



Group & Exhibitor Shipping Information

INCOMING SHIPMENTS

Shipments missing required information and labeled incorrectly may be returned/refused. Sunriver Resort does not take responsibility for returned/refused items. Adhering to the following labeling examples will help ensure the safe arrival of packages

Preferred Method UPS, FedEx, or Trucking Companies:	Amazon Orders:	Not Preferred Method US Postal Service:
Great Hall Complex / Sunriver Resort 57081 Meadow Road Sunriver, Oregon 97707 Conference Name / Dates: Hold for: Box # of #	Sunriver Resort PO BOX 3609 ATTN GUEST NAME 17600 Center Dr Sunriver, Or 97707-0609 **In Delivery Instructions: "Please deliver directly to the reception desk at 17600 Center Drive"	Guest Name Conference Name / Dates Sunriver Resort P.O. Box 3609 Sunriver, OR 97707 **delayed deliveries

OUTGOING SHIPMENTS

EVERY outgoing shipment **MUST** be accompanied by a Sunriver Resort Return Shipping Services Form (see pages 3 & 4) regardless of shipper. A handling fee applies to **EACH** outgoing parcel.

***If exhibitor does not pay the handling fee, packages will not be shipped out. Guestroom will be charge if no card is provided.*

If you have a corporate UPS or FedEx account, we can charge your shipping fees to that account (handling fees can only be charged to a credit card or guestroom). Sunriver Resort can provide FedEx and UPS (express and ground) shipping for those without a corporate account. Shipping charges will be charged to the credit card or guestroom of the exhibitor. Exhibitors must make arrangements for any other shipper, including trucking companies.

****Pre-Printed labels and necessary paperwork must be supplied for any international shipping.** We are not able to create international labels.

SHIPPING & RECEIVING FEES

Fees will be assessed for displays and materials that require additional storage and handling according to the following schedule:

Handling fee to schedule an outgoing pickup of packages	\$20.00 per package
Retrieval fee for packages shipped to wrong address	\$10.00 per item
Arrival of packages more than two days before event	\$5.00 per item per day
Return of packages more than one day after event	\$5.00 per item per day
Pallet storage upon arrival (based on availability) *	\$100.00 per pallet per day
Pallet Breakdown performed by Resort	\$200.00 per pallet
Pallet Handling Fee	\$50.00 per pallet

**Note: Pallet shipping/receiving is on a case-by-case basis; please review request with conventions office. All supplies must be provided by the shipper or shipping company and be prepared for pickup by the shipper. Sunriver Resort does not have storage space for a full pallet. All pallets must be broken down to be stored upon arrival.*

If you have any questions or need assistance, please contact your meeting planner or the Conventions coordinator at 541-593-4605 or Email at Crystal.pugh@sunriver-resort.com



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MISCELLANEOUS INFORMATION:

EQUIPMENT AND ELECTRICAL

All exhibit tables come with access to power. Any special equipment, additional electrical hook-up or other equipment can be arranged through Pinnacle Live, our in-house audio-visual provider for additional charge. Please notify your meeting planner of any special needs prior to arrival.

FOOD AND BEVERAGE

No food or beverage may be brought in from an outside source. To serve food and beverages please contact your meeting planner for the event to make arrangements with the Resort.

GARBAGE

Please collapse all empty boxes and place discretely out of view. Trash not properly disposed of creates a hazard for other exhibitors, attendees, and other hotel guests. Please ask Sunriver Resort staff for help if needed.

SECURITY

Sunriver Resort is not responsible for any lost, damaged, or stolen articles. The resort recommends removing valuable materials from booths and displays when not present. Sunriver Resort is not responsible for any packages left in the exhibit area.

SHIPPING & PACKING SUPPLIES

Sunriver Resort cannot guarantee availability of boxes or packing materials for use by exhibitors/vendors. We highly recommend bringing your own with you to ensure a seamless shipping situation. Supplies suggested would be boxes, packing tape, scissors, box cutters, etc. The Conventions office is happy to provide you with directions to the local post office or hardware store to purchase shipping supplies.

FEES

Please note that the handling fee is charged for all packages, regardless of if you have created your labels already. The shipping charges are the actual rates that the carrier charges in order to ship your package. You will only be charged shipping charges if Sunriver Resort creates the label for you and it is not billed to your own FedEx or UPS account number.

All fees can be charged to your guestroom, your credit card, or the conference master account (with approval of the meeting planner).



Sunriver Resort Return Shipping Form

I HAVE A SHIPPING LABEL

****PLEASE NOTE THERE IS A \$20 PER ITEM HANDLING FEE TO SHIP FROM THE GREAT HALL****

Return form with payment and all shipments to the convention's office located in the Great Hall

Your Information:

Name: _____

Company: _____

Telephone: _____

Email: _____

SHIPPING:

☐

FedEx

☐

UPS

☐

Standard Overnight

☐

2 Day

☐

Express Saver

☐

Ground

of Packages: _____

☐

Yes, please email a receipt

PAYMENT INFORMATION

Please select payment options:

☐

Charge to my Room- Name: _____
(Must still be checked into room at time of processing)

☐

Credit card charged in Conventions Office

OFFICE USE:

Date Completed: _____ Completed By: _____

HANDLING FEE:

of items: _____ x \$20.00 per item

Total handling fee: _____

Charged to: SMS | MA | Credit card



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Return form with payment and all shipments to the convention's office located in the Great Hall

SHIP TO:	FROM:
Recipients Name: _____	Senders Name: _____
Company: _____	Company: _____
Address: _____	Address: 57081 Meadow Rd.
City: _____ State: _____ Zip: _____	City: Sunriver State: OR Zip: 97707
Telephone: _____	Telephone: _____
Email: _____	Email: _____

SHIPPING: ☐ FedEx ☐ UPS

Charging to a Corporate Account? ☐ Yes (Handling fee will be charged separately) ☐ No (choose payment method)

Corporate Account #: _____ Account Zip Code: _____

☐ Priority Overnight ☐ Standard Overnight ☐ 2 Day ☐ Express Saver ☐ Ground

of Packages: _____ Declared Value (per Package): _____ (Free for up to \$100)

Package Weight: _____ lbs. Package Dimensions: L _____ W _____ H _____

Signature Upon Delivery Required: ☐ Yes ☐ No

PAYMENT INFORMATION	OFFICE USE:
Please select payment options:	Date Completed: _____ Completed By: _____
<input type="checkbox"/> Charge to my Room- Name: _____ (Must still be checked into room at time of processing)	HANDLING FEE:
<input type="checkbox"/> Credit card charged in Conventions Office	# of items: _____ x \$20.00 per item
	Shipping Charge: _____
	Total Shipping & Handling: _____
	Charged to: SMS MA Credit card