

Fairmont
SCOTTSDALE PRINCESS
Event Guidelines

AUDIO VISUAL

PSAV Presentation Services as our official supplier maintains a fully staffed office in the Resort, operating 7 days a week, 24 hours a day. They provide a complete audio visual planning service, skilled technicians, state-of-the-art equipment, and service which is responsive to your every need. Arrangements can be made through our Conference Services/Catering Department.

Should you prefer to choose a different Audio Visual/Production Company; a Production Concierge will be assigned to your set up and tear down of all events that have audio visual equipment utilized. This Concierge will ensure that the high production standards developed by PSAV and the Fairmont Scottsdale Princess are maintained through every event, regardless of who is providing production. They will also monitor move in and out of equipment, and will ensure that Resort health and safety protocols are followed while in the Resort.

Any outside audio visual equipment or vendor used by the consumer requires prior approval by the Fairmont Scottsdale Princess. The following fees will be charged for the Production Concierge assigned to any Audio Visual/Production Companies other than the in house Audio Visual Company:

- \$85.00 per hour, minimum 5 hours for any set up day and tear down day for events taking place in the Palomino or Princess ballroom or any sections of the ballrooms used separately for events. If both ballrooms are being utilized, a minimum of one Production Concierge will be needed for each ballroom.

The fee is applicable to all events that are part of the program and have audio visual equipment provided by someone other than the in house Audio Visual Company.

If your group requires rigging services, rigging equipment or the use of rigging points, PSAV is the sole provider as the Resort's exclusive provider of rigging equipment and rigging services, for additional charges.

PSAV maintains an exclusive service agreement to provide all telephone and internet requirements for all events. PSAV also maintains an exclusive service agreement to provide all electrical needs for bands, booth, and table top exhibitors or special equipment.

PSAV at the Fairmont Scottsdale

In House Extension - 2767
Direct Dial - 480.473.3451
Fax - 480.473.3465
Keith Scharfman
kscharfman@psav.com

DESTINATION SERVICES

We encourage all of our groups to take advantage of the Adventure & Experiences Department, our resort owned entity that coordinates destination items such as Themed Events, Transportation, Group Spa at Well & Being, Golf, Activities/Tours, Branding, Gifts, etc.

The A&E Department
7575 East Princess Drive
Phoenix, AZ 85255
Phone: (480) 585-2643
Online Catalog: <http://www.adventureandexperiencesdmc.com/>

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PROMOTIONAL MATERIALS

Please note that we do not permit anything to be nailed, posted or otherwise attached to the Resort walls. Only pre-authorized signage, promotional material, etc., will be allowed in any meeting/foyer area and we would ask that you please verify with your Conference Services/Catering Manager for approval prior to making any necessary arrangements. All registration tables, banners and signage are restricted to the meeting room areas of the resort and may not be placed in the main lobby areas. Anything in connection necessary for the proper protection of the building, equipment, or furniture or fixtures will be at the expense of the organization or exhibitor.

Organization signage to be used in the approved areas of the Resort must be professionally printed and approved by the Conference Services/Catering Manager. All signage not authorized by the Resort, will be removed and discarded.

BOX HANDLING AND DRAYAGE

FedEx Office operates the full service in-house Business Center for the Fairmont Scottsdale Princess. Please see the FedEx Addendum at the end of this document for shipping information and charges.

OUTSIDE CONTRACTORS

We offer all services necessary for a successful meeting, however, if you find it necessary to use outside services, any companies, firms, agencies, individuals and groups hired by or on behalf of your group shall be subject to our prior approval. Upon prior reasonable notice from you, we shall cooperate with such contractors and provide them with facilities at the premises to the extent that the use and occupancy of the facilities by the contractor does not interfere with the use and enjoyment of the premises by other guests and members of the Resort.

Your outside contractors must comply with all resort standards for attire, behavior, operations and safety that we deem appropriate, in our sole discretion, regarding use of function space, facilities and use of Resort services.

GUEST ROOM CREDIT GUIDELINES

At check-in, any individual not using a credit card or authorized master account to guarantee payment of room, tax and incidental charges must pay all room and tax charges, plus an incidental deposit. The deposit will be \$100.00 for each night of the reservation. Should room and tax charges be pre-paid or guaranteed, only the appropriate incidental deposit will be incurred. Any unused portions of the deposit will be refunded at checkout. The incidental deposit is for telephone and movie charges only.

