

Shipping and Receiving Information

In - Bound Shipments

Please ensure the following information is placed visible on your in - bound package label:

Name of Group / Event
Attn: Guest Name
Embassy Suites NWA
3303 Pinnacle Hills Parkway
Rogers, AR 72758

- Arrangements must be made in advance for all pallets, and the receiving of more than (10) ten packages.
- The Embassy Suites is not responsible for any damaged packages and has the right to refuse any shipments.
- The Embassy Suites is not responsible for helping unload any delivery truck that may drop off shipments (Hotel does not own a forklift.)

Hours For Receiving Freight:

The hours for receiving freight are as follow
7 AM to 4 PM Monday through Friday at the back dock of the hotel
Saturday and Sunday by the front desk

Because of our zip code, no packages are delivered before 10 AM regardless of package being marked for early delivery. Please make proper arrangements to ensure your delivery by the time you need it.

Normal Drop Off Times:

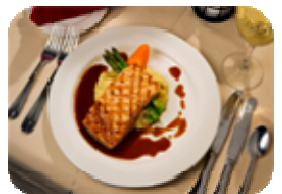
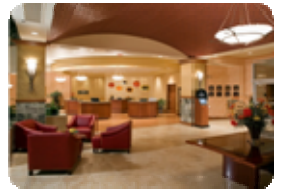
Normal Drop off times are as follow but can change due to weather:
DHL 8 AM to 3 PM / UPS 10:00 AM - 12:00 PM / Fed Ex 11:00 AM to 12:00 PM
Note: Drop off times is subject to the weather change and holiday traffic.

In-Coming Packages

Envelopes and small Fed Ex / UPS carrier company boxes	NO CHARGE
All packages (5) pounds to (10) pounds	\$5.00 per package
All packages (11) pounds to (20) pounds	\$10.00 per package
All packages (21) pounds to (35) pounds	\$15.00 per package
All packages (36) pounds to (50) pounds	\$20.00 per package
All packages over (51) pounds	\$25.00 per package
All packages held over (4) four days	\$2.00 per day/package

All packages not claimed over (30) days will be discarded

All over sized boxes	\$15.00 per box
All normal sized pallets	\$75.00 per pallet
All over sized pallets	\$100.00 per pallet
All pallets held more than 2 days	\$50.00 per day



EMBASSY SUITES®

Northwest Arkansas
Hotel, Spa & Convention Center

Pricing does not include 22% service charge and applicable state and local taxes

Shipping and Receiving Information (Part 2)

Out - Bound Shipments

- If packages need to be shipped back to your organization, a Shipping Form must be completed. A form can be obtained from the Hotel Business Center / Gift Shop. Guests wishing to use their account numbers must provide preprinted carrier form with the account number.
- No Packages will be shipped out of the hotel without the proper completion of this form. The hotel address may not be used as a return address.
- If the package contains Hazardous Materials or any special shipping labels are needed to send the packages please make sure you have all labels required with you. We will not be responsible for providing Hazardous Material Labels.
- The Hotel will only direct bill shipping charges to a master account when credit is established in advance and the authorized signer has approved the charge. Rates will be given at the time services are rendered.
- The carrier will charge the credit card or account number provided. The hotel will not be charging you directly.

The hours for sending packages are as follows:

Please try to have all packages ready to send no later than 2:30 pm. This will insure your package will go out that day.

- Fed Ex - Between 2:45 pm and 3:00 pm
- UPS - Between 3:00 pm and 3:30 pm
- DHL - Have gift shop attendant call for a pick up
- Fed Ex Ground - Have gift attendant call for pick up for the next business day
(All labels need to be provided for Fed Ex Ground)

Receiving Rates/Handling Fees

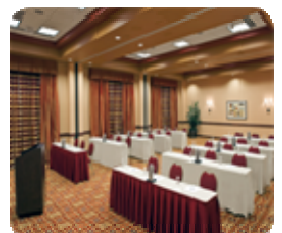
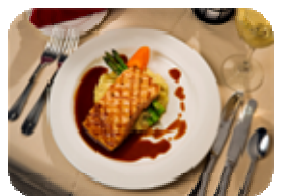
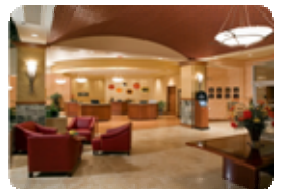
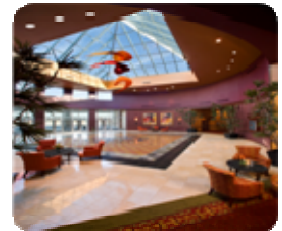
Envelopes and small Fed Ex / UPS carrier company boxes	NO CHARGE
Less than (5) parcels under (20) pounds	\$5.00 per package
(5) five or more packages under (20) pounds	\$10.00 per package
All packages (21) pounds to (50) pounds	\$15.00 per package
All packages over (50) pounds	\$20.00 per package
All packages held over (4) four days	\$2.00 per day / package

All packages not claimed over (30) days will be discarded

All over sized boxes	\$15.00 per box
All normal sized ballets	\$75.00 per pallet
All over sized pallets	\$100.00 per pallet
All pallets held more than 2 days	\$50.00 per day

Out-Going Packages

Envelopes and small Fed Ex / UPS carrier company boxes	NO CHARGE
Self packages parcels normal sized	\$2.00 per package
Self packaged parcels oversized	\$4.00 per package
Packages that need to be packed	\$5.00 per package



EMBASSY SUITES®

Northwest Arkansas
Hotel, Spa & Convention Center

Pricing does not include 22% service charge and applicable state and local taxes