



# THE UPS STORE<sup>®</sup> The UPS Store Business Center at Green Valley Ranch: Shipping Instructions

## Welcome – Preparing Your Shipment

The UPS Store Business Center looks forward to servicing all of your shipping and business center needs. We are committed to providing you with an exceptional, world class experience during your stay. All guest and event packages shipped to Green Valley Ranch must follow the address labeling standards (illustrated below) to prevent package routing delays. If your event has vendors/sponsors/exhibitors, please distribute this document to each of them. Please schedule your shipment(s) to arrive **at least** 3-4 days prior to the event start date. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Catering & Conference Manager unless the items are specifically for their use (i.e. hotel specifications, rooming lists, signed documents, etc.) This includes any room drops or deliveries to any other area of the resort. If a package has not been picked up within 30 days and no communication by the addressee has been received, the package will be returned to the sender, who will be responsible for all additional shipping fees. Some couriers do not accept return-to-sender packages. These packages will be held for 6 months and then destroyed. For more information on package retention, the return-to-sender process, or to schedule package deliveries within Green Valley Ranch, please contact The UPS Store Business Center at **Store6980@TheUPSStore.com** or **702-617-7540**.

### The UPS Store Office Contact & Operating Hours

The UPS Store Business Center at  
Green Valley Ranch Resort  
Phone: 702.617.7540

Email: Store6980@TheUPSStore.com

Monday-Friday: 8am-12pm & 1pm-4pm  
Saturday & Sunday: Closed

### Package Labeling Standards

(Recipient, Event, & Vendor Name)  
(Guest Cell Phone Number or Email)  
2300 Paseo Verde Pkwy  
Henderson, NV 89052

Box # \_\_\_\_\_ of \_\_\_\_\_

## Shipping & Receiving Instructions

Meeting organizers and participants are encouraged to contact The UPS Store Business Center in advance of shipping their items with any specific questions. If you have special needs such as refrigeration requirements, after-hours delivery requests, or changes to your meeting dates or rooms, please work directly with your Catering & Conference Manager who will communicate these needs to The UPS Store in advance of your event.

### Package Delivery Within Green Valley Ranch Property

In most cases, The UPS Store will complete delivery or pickup of packages within the conferences & meeting rooms and lobby area, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company is used, The UPS Store team members will release any drayage directly to the company's representatives if they are on-site when the shipments arrive and handling fees have been collected. If a drayage company is being used for exhibitor packages, these packages must be shipped directly to the drayage company's specified address. Please note that The UPS Store team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

### Package Delivery to Guest Suites

In most cases, The UPS Store will complete delivery or pickup of packages to guest suites at Green Valley Ranch Resort, but please inquire about specific delivery limitations that may exist. The UPS Store is not authorized to leave packages in any guest suites without the guest present. A guest with authorization to sign for the delivery and approve any charges for handling & delivery fees must be present in the suite.

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## Printing

The UPS Store offers full service document and printing services, including wide-format printing. Contact The UPS Store Business Center at Store6980@TheUPSStore.com to discuss your printing needs.

## Upon Your Arrival

Packages will be available for pickup inside The UPS Store Business Center (receiving fee will apply). Pallets, crates, and other heavier items may be scheduled for delivery by contacting our staff at Store6980@TheUPSStore.com or 702.617.7540. Package deliveries to guest suites should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, The UPS Store requires the recipient's signature before a package can be released. Release signatures are captured at the time of package pickup or delivery to the recipient.

## Upon Your Departure

All outbound packages must have either a completed carrier air-bill affixed to each package or shipping and payment arrangements made prior to guest departure. The UPS Store offers pack and ship services, as well as packaging supplies (boxes, tape, etc.) available for purchase. Outbound packages picked up by a third party courier (such as freight) should be coordinated in advance with a team member of The UPS Store. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## Package Handling & Storage Fees\*

Inbound	
Envelopes	\$5.00
0-9 lbs.	\$10.00
10-19 lbs.	\$15.00
20-29 lbs.	\$20.00
30-39 lbs.	\$30.00
40-59 lbs.	\$40.00
60-79 lbs.	\$50.00
80-99 lbs.	\$80.00
100+ lbs.	\$0.80 lb.
Pallet/Crate/Skid	\$400.00

Outbound	
Envelopes	\$5.00
0-14 lbs.	\$6.00
15-29 lbs.	\$10.00
30-49 lbs.	\$15.00
50-74 lbs.	\$20.00
75-99 lbs.	\$40.00
100+ lbs.	\$0.50 lb.
Pallet/Crate/Skid	\$150.00

\*Additional fees may apply. Please contact The UPS Store for details.

## Terms & Conditions

Receiving, delivery, and storage charges are payable at the time of receipt. Recipient may be required to present government-issued photo ID and sign for receipt of items. Shipper must comply with all applicable local, state, and federal laws, including those governing packing, marking, labeling, and shipping. **OBTAIN FIRE, CASUALTY, AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING.** Neither Green Valley Ranch Resort nor The UPS Store provide such insurance. Neither Green Valley Ranch Resort nor The UPS Store nor the employees, agents, or contractors of either firm will be liable for any damages whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at Green Valley Ranch Resort, in which case, such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to Green Valley Ranch, you agree to be bound by any additional terms and conditions that Green Valley Ranch or The UPS Store may establish from time to time for receiving and delivering of packages.