If a guest does not have a credit card, nor provides a cash deposit at check in, they will be prevented from posting any charges to their guest room folio, including the use of the phone, In Room Movies and access to the Refreshment Centre in the bedroom. The Group Organizer will be notified and asked if any alternative arrangements should be made.

PAID OUTS

We will be happy to accommodate, on a complimentary basis, paying out cash to authorized group signatories, provided the amount of the cumulative paid outs does not exceed deposits with the Hotel at least 14 days in advance of check-in. The deposit for paid outs is separate and in addition to all other deposit or prepayments required by contract.

Should you wish to draw cash in excess of funds deposited with the hotel as specified above, or within 14 days of arrival, a cash handling and administrative fee of 5% of the amount paid out will be charged, subject to a minimum charge of \$50.00 per transaction.

Normal credit approval requirements apply.

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EARLY DEPARTURE FEE

Upon check in, each guest will be asked to review the departure date stated on the reservation. The attendee may change the departure date at that time. If an attendee wishes to change the departure date after check in they must inform the Front Desk at least 24 hours in advance. If you choose to shorten your stay without informing the Front Desk in advance there will be a departure fee of a one night stay.

ENGINEERING

American Audio Visual Center is pleased to arrange for any special electrical needs for bands, booth, and table top exhibitors or special equipment.

EXHIBITS

We will require that your exhibit needs be handled through an outside company and our Adventures & Experiences Department can help you with a recommendation. All exhibitor boxes must be sent to your drayage company and not the Resort. Exhibitor items sent directly to the Resort may be refused and returned to the sender. Any electrical power requirements will be provided and charged by the in house Audio Visual Company.

The A&E Department
7575 East Princess Drive
Phoenix, AZ 85255
Phone: (480) 585-2643

Exhibit rental includes:

- Heating/air conditioning
- Existing room lighting
- Cleaning services for the public-use portion of exhibit area (i.e. aisles).

We would be pleased to offer the following services at an additional fee:

- Installation of electrical power lines and individual exhibit outlets
- Storage and placement of display equipment
- Decoration and related services
- Security services
- Labor requirements to install, erect, drape or decorate exhibits or the exhibit area, and to move exhibit materials in and out of the exhibit premises or Hotel.
- Cleaning of interior booth space
- Gas or water supply
- "Pre and post" exhibit storage
- Receiving
- Packaging and Shipping
- Tables, skirting, draping, chairs, and/or tablecloths

FUNCTION ROOM SET UP/TEAR DOWN

Groups have the option to select any Decorator for their events. We would ask that you check on the availability of the function room you have booked for appropriate access time.

Please ensure that you have made arrangements to have all items picked up immediately after the event, as the Resort is not responsible for anything that may go missing following the event.

Due to Fire and Safety Codes, cases or equipment cannot be stored in the back service corridor of the resort. If they cannot fit in the meeting room, then they must be stored outside the building in a prearranged location approved by the Conference Services/Catering Manager – note that storage fees may apply. All lifts must also have prearranged staging and storage locations approved by the Conference Services/Catering Manager.

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In the event that there is a need to use either a scissor lift, pump truck or any other heavy equipment inside of the function rooms, the client will be responsible for arranging plastic under liner (Poly-Tak or Vis-Queen) to protect the flooring of the function room as well as protective wheel covers for this equipment. All wheels of motorized equipment must use wheel socks at all times when the vehicles are on carpeted areas. If the client is unable to provide prior to arriving on site, the Resort can provide the plastic under liner for the following charge:

500' x 36" Roll - \$600.00 plus tax each
Protective Wheel Covers (set of 4) - \$50.00 plus tax rental

Please note that it is prohibited to use any kind of confetti/sparkles or any kind of rice on the premises of the Resort. A cleaning fee of \$1,000.00 will be charged to the group for any materials that require extensive cleanup.

In the event that the Resort is requested to make significant changes to a set up of a function room within 24 hours of the scheduled set time after written confirmation (through an event order or floor plan) the Resort will impose a change fee of \$10.00 per person (guaranteed number of guests or number of seats for the event- whichever is greater) plus applicable tax.

