



EMBASSY SUITES®

Northwest Arkansas
Hotel, Spa & Convention Center
3303 Pinnacle Hills Pkwy, Rogers, AR 72758
479-254-8400

Shipping and Receiving Policy Information

In-Bound Shipments

Please ensure the following information on your in-bound package label is visibly placed and include the following:

Name of Group/Event
Attn: Guest Name
Guest Contact Information
Embassy Suites NWA
3303 Pinnacle Hills Parkway
Rogers, AR 72758

- Arrangements for all pallets, as well as all shipments of more than 10 packages must be made in advance.
- Embassy Suites is not responsible for any damaged packages and has the right to refuse any shipments
- Embassy Suites is not responsible for helping unload any delivery truck that may drop off shipments. (Hotel does not own a forklift)

Hours for Receiving Freight:

7 am to 4pm Monday through Friday at the back dock of the hotel (Saturday and Sunday by the front desk) ***Because of our zip code, no packages are delivered before 10:30am, regardless of package being marked for earliest possible delivery.*** Please make proper arrangements to ensure your delivery for the proper time you may need it.

Normal Drop off times:

- DHL: 8 am to 3 pm
- UPS: 10 am to 12 pm
- Fed Ex: 11 am to 12 pm

Note: All drop off times are subject to the weather change and holiday traffic.

Incoming packages:

Envelopes and small Fed Ex/UPS carrier company boxes.....	NO CHARGE
All packages 5 pounds to 10 pounds	\$5.00 per package
All packages 11 pounds to 20 pounds	\$10.00 per package
All packages 21 pounds to 35 pounds	\$15.00 per package
All Packages 36 pounds to 50 pounds.....	\$20.00 per package
All packages over 51 pounds.....	\$25.00 per package
All packages held over 4 days	\$2.00 per day/package
All over sized boxes	\$15.00 per box
All normal sized pallets	\$75.00 per pallet
All over sized pallets	\$100.00 per pallet
All pallets held more than 2 days	\$50.00 per day

ALL PACKAGES NOT CLAIMED AFTER 30 DAYS WILL BE DISCARDED!!