

MARRIOTT
DALLAS UPTOWN
Local Standard Operating Procedure

Title	Package Handling Fees		
Department	Loss Prevention/ Front Office/ Accounting/ Events	Date Issued / Revised	06.07.2021

Overview/Purpose
Establish a policy to follow upon receiving and handling of incoming packages for guests and events. This policy will detail fees to be charged for the handling and storage of incoming packages.
Details

The charges listed below are handling of packages. This does not include the fee for a delivery request.

Incoming Packages

Handling Fee (Receiving, Safely Storing and Logging in)

Letter - \$3.00
00-24lbs. - \$5.00
25-49lbs - \$10.00
50-99lbs - \$15.00
100lbs or more - \$20.00
Exhibit Booth Cases - \$25.00

Delivery Charges (Upon request only)

Letter - \$3.00
00-24lbs. - \$5.00
25-49lbs - \$10.00
50-99lbs - \$15.00
100lbs or more - \$20.00
Exhibit Booth Cases - \$25.00

Incoming Pallets

00-499lbs - \$100.00 per pallet
500lbs or more - \$200.00 per pallet

Incoming Crates

00-499lbs - \$200.00 per crate
500 or more - \$400.00 per crate



Crates weighing over 1,000lbs will be refused by the hotel unless prior notification has been made with the hotel and proper arrangements have been made.

Outgoing Packages

There is no charge if the package is pre-packaged, has label on it and has scheduled a pick up. If requested, the hotel can send out the package/s but it must be pre-packaged and all proper information must be provided. Hotel will charge for the cost of sending plus a 35% upcharge.

Man Hours

There is a \$30.00/hr (or a portion of an hr/per man) charge when Loss Prevention staff is involved in the unloading, loading, breakdown, setup, repacking of packages or delivering packages(CONVENTION/EXHIBITIONS) in addition to above charges.

Payment Methods:

Once the guest or event contact has received their packages and has signed the package delivery form (Incoming package return in MS Shift), then the fees may be processed via the following methods:

Room Charge Master Account Credit Card

(IF pay with a credit card please inform the hotel so we can provide you with a credit card authorization form.



Contact Information

Prior to sending any convention parcels to the Marriott Uptown Hotel, the groups/guests are asked to

Contact the Marriott Uptown Hotel Loss Prevention department:

Meeting professionals **MUST** inform Loss Prevention of any shipments to the hotel at a **minimum** of seven (7) business days prior to the event. This will allow the Loss Prevention Department to plan for the arrival and storage of the group(s).

Loss Prevention Contact: Any Loss Prevention Officer available

Email: dalmu.lossprevention@marriott.com

Phone: Main: 214-239-0333

Label

It's very important that shipments arriving to the hotel for conventions/exhibitions be labeled appropriately to insure proper logging and tracking of the shipment and easy access when it is requested for delivery. Please use the following format or cut and copy.

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 MARRIOTT DALLAS UPTOWN	3033 Fairmount Ave. Dallas Texas 75201 214-239-0333
NAME OF GUEST RECEIVING SHIPMENT: _____	
NAME OF CONVENTION: _____	
DATES OF CONVENTION: _____	
BOX # (I.E BOX 1 OF 4, 2 OF 4 ETC.): _____ OF _____	
DELIVER TO MEETING ROOM: YES _____ NO _____	
IF YES, ROOM NAME(ADDITIONAL FEES APPLY): _____	
HOTEL EVENT MANAGER: _____	