PYROTECHNICS/FOG/HAZE MACHINES

When using any type of pyrotechnics, including smoke, fog or haze machines and laser displays, the group must secure a certified vendor and make all necessary arrangements with the Scottsdale Fire Marshall, including obtaining the necessary permit which must be provided to the Conference Services/Catering Manager prior to the event. This must be approved 15 days prior to the event. Fire panel monitoring must take place when using pyrotechnics or fog machines so that the fire alarms do not sound. This will require two resort engineers monitoring the fire panel and function room, arranged through the resort Conference Services Manager, at the following rate:

- \$50.00/hour for a minimum 3 hours/each
- Statutory Holidays \$120.00/hour for a minimum 3 hours/each

Any event, performance or presentation that will involve the use of any special effects, including fog machines, pyrotechnics or devices that will create heat or smoke, must be approved beforehand by your Convention Services/Catering Manager.

Any costs levied to the Resort by the Fire Department as a result of fire alarms caused by unapproved actions by the client or their contracted representatives will be assigned /charged to you.

FUNCTION WEATHER CALL FOR OUTDOOR VENUES

To maintain the safety and comfort of your guests, the resort will require a final decision on the location of an outdoor venue six (6) hours or earlier prior to the agreed upon start time and determine if the function needs to be moved to an indoor venue. Your Conference Services/Catering Manager or Banquet Manager will provide the necessary weather information and reports to make the appropriate decision for the comfort of your guests and proper execution of the event.

Any changes made after the final decision and/or within the six (6) hour window will be subject to a set up fee of \$10.00 per person (guaranteed number of guests or number of seats for the event - whichever is greater) plus applicable tax.

The Resort, in conjunction with the client shall have final approval on rain calls to preserve the high quality of its services, props and guest experience. The Resort reserves the right in the event of inclement weather, such as winds, rain and lightning, to refrain from setting any prop believed by the Resort to be a safety hazard to guests or subject to damage as a result of such weather.

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FOOD AND BEVERAGE GUIDELINES

In order to ensure the high quality of our Food and Beverage offerings and to protect you from any liability, The Fairmont Scottsdale Princess is to be the sole provider of all food and beverage products that are served at the event.

Menu arrangements should be supplied and finalized (at least 30 days) prior to each function. Should this deadline not be observed, we cannot guarantee menu contents and other necessary arrangements.

It is your responsibility to provide the Conference Services/Catering Manager with the total guaranteed number of meals required 72 business hours (3 business days) in advance. It must be understood that we will not assume any responsibility for selling and/or collecting meal tickets.

Due to county, law we are unable to service alcohol after 2 AM.

Due to City of Scottsdale Ordinances and to ensure the comfort and enjoyment of all resort guests and surrounding residential communities, sound levels at outdoor functions must be monitored and may not exceed designated decibel levels. To ensure compliance, the Fairmont Scottsdale Princess must approve in writing any and all entertainment scheduled outdoors on resort grounds. All outdoor entertainment must conclude by 10 PM and must meet the Resort's outdoor entertainment booking guidelines and be in compliance with the Home Owners Association that it belongs to.

LIABILITY & SECURITY

In the event that you or your guests damage Resort property, you will be held fully responsible for all replacement costs and repair charges as determined by the Resort management. The Resort will not assume responsibility for damage or loss of merchandise or articles left in the Resort prior to, during, or following your event. The Resort is unable to be responsible for the same keeping of equipment, displays, and supplies, written materials or of valuable items left in the meeting rooms, conference areas, etc. A lock change is required for meeting rooms requiring 24-hour set-up (offices, exhibits, storage, computer training, extensive audio-visual, etc.) In the event that a room used for exhibits, computer training, etc. is not lockable, a Resort Security Guard is required during times when the area is unattended. Contact your Conference Services/Catering Manager for current pricing of Security Services.

LIFE SAFETY

All meeting requirements, including registration and special set-ups, must meet the guidelines of existing fire codes and ordinances of the City of Scottsdale, Maricopa County and the State of Arizona. At no time can exits marked as fire exits be blocked with any equipment, boxes or anything that would impede the safe evacuation of guests in the unlikely event of an emergency situation.

