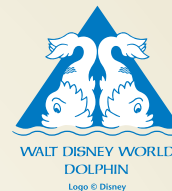


PACKAGE INFORMATION



CONVENTION SHIPPING & RECEIVING:

The 11th Hour Business Center is available for the receipt, holding, and delivery of packages to guests in rooms, meeting spaces, and the exhibit halls. Convention and meeting materials should be identified with the name of the guest, convention/group name, and arrival date. All packages will be weighed upon arrival and handling charges will be assessed when they are delivered to the guest.

Packages shipped to the Dolphin Hotel should be addressed as:

Attn. "<Guest Name/Meeting/Arrival Date>"

WDW DOLPHIN HOTEL

1500 Epcot Resort Blvd.

Lake Buena Vista, Florida 32830

Ph. # 407-934-4259

Packages shipped to the Swan Hotel should be addressed as:

Attn. "<Guest Name/Meeting/Arrival Date>"

WDW SWAN HOTEL

1200 Epcot Resort Blvd.

Lake Buena Vista, Florida 32830

Ph. # 407-934-1370

Complimentary routing labels are available for your convenience; please contact the Business Center to request these labels.

PACKAGE RETRIEVAL:

Packages can be picked up in the Business Center during staffed operating hours as follows:

Dolphin Business Center: Monday – Sunday 7:00 am – 7:00 pm

Swan Business Center: Monday – Friday 8:00 am – 5:00 pm

To arrange for delivery of your packages, please call the Business Center at extension 4259. Packages can be delivered to either the Dolphin or Swan hotels Monday – Sunday 7:00 am – 7:00 pm.

GUEST PACKAGE SERVICES:

Any and all outbound shipping can be done through the Business Center. If you need assistance in bringing your packages to the Business Center, please call extension 4259 to arrange for pick up. Guests can use their own shipping accounts or they can apply all fees to their room, master account, credit card, or cash. The Business Center also has materials available for purchase to assist you in packing your items. The 11th Hour Business Center is not responsible for packages damaged during the shipment process. All claims will be filed directly with the individual couriers. (FedEx, UPS, DHL, etc.).

HANDLING FEES:

Handling charges are in addition to the cost of shipping, and are charged on a per package basis. Charges apply to inbound and outbound shipments. The charges can be applied to your room, master account, credit card or cash.

Letter Packs	\$3.00
1 – 10 lbs.	\$ 6.00
11 – 20 lbs.	\$10.00
21 – 40 lbs.	\$15.00
41 – 75 lbs.	\$20.00
76 – 99 lbs.	\$25.00
100 + lbs.	\$ 0.70 per lb.
Pallets/Freight	\$ 0.70 per lb.
Exhibit Cases: 1 – 75 lbs.	\$ 35.00
Exhibit Cases: 76 – 150 lbs.	\$ 75.00
Exhibit Cases: 151+ lbs.	\$ 0.70 per lb.

SECONDARY MOVES:

\$ 5.00 per box

\$100.00 per pallet

