



# Westin Harbour Castle Outbound Shipping Instructions for Events

## HOW TO SCHEDULE OUTBOUND SHIPPING

A FedEx Office Team Member can be made available at the meeting room listed below to assist and accept outbound packages. During this time, ample shipping supplies will be available to support all of your packaging and shipping needs.

Meeting Room: \_\_\_\_\_

Date: \_\_\_\_\_

Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Event Name: \_\_\_\_\_

Event Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

The FedEx Office Business Centre can also accept packages during normal business hours. Packaging supplies (boxes, tape, cushioning, etc.) are available for purchase at the FedEx Office Business Centre during the hours listed. Complimentary FedEx Express® shipping supplies and airbills are also available 24 hours a day.

### FedEx Office Guest Package Services

Hotel Ext: 4320

Phone: 647.288.1732

Fax: 647.288.1736

Email: pm5575@fedex.com

Business Centre Ext: 4319

Business Centre Phone: 647.288.1730

Email: can5575@fedex.com

### Operating Hours

Monday–Friday: 7:30am - 6:00pm

Saturday: 8:00am - 5:00pm

Sunday: Closed

## Follow these 4 steps to expedite the processing of your package

1. Complete a Shipping Airbill Form and be sure to include the Credit Card or FedEx account number, as well as your personal or business return address and not the address of the hotel.  
Please note: Outbound handling fees are applied to all packages, regardless of carrier, and are assessed in addition to the shipping/transportation charges.
2. Ensure all of your packages are properly sealed.
3. Affix the carrier's airbill form to each outgoing package.
4. Take your package(s) to the FedEx Office processing area during the times listed above or to the FedEx Office Business Centre during normal business hours.

Once you have completed the steps above, FedEx Office will process your package(s) into the FedEx Office Package Tracking System and securely store them until release to the carrier. Retain your tracking number(s) and you're all set! With FedEx Office Guest Package Services, it's that simple.

## INBOUND AND OUTBOUND HANDLING FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$150.00	\$150.00

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00, which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

\*\* No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business Centre by a guest.



## Outbound Handling Fees

Please note that outbound handling fees are charged on a per package basis determined by weight using the table below. These fees will be charged to your room unless other arrangements are made prior to checkout. Additional fees may apply if package requires repacking for shipping. By giving us your package at this time, you agree to pay all applicable handling charges.

PACKAGE WEIGHT	DROP OFF BY GUEST	PICKUP BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	No Charge	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
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