PARKING

Valet and Self parking fees for Resort guests will be charged at the posted rate at the time of their stay. Current rates are subject to change or unless negotiated otherwise and all parking is on a space availability basis.

GUEST ROOM DELIVERIES

Our Guest Services will accommodate all gift deliveries or room drops to our guest rooms at a nominal fee.

SMOKING

The State of Arizona has passed an ordinance "to ban or restrict smoking in all places of public accommodation." Public accommodation is defined as all public places or places of employment. Therefore, the Lobby, Restaurants, and other public areas of the resort are designated as nonsmoking.

"The above Guidelines and Procedures are subject to change by the Resort without notice."

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Banquet Terms and Conditions

1. All Food and Beverage served in the resort are to be provided by the Fairmont Scottsdale Princess. Alcoholic beverages will be served in accordance with the regulations of the Arizona Department of Liquor Licenses and Control.
2. Guarantee: A final guaranteed number of guests for each meal function is required by 12:00 noon three business days prior to the event. For events occurring on a Saturday, Sunday or Monday, the guarantee is required by 12:00 noon of the preceding Wednesday. If the guarantee number is not supplied within this time frame, the resort will use the expected number as the guarantee. The resort will prepare and set 5% above the guaranteed number to a maximum of twenty (20).
3. Space for the event is booked only for the time indicated. Set-up and strike times, if required, are not included and should be specified at time of booking.
4. Please note that the Banquet Menu pricing is subject to change. Service Charges of 26% are based on pre-tax totals. The local Sales Tax is 7.95% on all items.
5. The Fairmont Scottsdale Princess will supply ice water, glasses, note pads, pens and candies for meeting set up. Flip charts with markers are available through PSAV.
6. Audio Visual Equipment/Services may be arranged through PSAV, our in-house Audio Visual provider. Any outside audio visual vendor's equipment or vendor used by the consumer requires approval by The Fairmont Scottsdale Princess. Should you bring in outside audio visual equipment or an outside audio visual vendor a fee will apply. This fee provides an Audio Visual Representative who will ensure that the high production standards developed by PSAV and the Fairmont Scottsdale Princess are maintained through every event, regardless of who is providing production. It will also monitor move in and out of equipment, and will ensure that resort health and safety protocols are followed while in the resort.
7. If your group requires rigging services, rigging equipment or the use of rigging points, PSAV is the sole provider as the Resort's exclusive provider of rigging equipment and rigging services, for additional charges.
8. Extra power: For entertainment, exhibits, sound and light shows, and multiple computer installations, additional power may be required. Contact PSAV (the resort's exclusive electrical services provider) at (480) 473-3451 for a quotation based on your specific needs (additional charges will apply).
9. If displays, exhibits, or products are to be used, arrangements for their arrivals, unloading and departure must be made with your Conference Services/Catering Manager. Such displays, exhibits, or products are the responsibility of the exhibitor, and the Fairmont Scottsdale Princess accepts no liability whatsoever for the loss or damage thereto whether caused by the negligence of the resort, its employees and agents or otherwise. Such displays, exhibits or products must be removed from the function room at the end of each day, unless the room is reserved on a 24 hour basis. In such cases, The Fairmont Scottsdale Princess, at the customer's request, will arrange to have the function room locked. The Resort is not responsible for the exhibits, displays and products locked in the function room. Note that there are some function rooms that cannot be completely secured as a result of Fire Exits or service doors. In these instances additional security can be arranged at an additional cost.
10. Damages: The Fairmont Scottsdale Princess reserves the right to inspect and control all private functions. Liability for damages to the premises will be charged accordingly. The organizer for any function is held responsible for any damage to the premise by their guest or independent contractors on their behalf. The Resort will not be responsible for damage or loss of any personal property and equipment left in the Resort prior to, during, or following any function.
11. Organization signage to be used in the approved areas of the Resort must be professionally printed and approved by the Conference Services/Catering Manager. All signage not authorized by the Resort, will be removed and discarded.
12. The Resort reserves the right to change the meeting rooms assigned. Room names have been provided to outline the Resort's ability to accommodate your requirements by the information presently on hand. Alternate arrangements will depend on your final numbers and other resort commitments.
13. The performance of this agreement is contingent upon the ability of the management of the Resort to complete the same and is subject to Acts of God, labor troubles, disputes or strikes, accidents, government restrictions, transportation of foods, beverages or suppliers, and other causes whether enumerated herein or not, beyond the control of management preventing or interfering with performance. Under no circumstances shall the Resort be liable for loss of profit or for other similar consequential damages based on breach of contract, warranty or otherwise.
14. In the event that any guests in your group have food allergies, you shall inform us of the names of such persons and the nature of the allergies, so that that we can take the necessary precautions when preparing their food. We undertake to provide on request, full information on the ingredients of any items served to your group. Should you not provide the names of the guests and the nature of their food allergies, you shall indemnify and hold us forever harmless from, and against, any and all liability and claim of liability for any personal injury that does occur as a direct result of our negligence or the negligence of any of our representatives. In the event of such negligence by us, or any of our representatives, we shall be responsible for all expenses reasonably incurred in the defense of such liability or claim of liability.
15. In order to ensure a high level of food quality and in keeping with health code guidelines, all buffet service is limited to a maximum of two hour service.
16. We will request that the organizer sign a copy of all Banquet Event Orders and Banquet Checks. In the event that you are unable to sign the Banquet Check, after a request from the resort on site, we will consider the charge to be actual and confirmed.
17. FUNCTION WEATHER CALL FOR OUTDOOR VENUES:
To maintain the safety and comfort of your guests, the resort will require a final decision on the location of an outdoor venue six (6) hours or earlier prior to the agreed upon start time and determine if the function needs to be moved to an indoor venue. Your Conference Services/Catering Manager or Banquet Manager will provide the necessary weather information and reports to make the appropriate decision for the comfort of your guests and proper execution of the event. Any changes made after the final decision and/or within the six (6) hour window will be subject to a set up fee of \$10.00 per person (guaranteed number of guests or number of seats for the event – whichever is greater) plus applicable tax.
The Resort, in conjunction with the client shall have final approval on rain calls to preserve the high quality of its services, props and guest experience. The Resort reserves the right in the event of inclement weather, such as winds, rain and lightning, to refrain from setting any props believed by the Resort to be a safety hazard to guests or subject to damage as a result of such weather.
18. In the event that the Resort is requested to make significant changes to a set up of a function room within 24 hours of the scheduled set time after written confirmation (through an event order or floor plan) the Resort will impose a change fee of \$10.00 per person (guaranteed number of guests or number of seats for the event– whichever is greater) plus applicable tax.

