

Shipping and Receiving

The Westin Charlotte has an on-site FedEx Office to handle the storage of exhibit materials.

All known freight must be communicated with FedEx ahead of time.

Due to limited *FedEx* storage, all shipments that arrive earlier than 5 days prior to the event may have additional storage fees in addition to the handling fees.

Please reference the following information regarding having materials shipped to and from the Westin Charlotte.

To ensure proper processing of all shipment, all packages and freight deliveries sent to the hotel must be addressed as follows: (****NOTE: Please refrain from having shipments addressed to your Event Manager****)

Attn: (Guest name)
Westin Charlotte
(Name of Event/Meeting)
601 S College St
Charlotte NC 28202

- All freight shipped to the hotel must be pre-paid. Due to limited space for storage in FedEx, all freight shipments should arrive no more than **3** days prior to the start of your meeting/event. Any freight shipment received & stored 5 days or more will incur additional storage fees in addition to the handling fees.
- It is preferred that boxes be numbered “1 of 6”, “2 of 6”, “3 of 6”, etc, or labeled with the Event Information (separate from the shipping label). This is to check whether incomplete shipments are received so we can notify the addressee, and we can group boxes together in storage.
- **Make sure that you hold on to your tracking numbers.** This will make it easier to trace all incoming shipments when you arrive at the hotel. (****NOTE: Order numbers are not the same as tracking numbers****)
- Notify your Event Manager the number of packages being sent to care of FedEx, method of shipping courier, and delivery date(s).
- If you need a package, and it is imperative you retrieve it upon arrival, we can arrange to have it stored in a secure location behind the Front Desk so it will be available to you as soon as you check in.
- Tradeshow exhibitor's equipment, crates and boxes, must be addressed to the attention of your official drayage contractor. If the package is received and processed through FedEx, **the contractor will be required to pay the handling fee to retrieve the package.**

Storage and handling fees will be applicable for all incoming and outgoing shipments

Package Handling And Storage Fees

Package weight	Package pickup or dropoff by guest	Package pickup or delivery by FedEx Office
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0-1.0 lb.	\$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.	\$35.00	\$50.00
60.1-150.0 lbs.	\$35.00	\$70.00
Pallets & crates*	-	\$150.00 or \$0.75/lb. > 200 lbs.

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 handled.

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 oversized fee if stored for more than five (5) calendar days.

Additional Services
Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

After Hours

- If you are coming to retrieve a package After Hours, you will need to go through the Hotel's loss prevention department.
- **Handling fees still apply After Hours.** If you check a package out we will apply the applicable handling fee to whoever's name appears on the package. I.e., if you check a package out for guest Jon Doe, we will post the handling fee to the room under Jon Doe's name, or whichever event/group they are associated with.
- If you need a package, and it is imperative you retrieve it upon arrival, we can arrange to have it stored in a secure location behind the Front Desk so it will be available to you as soon as you check in.

Signage, Banners, Branding, and SWAG

The Westin Charlotte has an on-site FedEx Office to handle the printing needs of clients.

No handwritten signs or posters are permitted anywhere on *Hotel* property. Signage must be professional in appearance. The Hotel reserves the right to approve all signage and graphics to be displayed in the Hotel's public spaces, meeting spaces, and ballroom Foyers.



From small or large projects, FedEx is proud to provide a plethora of items that can be branded or printed.

- There are a variety of spaces that can be branded throughout the hotel. The Hotel reserves the right to approve or deny the availability of the space based on the needs of other events/groups.
- For branding, it is suggested to provide at least **2 weeks** before the event in order to properly organize files and graphics. You will need to approve quotes and proofs of your project before they can be printed.
- For production of flutter flags, banners, table cloths, backdrops, etc., it is best to provide at least **4 weeks** before the event. This is to allow appropriate time to approve quotes and proofs of your project before they can be printed.
- FedEx will be able to provide a full consultation for available products and pricing. **Our pricing is separate than the hotel's rental fee of branding the space.** Once the quotes have been approved, we can send the needed dimensions and templates. If we are given more than 2 weeks, we have the ability to submit your project as a bid and try to get a better offer for price.

Digital Signage is exclusive to PSAV. Please contact PSAV for pricing and availability.

Projection Options are available as alternative signing solutions. Please contact PSAV for pricing and availability.