



Shipping and Receiving Guidelines

Welcome to Live! Casino & Hotel! We are very happy to be your choice to host your upcoming conference or event. We know how every detail can make your event and we are pleased to accept and store all boxes and shipments filled with your details. Below are the guidelines we ask to be followed to ensure a flawless shipping and receiving process at Live! Casino & Hotel.

Before your arrival:

- ✓ We ask that notice be given of all shipments at least 1 week in advance to your main contact at Live! Casino & Hotel. Notice should contain expected delivery dates and package quantities.
- ✓ Due to limited storage space, all packages should be delivered no later than 3 days prior to your event start date.
- ✓ Each package must present our supplied "Receiving Slip" adhered to the left side of each box and package. Packages without the receiving slip will endanger the smooth process to have your packages delivered on time and complete.
- ✓ Packages shipped to the hotel must be addressed as follows:
 - Live! Casino & Hotel
 - Suite 7777 – Attention Conferences and Events
 - 7002 Arundel Mills Circle
 - Hanover, MD 21076
- ✓ Fees for storage, handling or delivery of packages charges are:
 - 0-50 pounds - \$10.00 each
 - Over 50 pounds - \$25.00 each
 - Pallets are charged a fee of \$150.00 per pallet and crates are charged \$25.00 per crate.
 - The first 5 packages shipped to the hotel weighing less than 50 pounds are complimentary.
- ✓ Packages should be delivered Monday – Thursday 7:00am – 3:00pm and Friday 7:00am – 12 Noon. No weekend deliveries will be accepted.
- ✓ The package fees can be billed to a guest's room, a credit card number with an accompanying signed credit card authorization or Group Master Account. All packages will be held until payment method has been confirmed.
- ✓ We recommend a packing slip be placed in both the inside and outside of each package.
- ✓ Items left behind for longer than 5 days will incur an additional storage fee of \$10.00 per day that will be billed to the Group Master Account or credit card on file.
- ✓ For unclaimed packages or items left behind after guest departure, a Team Member at Live! Casino & Hotel will call the guest or the shipping information on receiving slip to obtain information to forward packages. Any

forwarding charges incurred are the sole responsibility of the guest and will not be paid for by the hotel. If no information is on unclaimed packages in available, the unclaimed package will be discarded seven days after your departure.

- ✓ The Hotel will not accept COD (Cash On Delivery) packaging.
- ✓ Live! Casino & Hotel shall have no liability for the delivery, security or condition of the packages. Please do not ship valuables.

Upon your arrival:

- ✓ Packages will be noted per instructions on the Live! receiving slip.
 - If requested to be delivered to event space: Packages will be delivered at least 1 hour prior to event start time.
 - If requested to be delivered to your guest room: Notes will be placed on your reservation and communicated at check in. Delivery instructions will be forwarded by the Guest Service Agent and packages will be delivered to your guest room.
 - Any special arrangements should be communicated to your Live! Casino & Hotel main contact.

For Outbound Packages:

- ✓ For your shipping needs, Live! Casino & Hotel offers services based on each of our guests needs.
- ✓ Live Casino & Hotel utilizes FedEx, UPS and USPS
- ✓ Each of the above carriers makes stops at Live! Casino & Hotel's Loading Dock Monday – Thursday before 3pm and Friday before 12 Noon. Items that need shipping should be at the Loading Dock by 3:00pm.
- ✓ If carrier arrives before your package arrives at the loading dock, your package will be collected the next business day.
- ✓ All items must be labeled with correct address, name and billing information. To avoid shipping delays, shipping labels and all accompanying shipping documents must be completely filled out by guest.
- ✓ Shipping charges payable to FedEx, USPS, UPS and any shipping, freight and courier services are the sole responsibility of the guest and will not be covered by Live! Casino & Hotel.
- ✓ Basic shipping materials including FedEx, UPS and USPS shipping supplies are available from our banquet staff at the conclusion of your event.
- ✓ Please inquire with your main Live! Casino & Hotel contact for full service shipping offering and fees associated.

We welcome any questions you may have to make your experience absolutely perfect. Please direct all questions or special requests to your main Live! Casino & Hotel contact.