



Marriott Metro Center

Shipping/Receiving Policies

Receiving

Packages will be held in a secured storeroom under the control for the Security Team. A handling fee will be charged for certain types of packages. Pallets, crates, display cases, and other heavier objects can be scheduled for delivery by speaking with a member of our Security team at (202) 824 6179. Package/deliveries arriving five (5) or more days in advance are subject to a storage fee. Some exclusions may apply with prior approval. In order to maintain proper chain of custody, the hotel requires the package recipient provide identification and a signature prior to the release of the package.

Shipping

All outbound packages must have a completed carrier air bill affixed to each package. The hotel does not pack items to be shipped. Shipping services can be provided with applicable fees. Pick-ups are performed daily by all major delivery services (FedEx Express, UPS, and USPS). Any other couriers are to be scheduled by the sender (including the FedEx Ground or Home). Packages being picked up by third party couriers will need to be coordinated and communicated to the Hotel. Outbound storage fees will be applied to each parcel following two (2) days awaiting pick up.

Terms & Conditions

All package related charges will be posted to accounts upon arrival. Recipient may be required to show identification to sign for delivery. Shipper is responsible for compliance with all applicable local, state and federal laws. The hotel does not provide any insurance for packages or contents being received or shipped via the hotel. The hotel and its associates assume no liability for damages, undeliverable or lost parcels which occur prior to receiving. All claims related to these matters are to be addressed directly with the courier. By shipping or receiving parcels via the hotel, the shipper agrees to all terms and conditions.

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Guest Package Processing Fees

Packages that are delivered to the hotel are logged by the name and tracking number, then stored in a secured room. Incoming Packages will be assessed a fee according to the criteria below:

Receiving/Processing

Package Weight	Handling Fee
Envelope/Letters	Complimentary
Packages Under 5lbs.	\$3.00/ea.
6-15lbs	\$5.00/ea.
16-30lbs.	\$10.00/ea.
31-50lbs	\$15.00/ea.
Packages Over 50lbs.	\$45.00/ea.

Incoming Packages arriving more than 5 days in advance will be assessed a \$10 per day storage fee beginning on the sixth day. Outgoing packages that are stored with the shipping department which do not go out within 2 days will be charged a \$10 per day storage fee beginning on the third day.

Marriott Metro Center Event Package Processing Fees

Guests that are hosting or participating in meetings or events on property should make sure that their parcels are labeled with their name, event name, event date and event manager. If parcels are to be delivered to a specific event space, guests must coordinate beforehand with their event manager at a minimum 48 hours prior to the event. Outbound packages for meetings may be coordinated with an event manager. All packages processed on behalf of a meeting or event group will be assessed a processing fee based on the number of packages.

Bulk Event Package Receiving

Quantity	Fee
0-5 Packages	Complimentary
6-12 Packages	\$50
13-24 Packages	\$75
25+ Packages	\$100
Display Cases & Containers	\$20.00/ea.
Pallets	\$200.00/ea.

Incoming Packages arriving more than 5 days in advance will be assessed a \$10 per day storage fee beginning on the sixth day. Outgoing packages that are stored with the shipping department which do not go out within 2 days will be charged a \$10 per day storage fee beginning on the third day.