



# Westin Harbour Castle 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 Westin Harbour Castle.

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 **647.288.1730**. 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 Westin Harbour Castle  
1 Harbour Square  
Toronto, ON, M5J1A6 CANADA  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

FedEx Office Business Centre  
Westin Harbour Castle  
1 Harbour Square  
Toronto, ON M5J1A6  
CANADA  
Phone: 647.288.1730  
Fax: 647.288.1734  
Email: can5575@fedex.com

Operating Hours  
Mon – Fri: 7:30am - 6:00pm  
Saturday: 8:00am - 5:00pm  
Sunday: 8:00am-5:00pm

## SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to Westin Harbour Castle 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 Westin Harbour Castle, 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 Westin Harbour Castle, 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.



# Westin Harbour Castle Package Shipping Instructions

## 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.



# Westin Harbour Castle Decorator Package Shipping Instructions

## DECORATOR SHIPPING INSTRUCTIONS

FedEx Office is proud to be a partner of Westin Harbour Castle in offering Guest Package Services onsite. This service includes receiving all inbound packages shipped to the hotel's physical address. FedEx Office staff is onsite in both the Business Centre and the Parcel Office to meet the needs of the guests and employees of the hotel.

FedEx Office understands the role of the Decorator. As such, a customized workflow has been created to allow FedEx Office to effectively operate the parcel area of the property without impeding the work of the Decorator.

## INBOUND PACKAGES

Two different options are available for every Decorator package arriving at the property's loading dock.

### A. Immediate Release Packages

Provided that the Decorator is on the property and ready to take possession/custody of the packages upon their arrival, FedEx Office will complete an immediate release of the Decorator labeled packages to the Decorator as soon as packages are received from the carrier.

### B. Received and Processed Packages

Any Decorator packages received and processed by FedEx Office that are stored overnight will incur applicable receiving fees. Payment by the Decorator will be required at time of package release. As a sign of our partnership with Decorators, we are pleased to offer discounts of the retail handling fees assessed on processed packages.

To provide a seamless experience for guests, and reduce confusion regarding package locations, Decorators are encouraged to emphasize the offsite receiving address for event shipments. This workflow will avoid FedEx Office handling fees on Decorator packages delivered directly to the property.

## OUTBOUND PACKAGES

FedEx Office is available to setup an outbound shipping desk within or nearby the meeting space to handle outbound shipments, as long as advanced notice and approval is provided during the event planning stages. Outbound handling fees apply to all outbound packages taken into possession by FedEx Office.

### **FedEx Office Business Centre**

Westin Harbour Castle  
1 Harbour Square  
Toronto, ON M5J1A6, CANADA  
Hotel Ext: 4319  
Phone: 647.288.1730  
Fax: 647.288.1734  
Email: [can5575@fedex.com](mailto:can5575@fedex.com)

### **Operating Hours**

Monday–Friday: 7:30am - 6:00pm  
Saturday: 8:00am - 5:00pm  
Sunday: Closed

### **Guest Package Office**

Hotel Ext: 4320  
Phone: 647.288.1732  
Email: [pm5575@fedex.com](mailto:pm5575@fedex.com)

## 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.



# Westin Harbour Castle Outbound Shipping Instructions for Events

## HOW TO SCHEDULE OUTBOUND SHIPPING

A FedEx Office Team Member can be made available at the meeting room listed below to assist and accept outbound packages. During this time, ample shipping supplies will be available to support all of your packaging and shipping needs.

Meeting Room: \_\_\_\_\_

Date: \_\_\_\_\_

Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Event Name: \_\_\_\_\_

Event Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

The FedEx Office Business Centre can also accept packages during normal business hours. Packaging supplies (boxes, tape, cushioning, etc.) are available for purchase at the FedEx Office Business Centre during the hours listed. Complimentary FedEx Express® shipping supplies and airbills are also available 24 hours a day.

### FedEx Office Guest Package Services

Hotel Ext: 4320

Phone: 647.288.1732

Fax: 647.288.1736

Email: pm5575@fedex.com

Business Centre Ext: 4319

Business Centre Phone: 647.288.1730

Email: can5575@fedex.com

### Operating Hours

Monday–Friday: 7:30am - 6:00pm

Saturday: 8:00am - 5:00pm

Sunday: 8:00am-5:00pm

## Follow these 4 steps to expedite the processing of your package

1. Complete a Shipping Airbill Form and be sure to include the Credit Card or FedEx account number, as well as your personal or business return address and not the address of the hotel.  
Please note: Outbound handling fees are applied to all packages, regardless of carrier, and are assessed in addition to the shipping/transportation charges.
2. Ensure all of your packages are properly sealed.
3. Affix the carrier's airbill form to each outgoing package.
4. Take your package(s) to the FedEx Office processing area during the times listed above or to the FedEx Office Business Centre during normal business hours.

Once you have completed the steps above, FedEx Office will process your package(s) into the FedEx Office Package Tracking System and securely store them until release to the carrier. Retain your tracking number(s) and you're all set! With FedEx Office Guest Package Services, it's that simple.

## INBOUND AND OUTBOUND HANDLING FEES

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| 0.0 – 1.0 lbs.    | \$2.00**                            | \$5.00                                     |
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| 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                                   |

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