

COURIER INFORMATION

The Business Center offers shipping services via all major couriers (Fedex & UPS) with weekday pickups at 11 a.m. for overnight delivery.

The resort charges a handling fee for all incoming and outgoing parcels, excluding incoming envelopes. Boxes and other shipping supplies are available in the Business Center.

Please call our Shipping & Receiving department direct at (760) 341-1834 regarding your incoming packages.

The resort assumes no responsibility for materials left in ballrooms, meeting rooms or anywhere on the convention floor unless they have been physically received and signed for by our shipping department staff. Please contact our shipping department for assistance at (760) 341-1834, extension 6301.

ADDITIONAL INFORMATION

Did you forget a package? Were you expecting flyers or business cards for an upcoming trade show? How about a poster for your meeting space? No need to panic, we have an on-site full-service business center.

We can have your orders ready in as little as 30 minutes! Please email us at:

dsbc@marriott.com
for more information

PAYMENT INFORMATION

We understand that sometimes while in a hurry there may be a clerical error when completing forms in person. However, we are unable to accept payments over the phone. If you need to pay for something and are no longer on property, our accounting team will send a certifi link for your payment. If you prefer to pay in person, you may do so at the properties business center. This can only happen if the price is already a known factor and the business center is open for the day.

SHIPPING RECEIVING

JW MARRIOTT DESERT
SPRINGS RESORT & SPA
74-855 COUNTRY CLUB DRIVE, PALM
DESERT, CA 92260-1999

TELEPHONE:
(760) 341-1834

E-MAIL:
DesertSpringsShipping@marriott.com

*Hours of operation vary according to group occupancy.
Prices and availability subject to change without notice.*

SR
Shipping & Receiving

DESERT SPRINGS SHIPPING RECEIVING

*(760) 341-1834
Ext. 1834 or 6301*

DesertSpringsShipping@marriott.com

GROUP SHIPPING INFORMATION

If you are shipping equipment or boxes to our resort, they should be addressed as follows

ATTN: Name of individual receiving package
 HOLD FOR: Name of program
 JW Marriott Desert Springs Resort & Spa
 74855 Country Club Drive
 Palm Desert, CA 92260

We also ask that boxes be numbered "1 of 6", "2 of 6", "3 of 6", etc. This way, we will know when incomplete shipments are received. Needless to say, it is also very helpful for you to bring appropriate bills of lading, including all tracking numbers. We ask all shipments be sent no longer than two days prior to your meeting. All shipments held longer than two business days will incur a storage fee, which varies depending on the size of the shipment.

During your meeting we can store containers and boxes at our normal storage rates. Please coordinate storage with a shipping and receiving associate.

ON-SITE SHIPPING OPTIONS

There are options as to how you choose to send your packages while on property with us. If you have your own shipping label you may choose to have shipping and receiving pick up your packages from your room or the front desk. You will see your tracking information update when your package is picked up from the resort.

If you would like to create a label online, you may do so on your device or you can head to the business center and use the computer dedicated for guest use. There is a scale located in the business center if you need to know the weight of your package. The business center DOES NOT know the cost of shipping for your package(s).

If you would like the resort to create your label, we can do so as long as you provide us with a COMPLETE mailing center form.

You may also take your package off property if you do not wish to incur any handling charges.

*any packages left on premises without a completed label will be kept on property until the proper steps are taken so that the package(s) can be sent.

*any packages left with a label but without a form of payment for handling charges may also be kept on property until the proper fees are paid.

*all shipping and receiving costs will show as a business center charge.

PRE-GENERATED LABELS

If you choose to create your own labels for your packages, we can print these free of charge in the Business Center. Please email these labels in pdf format to:
 dsbc@marrriott.com OR
 desertsspringsshopping@marrriott.com

PACKAGING

If you are in need of packaging supplies, the Business Center will be the department you will find what you will need. We carry boxes, bubble wrap and packing tape and can assist with packing up your items.

MAILING CENTER SHIPPING

If you choose to use our mailing center to create your labels, the form shown below must be filled out completely. The 5-digit number on the top right hand corner of your copy is your reference number. This would be the number you will need if you have questions about your package(s). All sections must be filled out completely in order to ship your package(s) in a timely manner.

The cost to ship each package varies. The three things to take into account are: The weight of the package, the distance it will travel and the speed which you choose to send it. For example, a 40lb package going to New York next day will be a larger amount then if that same package was traveling ground to the same destination. Please be aware that the prices given to us by each courier are not known at the time that the packages are left. If you would like an email sent with your tracking information, please indicate this below your email address.

HANDLING FEES

All packages that are delivered to and from the JW Marriott Desert Springs will incur a handling fee. Fees are dependant of size or weight of the package(s).

INCOMING HANDLING FEES:

Envelope - ea	5
1-5 lbs pkg - ea	7
6-20 lbs pkg - ea	13
21-45 lbs pkg - ea	25
46-70 lbs pkg - ea	35
71-100 lbs pkg - ea	60
Golf Bag / Box - ea	10
Self-Contained Display Unit - ea	60
Pallet / Medium Oversized* - ea	175
Forklift Required / Large Oversized* - ea	350
Labor - Per Hour Per Man	50

OUTGOING HANDLING FEES:

Envelope - ea	5
Sm Pkg - up to 12" long - ea	7
Med Pkg - up to 18" long - ea	13
Lg Pkg - up to 24" long - ea	25
XL Pkg - over 24" long - ea	40
Golf Bag / Box - ea	10
Self-Contained Display Unit - ea	60
Pallet / Medium Oversized* - ea	175
Forklift Required / Large Oversized* - ea	350
Labor - Per Hour Per Man	50

* Med. Oversize -min. dimensions 4'x2'-6' or 100lbs - 150lbs
 * Large Oversize - 6'+ or 151lbs+

STORAGE PER DAY

Sm Pkg - up to 24" long - ea	7
Lrg Pkg - over 24" long - ea	13
Self Contained Display Unit	30
Pallets or Large Crates	60

PACKAGING SUPPLIES:

Small Box (12" cube or smaller)	6
Medium Box (14" or 16" cube)	8
Large Box (18" cube or 12x12x18)	10
Extra Large Box (24" cube)	20
Golf Bag Box	25
Bubble Wrap (per foot)	.50

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