

## Package Handling Procedures & Fees

The Sheraton Pasadena provides a package handling service for our guests. Hotel bellmen will receive, store, deliver and log materials. Once the package is received the bell staff will inform our guests of the fees and will be billed to their room by the Front Desk.

### Package Fee Notification

*0-5 lbs. - \$5.00*

*6-20 lbs. - \$10.00*

*21-50 lbs. \$15.00*

*Over 50 Pounds \$25.00 each*

*Crates \$50.00 each*

*Pallets \$75.00 each*

*Boxes must be properly closed and labelled (Pre-Paid or with Account number). If our guests request to have boxes shipped please be sure a label is provided. Fed Ex and UPS come by the hotel twice a day to drop off and pick-up. Our bellmen also have the ability to drop packages off at a nearby location depending the provider.*

Arriving Packages should be addressed to the **On-Site Guest recipient**, as follows:

Attn: **Guest's Name**

**Arrival Date**

Sheraton Pasadena

303 Cordova 91103

Pasadena, California

Package Fee Notifications can located in the bell closet and the front desk.