Signature

Customer Initials



Fairmont SCOTTSDALE PRINCESS

Fairmont Scottsdale Princess Package Shipping Instructions

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. 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 Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Fairmont Scottsdale Princess.

Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **480.502.7505**. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

FedEx Office Business Center
Fairmont Scottsdale Princess
7575 E Princess Dr.
Scottsdale, AZ 8525
480.502.7505
Fax: 480.502.9492
Email: usa5592@fedex.com

Operating Hours Phone:
Mon – Fri: 7:00am - 7:00pm
Saturday: 8:00am – 4:00pm
Sunday: 8:00am - 4:00pm

Hold For Guest: (Guest Name) (Guest Cell umber) c/o
FedEx Office at Fairmont Scottsdale Princess 7575 E
Princess Dr.
Scottsdale, AZ, 85255
(Convention / Conference / Group / Event Name)
Box ____ of ____

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to reach out to FedEx Office in advance of shipping their items to Fairmont Scottsdale Princess with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to FedEx Office in advance of your event.

PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Fairmont Scottsdale Princess, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these pack- ages must be shipped directly to the drayage company or decorator specified address.

Please note that FedEx Office 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, FedEx Office will complete delivery or pickup of packages to guest suites at Fairmont Scottsdale Princess, but please check with the business center for specific delivery limitations that may exist. FedEx Office is not authorized to leave pack- ages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.

UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, FedEx Office requires the package recipient’s signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

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UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office business center. FedEx Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.75 / lb. (\$150.00 Minimum)	\$0.75 / lb. (\$150.00 Minimum)

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$150.00 minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business center by a guest.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. 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 the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. 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 the Hotel, 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 the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.