



DALLAS
VICTORY

W Dallas Hotel Inbound/Outbound Shipping Instructions

PREPARING YOUR SHIPMENT

We are committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four working days prior to the event start date to avoid additional storage fees. Any packages that arrive more than (4) working days prior to the event or are not picked up (4) days after the event's conclusion will incur daily storage fees. These fees will be assessed by the volume of boxes and size storage needed but will start at \$75.00 per day and up. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, unless the items are specifically for their use (e.g., hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient 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 **Loss Prevention at 214.397.4166**. Package deliveries will only be scheduled after the recipient has completed the check-in process.

PACKAGE LABELING STANDARDS AND LOSS PREVENTION CONTACT

(Guest Name) or (Guest or Contact Cell Number)
c/o Loss Prevention at W Dallas Hotel
2440 Victory Park Lane
Dallas, TX 75219

W Dallas Victory Hotel
2440 Victory Park Lane
Dallas, TX 75219
Phone: 214.397.4100

Operating Hours
Mon-Fri: 7:30am – 6:00pm
Saturday: 7:30am – 2:00pm
Sunday: 12:00pm – 5:00pm

Box __ of __

SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact Loss Prevention in advance of shipping their items to W Dallas Hotel with any specific questions. If you have any special needs (e.g., refrigeration requirements, after hours delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to Loss Prevention in advance of your event.



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ON-SITE PACKAGE DELIVERY

In cases where a drayage company or a meeting decorator is used, Loss Prevention team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by Loss Prevention will be assessed both a handling and storage fee. If your meeting / event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address.

UPON YOUR ARRIVAL

Packages will be available for pickup at Loss Prevention; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at 214.397.4166; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. To maintain the proper chain of custody, Loss Prevention requires the package recipient's signature before a package can be released. Release signatures are captured at the time of package pickup or package delivery to the recipient.

All boxes and pallets will be delivered to a central location of the group's choice once their space is available at no extra charge. If assistance is required to distribute boxes once at that central location, a labor fee of \$75.00 per hour will be assessed.

UPON YOUR DEPARTURE

All outbound packages must have a completed carrier air-bill affixed to each package. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to Loss Prevention, indicating when those items will be picked up. Loss Prevention will not make any arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.



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PACKAGE HANDLING AND STORAGE FEES (all pricing is subject to 8.25% tax)

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST
Envelopes	complimentary
1.1 – 10.0 lbs.	\$5.00
10.1 – 20.0 lbs.	\$10.00
20.1 – 30.0 lbs.	\$15.00
30.1 – 50.0 lbs.	\$20.00
50.1 – 60.0 lbs.	\$30.00
60.1 – 150.0 lbs.	\$35.00
Exhibitor Rolling Cases	\$30.00 per case
Pallets	\$150.00 per pallet (Standard pallet size 48"x40")
Oversized Pallets	\$300.00 per pallet (larger than standard up through double pallet size. If pallet does not fit in the service elevator the vendor will be required to break down the pallet on the back dock prior to moving to the banquet space.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 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 oversized and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

Package weights will be rounded up to the nearest pound. * For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate

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. The Property does not provide such insurance. The Property nor the employees, agents or contractors 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 on the Property, 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 Property, you agree to be bound by any additional terms and conditions that the Property may establish from time to time for receiving and delivering of packages.