Card Holder's Authorized Signature		Date	Amount To Be Charged
Receipt Should Be Sent To: <input type="radio"/> Fax #: (listed above) <input type="radio"/> Email (listed above) <input type="radio"/> Other: _____			