

## SHIPMENTS TO SADDLEBROOK RESORT

- FEDEX Monday thru Friday: guaranteed by 12:00PM. However, we usually receive FEDEX by 10:30AM. SATURDAY DELIVERY AND FIRST OVERNIGHT ARE AVAILABLE.
- UPS Monday thru Friday and Saturday service is available. Delivery is usually by 12:00PM.
- DHL/AIRBORNE Monday thru Saturday with delivery by 1:00PM.

Saddlebrook is serviced by all carriers servicing the Tampa Bay area. To ensure that your packages are delivered on time, your shipments should be addressed to:

Saddlebrook Resort  
5700 Saddlebrook Way  
Wesley Chapel, FL 33543-4499  
ATTN: *(Convention name & meeting dates)*  
HOLD FOR: *(Guest's name)*

Shipments should arrive no earlier than 1 week prior to the scheduled meeting date. All shipments are stored in our Group Packaging Department. This is a secure storage area. Call 813/907-4495 for further information or email [group-packaging@saddlebrookresort.com](mailto:group-packaging@saddlebrookresort.com).

### NORMAL HOURS OF OPERATION FOR GROUP PACKAGING

Monday - Friday: 8:30am - 4:00pm  
Saturday: By request  
Sunday: Closed

### RATES

Each incoming or outgoing package will be charged a handling fee by weight:

Under 1lb. . . . . No Fee  
1 - 25 lbs. . . . . \$5.00  
26 - 50 lbs. . . . . \$10.00  
51 - 75 . . . . . \$15.00  
Over 75 lbs. . . . . \$35.00 per hundred weight - or - .35¢ per pound

These charges are in addition to actual freight costs.

The handling fee will provide for delivery to and pick up from a location specified by the meeting planner (*meeting room, guest room, or registration area*).

- Should assistance be requested for the unpacking, packing, or other services, a charge will be made of \$25.00 per person, per hour with a two-hour minimum
- Services requested beyond normal hours of operation are to be charged at \$40.00 per person, per hour with a two-hour minimum.
- Use of the forklift will be invoiced at \$75.00 per hour. This price includes a certified operator to run the forklift.

### TRACKING OF PACKAGES

It is recommended that the individual expecting packages at the Resort obtain the necessary tracking numbers from the shipper prior to arrival to speed up the tracking process of any packages that may become lost before reaching Saddlebrook.

