

PEPPERMILL

RESORT ♦ SPA ♦ CASINO

Attention Hotel Guests and Vendors

SHIPPING & RECEIVING

Peppermill ships and receives boxes via UPS and FedEx. All UPS and FedEx same-day shipments must be communicated with the staff; additionally, same-day packages should be at the Bell Desk or Business Center by 9:00 am, Monday-Friday. There is no UPS and FedEx pick-up on Saturday and Sunday. UPS and FedEx will not deliver on Saturday unless specified on their package and do not deliver on Sundays. Package pick-up hours at the Bell Desk: 9:00 am – 7:00 pm (Mon-Sun). Please note – Bell desk could have a 20-minute or more wait during peak check-in and check-out. Business Center's regular hours are 8:00 am to 4:00 pm (Mon-Fri). Please be prepared to show a tracking number to retrieve your package.

INBOUND AND OUTBOUND HANDLING FEES

Weight	Cost
0-15lbs.	\$5.00
16-30lbs.	\$15.00
31-50lbs.	\$25.00
50+ lbs.	additional \$1.50 per pound

The above fee table applies to inbound and outbound packages. Guest is responsible for charges upon Peppermill receiving the package to be shipped or brought to the event space.

- Peppermill will not open any box(es) or set up booth product displays
- Inbound and outbound packages are separate charges
- Signature is required for all charge slips

OUTBOUND INSTRUCTIONS

- Any international package shipping must have an invoice for customs or go through a local shipping office. Please ask our Bell Desk or Business Center staff for assistance in locating any shipping office nearby.

- Each package must have the pre-paid/computer-generated shipping label from your courier of choice (FedEx and UPS). It must be completed correctly with contact information, type of shipping and account number to avoid any delays. For any FedEx Express or Freight shipments, please contact FedEx at 1-800-463-3339 to schedule a pick up. Guests can access their account to print labels inside the Business Center or at the Bell Desk.

- If the package is too heavy to be brought to the Business Center; guests can call bell desk or the business center agent to assist with packages. Guest must be present when the package is picked up by the hotel staff. Please be aware that leaving packages unattended without notifying staff may result in lost packages. A package handling charge slip will need to be signed by the guest before staff will retrieve the package. You may pay with credit card or room charge. We do not accept cash, checks, chips or money order. You must keep your tracking number for reference.

NOTE FOR ALL SHIPMENTS:

** Recipient's Contact Cell Phone Number** (Not required but HIGHLY recommended)

** Guests are recommended to keep note of their tracking number for faster and detailed information.

** The Peppermill Bell Desk or Business Center will not be liable for lost packages or damage incurred during shipping

** Any packages that are left at Bell Desk storage for more than 2 weeks will be turned in to Lost and Found

** Please contact UPS or FedEx for any issues with your package.

** The handling fee is the Peppermill's fee and not the actual charges from the courier of your choice. Please contact the courier company for accurate pricing. Peppermill does not provide courier pricing quotes.

**All outgoing packages should be taped before we can pick them up.

If you have any questions please call the main line at 1-800-648-6992 and have them connect you to extension 77287 (Bell Desk) or 77205 (Business Center). Thank You

Shipping Address:

Peppermill Resort Spa Casino

Guest's First & Last Name

Group/Conference Name and Arrival Date

2707 South Virginia Street

Reno NV, 89502-4284