

PEPPERMILL

RESORT ♦ SPA ♦ CASINO

Attention Hotel Guests and Exhibitors

Peppermill ships and receives boxes via UPS and FedEx. All UPS and FedEx same day shipments must be communicated with the staff and packages should be at the Bell Desk or Business Center by 9:00am, Monday-Friday. There is no UPS and FedEx pick up on Saturday and Sunday. UPS and FedEx will not deliver on Saturday unless specified on their package, and do not deliver on Sundays. Package pick up hours at the Bell Desk: 9:00 am – 7:00 pm (Mon-Sun). Business Center's regular hours: 8:00 am to 4:00 pm (Mon-Fri). Please be prepared to show a tracking number to retrieve your package.

INBOUND and OUTBOUND HANDLING FEE

0-15 lbs. \$5.00
16-30lbs. \$15.00
31- 50lbs. \$25.00

- Over 50 lbs. there will be an additional \$1.00 per pound, charged upon guest pick up.
If a guest has not checked into their room payment will be due at the time of pick-up.
- Peppermill will not open any box or set up booth product displays.
- Inbound and outbound packages are separate charges.
- Outgoing Packages will be on the same fee table as Incoming packages. Guests will be responsible upon Peppermill receiving the package to be shipped. There will be a signature required on all charge slips.

OUTBOUND INSTRUCTIONS

- Any international package shipping must have an invoice for customs or go through a local shipping office. Please ask our Bell Desk or Business Center staff for assistance in locating any shipping office nearby.
- We do not accept any hand written or hard-copy shipping labels for outgoing shipments. Only printed labels from the courier of your choice will be accepted.
- Each package must have the (Air) shipping labels from your courier of choice (FedEx and UPS). It must be completed correctly with contact information and type of shipping to avoid any delays. For any FedEx Freight/Express shipments, please contact FedEx at 1-800-463-3339 to schedule a pick up.
- Ground shipments must have a printed label with the package. Guests can access their account to print the labels in the Business Center
- Packages must be taped and sealed.
- If the package is too heavy to be brought to the Business Center, packages can be retrieved from event spaces, but the guest must be present when the package is picked up by the staff. Please be aware that leaving packages unattended without notifying staff may result in lost packages. A package handling charge slip will need to be signed by the guest before staff will retrieve the package. You may pay with credit card or room charge. We do not accept cash, checks, chips or money order. - You must keep your tracking number for reference.

NOTE FOR ALL SHIPMENTS:

- ** Recipient's Contact Cell Phone Number** (Not required but HIGHLY recommended)
- ** Guests are recommended to keep note of their tracking number for faster and detailed information.
- ** The Peppermill Bell Desk or Business Center will not be liable for lost packages or damage incurred during shipping
- ** Any packages that are left at Bell Desk storage for more than 2 weeks will be turned in to Lost and Found
- ** Please contact UPS or FedEx for any issues with your package.
- ** The handling fee is the Peppermill's fee and not the actual charges from the courier of your choice (UPS/FedEx etc.) Please contact the courier company for accurate pricing. Peppermill does not provide courier pricing quotes.
- **We will not set up any booth displays.
- **All outgoing packages should be taped before we can pick them up.

If you have any questions please call the main line at 1-800-648-6992 and have them connect you to extension 77287 (Bell Desk) or 77205 (Business Center). Thank You!