



EMBASSY SUITES

by HILTON™

Dallas - Frisco/Hotel, Convention Center & Spa

Shipping and Package Handling Procedures:

Due to limitations in secured storage space, the Hotel will only accept packages as follows: Boxes/packages may be sent for arrival a maximum of 48 hours prior to group arrival and will be marked with the responsible party's name that will be picking up the package, Group name, plus "Hold for Arrival Date of _____".

- All boxes being shipped out require that you call the carrier (UPS, FedEx, etc.) and arrange for pick up:
 - UPS: 1-800-742-5877 or 1-800-PICKUPS
 - FedEx: 1-800-463-3339 or 1-800-GOFEDEX
- **NOTE: FedEx charges a \$4.00 pick-up fee per box to the account that is being used.**
- No boxes will be picked up without a barcode on the shipping label. If you have an account and create your own label, it will have a barcode.
- The only shipping labels the hotel has (as a courtesy) are FedEx Air (Business Center – has barcode) and FedEx Ground (Front Desk – does NOT have barcode). FedEx Ground will require that you drop off the boxes at the FedEx store location below:

8290 State Highway 121, Frisco, TX 75034

(972) 731-0997

The hotel does not carry/provide UPS labels. If you want to ship UPS, you will have to have access to your or your company's UPS account and complete and print off labels that will have bar codes. You will then need to attach to your parcels and you will need to call UPS to arrange a pick up. **If you decide to leave packages with us for UPS to pick up, we will charge handling fees as mentioned below.** You also have the option to drop off your boxes at the UPS Store location below:

4760 Preston Rd Ste 244, Frisco, TX 75034

(972) 335-3491

- If you would like us to handle the call in or by default, you can leave your packages without calling in for a pick up. We will assess a \$10.00 call-in fee to have the carrier pick packages up.
- **We charge a PER DAY handling fee of \$5.00 per package for a package that weighs 0 lbs – 20 lbs or \$10.00 per package for a package that weighs 21lbs – 100 lbs.**
- Boxes picked up by or delivered to you on the same day they are received will **NOT** be assessed a storage and/or handling fee.
- **UPS applies fees regardless of the number of packages that are picked up. Same day pick up is \$6.70 for a pick up charge. Future day pick up is a \$5.65 fee. UPS Worldwide Express Freight CANNOT be combined with UPS Air, International or Ground pickup.**
- **Palettes received will be assessed a handling fee of \$75.00 each for receiving and storage.**