



Shipping Information

How should boxes be addressed?

Hotel Guests

- (1) - Name of Hotel Guest to receive Package(s)/box(es)**
Event name and date of event

Non-Hotel Guests

- (1) - Name of Hotel Guest to receive Package(s)/box(es)**
(2) - Event/Sales manager's name
Salt Lake City Marriott Downtown
75 S. West Temple
Salt Lake City, UT 84101

(Note): #1 and #2, as indicated above, are separate information needed to provide proper storage and billing. **Please do not send packages addressed under Events/Sales managers name if you will be staying at the hotel.**

How tall is the loading dock?

12'6" tall; Most semi trucks (13'6" tall) with detachable trailers will not fit in the loading dock. Most straight frame delivery trucks and some "city" trailers will. Trucks that will not fit in the loading dock must unload on 100 South. It is usually required that they have a hydraulic lift gate to unload.

Do we have a fork lift or other crate moving equipment?

The hotel does not have a fork lift. We have two pallet jacks rated at 3 tons, several flat beds and two hand trucks. We do not loan out shipping equipment to guests as our associates need these items to complete their jobs.

Are there size limitations on freight?

While the dock and back doors to the ballroom are tall, the door onto the loading dock and doors out the egress are standard 7 foot doors with a 6 foot wide opening. The size of freight we can accept is limited by these two points.

How does the incoming shipping process work?

Packages arrive usually during the morning, but some freight companies deliver at any hour. All packages are logged with the shipping department and require a signature. (All packages are handled and delivered by Loss Prevention/Security officers only).

SERVICE CHARGES:

Receiving Charges for hotel guests

Envelopes	free
\$5	per Package/Box up to 100lbs
\$50	per delivered pallet
\$25	Display Case/ Luggage
\$50	per Crate

(No storage fee up to 3 days – Due to the limited space, each additional day charges are below)

Storage Charges for hotel guests

\$5	per Package/Box up to 30lbs
\$10	per Package/Box 30-50lbs
\$10	per Package/Box 50-100lbs
\$15	per Package/Box over 100lbs

Special Handling Charges for hotel guests

\$25

Charges for non - hotel guests:

Guest Charges x 2

For Hotel Guest Package(s) received by the Marriott Hotel, A message is put on the guest's reservation that they have an item in shipping. When they call for it, they sign for acceptance of the package(s) and are given a receipt. Charges are placed on either their room or master account for their event.

For Non-Hotel Guests package(s) received by Marriott Hotel, Package(s) are stored in the shipping office until called upon by Non-Hotel Guest for pickup. Only individuals whose name is on package label may receive and sign for package(s). (Non-Hotel Guest may be asked for proof of identification).

How does the outgoing process work?

-Hotel Guests/Non-Hotel Guest may ship via any method when using a personal or company account. The hotel uses FedEx as its primary shipper and can charge a guest's room or master account for shipping or via a credit card upon request.

-Non-Hotel Guest must provide Credit Card information for package(s) shipping charges. We have limited shipping supplies on hand including the standard boxes and envelopes from FedEx. If additional packaging supplies are needed, due to the hotel's limited resources available for use, you may contact the front desk for directions to the nearest supply store. If the guest is shipping via a dedicated freight company (Yellow, Roadway, etc.), it is suggested they make the arrangements and a shipping associate will move their items to the loading dock for pick up.

International shipments require specific paperwork, including a commercial invoice, customs declaration, and waybill. Shipping companies will not accept packages for shipment unless ALL these items are complete and ALL shipping information is present.