

Shipping & Receiving

Shipping Instructions

All parcels and freight being shipped out of the resort require a Pointe Shipping instruction form to be filled out and signed. Only authorized signers can bill to the master accounts. Suite numbers or charge card numbers must be on shipping forms to ship out parcels. All outgoing parcels and freight will be assessed a reasonable and customary service charge, which is listed below. For equipment rentals, such as forklifts, pallet jacks, dollies, etc., we will need at least one week notice (all heavy freight, crates, machinery, etc. will require equipment rental to avoid injury.) Packaging of material is the guest's responsibility due to Pointe Hilton Tapatio Cliffs Resort's reliabilities. Insurance is an extra charge.

Exhibit freight will be refused by the resort, unless prior arrangements are made through the Shipping and Receiving Department or the Meetings and Conventions Department. Please use the Trade Show Company contracted by your group to handle all exhibit freight.

Equipment Rental Charges (estimated)

<i>Fork Lift Rental</i>	<i>\$175.00 per day</i>
<i>Fork Lift Rental per Week (does not include fuel, tax or drive)</i>	<i>\$475.00</i>
<i>Lift Operator (2 hours minimum)</i>	<i>\$45.00 per hour</i>
<i>Pallet Jack Rental</i>	<i>\$45.00 per day</i>
<i>Pallet Jack Rental per Week</i>	<i>\$125.00 per week</i>

Rental rates listed above change without notice as rental fees from our suppliers are subject to change.

Shipping & Handling Service Charges and Supplies

Group Shipping and Handling \$4.00 handling charge per box received. This charge includes receiving, box movement and storage for 4 days. (No outbound shipping service charges for planner's boxes.) Any boxes over 50 pounds are charged at 15 cents per pound.

<i>Service Charges:</i>	<i>Outbound to USA destination</i>	<i>\$6 per box / \$4 per letter</i>
	<i>Outbound International*</i>	<i>\$10 per box / \$6 for multiples</i>
	<i>*requires Customs Form to be filled out</i>	<i>to same address</i>
	<i>Saturday pickup or delivery:</i>	<i>\$12.50 each</i>
<i>Supplies:</i>	<i>20x20x20 boxes</i>	<i>\$6.00 each</i>
	<i>16x16x16 boxes and smaller</i>	<i>\$5.00 each</i>
	<i>Golf boxes</i>	<i>\$10.00 each</i>
	<i>packaging materials</i>	<i>\$5.00</i>

Additional Information:

All boxes are stored in our Shipping and Receiving area, and guests are messaged to contact us for delivery instructions. FedEx/UPS/Airborne letters and small packages are given to the Business Center for distribution. The cutoff time for overnight shipments is 2:30pm Monday – Friday for Fed Ex and UPS.

Visit the Business Center (located adjacent to the resort lobby via the East exit) for more Shipping information, boxes and forms, or contact us at extension 7144 for pickups and deliveries.