



**EMBASSY
SUITES**
by HILTON™

St. Louis - Downtown
610 N 7th Street
St. Louis, MO 63101
(314) 269-5900

SHIPPING AND RECEIVING

Labeling Guidelines:

Guest packages should be labeled as follows to ensure proper delivery and storage:

Embassy Suites by Hilton St. Louis-Downtown

Attention: "Guest Name"

"Name of Event" (if applicable)

610 North 7th Street

St. Louis, MO 63101

- Multiple packages in a shipment should be numbered in sequence (e.g. 1 of 5, 2 of 5, 3 of 5).
- Heavy boxes should be identified as such.

Additionally, any packages addressed to a non-registered hotel guest will be refused delivery.

Inbound Packages:

Due to limited storage space, we request that packages NOT arrive earlier than three (3) days prior to the registered arrival date. Storage fees are applicable if received more than three (3) days prior to the registered arrival date, or left for more than three (3) days after the registered departure date.

A guest may receive standard letters and carrier envelopes free of charge. Shipments in excess of this maximum will be assessed a handling fee as outlined below (quoted prices are per parcel, not cumulative shipment):

BOXES/PARCELS

<u>Weight</u>	<u>Handling Fee</u>	<u>Storage Fee (outside of 3 days)</u>
0 – 5 lbs.	\$5	\$25
5 – 20 lbs.	\$10	\$25
20 – 50 lbs.	\$30	\$25
50 – 75 lbs.	\$50	\$25
75 – 100 lbs.	\$70	\$25

LUGGAGE/CASES/CRATES/PALLETS

<u>Weight</u>	<u>Handling Fee</u>	<u>Storage Fee (outside of 3 days)</u>
0 – 50 lbs.	\$50	\$25
50 – 100 lbs.	\$80	\$25
100 lbs. or more	\$100 per 100 lbs.	\$50
Pallets/Crates	\$100 per 100 lbs.	\$50



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Pick-Up & Delivery:

Registered guests who have received a package will be notified via the guestroom phone messaging system. With valid identification, the package(s) can be picked up at Front Desk or delivered within the hotel's premises (e.g. guestroom or meeting room). Hotel staff labor nor the use of hotel equipment is permitted for delivery outside of the hotel's premises (e.g. America's Center).

Outbound Packages:

Guests are responsible for the packing and labeling of outgoing packages. FedEx Express airbills and boxes are available in the Business Center. Guests may use their own shipping account if applicable. Labels may also be generated online via the preferred courier's website and printed in the Business Center (guest's account number or credit card is required).

The hotel can schedule pick-ups with the following couriers Monday - Friday, 8:30AM - 5:00PM: FedEx Express, FedEx Ground, FedEx Home Delivery, United States Postal Service (USPS).

Same-day weekday FedEx Express pick-ups are possible.

FedEx Ground/Home Delivery pick-ups require a (1) one business day notice.

USPS pick-ups require a (1) one business day notice.



United Parcel Service (UPS) pick-ups must be scheduled by the guest.

