

# Sheraton Centre Toronto Package Shipping Instructions

POWERED BY



## PREPARING YOUR SHIPMENT

TDI 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 Sheraton Centre Toronto.

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 TDI Business Centre. Package deliveries should only be scheduled after the recipient has checked into the hotel.

## PACKAGE LABELING STANDARDS AND TDI CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)  
c/o TDI at Sheraton Centre Toronto  
100 Richmond Street West  
Toronto, ON, M5H3K6 CANADA  
(Convention / Conference / Group / Event Name)

TDI Business Centre  
Sheraton Centre Toronto  
123 Queen Street West  
Toronto, ON M5H2M9  
CANADA  
Email: [sheraton@tdifirm.com](mailto:sheraton@tdifirm.com)

Operating Hours  
Mon – Fri: 7:30am - 6:00pm  
Saturday: 8:00am - 5:00pm  
Sunday: 8:00am-5:00pm

Box \_\_\_\_ of \_\_\_\_

## SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact TDI in advance of shipping their items to Sheraton Centre Toronto 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 TDI in advance of your event.

## PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, TDI will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Sheraton Centre Toronto, but please check with the business centre for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, TDI 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, TDI will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that TDI 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, TDI will complete delivery or pickup of packages to guest suites at Sheraton Centre Toronto, but please check with the business centre for specific delivery limitations that may exist. TDI is not authorized to leave packages 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.

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## UPON YOUR ARRIVAL

Packages will be available for pickup inside the TDI business centre (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, TDI requires the package recipient's signature before a package can be released from TDI. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## 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 TDI business centre. TDI offers pack and ship services in the business centre; 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 TDI team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

\*\*TDI IS A FEDEX AUTHORIZED SHIP CENTRE\*\*  

## PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY TDI
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*	\$150.00	\$150.00

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
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 6.5' in Size	\$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 \$150.00, 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 TDI Business Centre 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 TDI Firm Inc. provide such insurance. Neither the Hotel nor TDI Firm, 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 TDI Firm, Inc. may establish from time to time for receiving and delivering of packages.