

WYNDHAM RIVERWALK

SHIPPING & RECEIVING GUIDELINES

SHIPPING

All shipping of packages from Wyndham Riverwalk San Antonio to your destination must go through the decorating company or pre-arranged with the Receiving Department. Please contact them prior to the date expected to ship.

Packages **will not** be shipped out if left with Guest Services/Concierge/Banquets, or Front Desk.

RECEIVING

Letter Package = no charge
Parcels (1 lb - 10 lbs) = \$5.00
Parcels (11 lbs - 25 lbs) = \$10.00
Parcels (over 25 lbs / trunks) = \$25.00
Crates (0 - 200 lbs) = \$20.00 per crate, over 200 lbs - an additional \$10.00 per 100 lbs
Pallets (Not to exceed 1000 lbs) = \$75.00
Pallets larger than 1000 lbs WILL NOT be accepted at the hotel.

Pallets must be shipped through the Decorating/Drayage Company, or pre-arranged through the Director of Purchasing.

To ensure you and your guests will receive their packages in a timely matter; here are a few guidelines to follow:

- Packages received more than (3) calendar days before date of guest pick up will be charged \$25.00 per every one hundred pounds, per day, everyday prior and post to the (3) day limit.
- All packages can be retrieved by calling the purchasing Department at ext. 6423 during receiving hours. You must be present and sign for all boxes delivered. Payment arrangements will also be made at this time. Boxes will not automatically be placed in your booth. For package retrieval after hours or on Sundays, prior arrangements are required. All freight addressed to the decorating company can only be received when the decorating company is on property and an individual can sign for them.
- All incoming packages for your convention should be addressed to Wyndham Riverwalk San Antonio, the name of the person who will claim the package, and the name of the convention.
- There is a \$20.00 / hr or any portion of an hr / per man charge when shipping and receiving staff is involved in the unloading / loading or any excessive delivery time. Arrangements for bulk amount items must be made in advance with the Director of Purchasing to ensure delivery time.

General Receiving Hours:

Monday – Friday: 6:30 am - 4:00 pm

Saturday: 7:30 am - 12:00 noon

WYNDHAM RIVERWALK SAN ANTONIO
111 EAST PECAN STREET
SAN ANTONIO, TX 78205
210-354-2800