



**PACKAGE SHIPPING, RECEIVING & DELIVERY INFORMATION**

Package room is available for the receipt, holding and delivery of packages to guests in rooms or convention spaces. Convention and meeting materials should be identified with the name of the organization, meeting name and date of arrival. Please make sure to include the group name DAV2026. Package room phone number is 407-492-0293.

\Package should be labeled as follows: **ROSEN SHINGLE CREEK**  
**Group Name/Dates:**  
**Hold for:**  
**Arrival Date:**  
**Attention: Leann Sepulveda**  
**9939 Universal Blvd Orlando, FL 32819**  
**Guest phone number**

All package handling charges will be weighed upon arrival and will be assessed to the guestroom or Master Account when they are delivered to you as detailed below:

**HANDLING FEES (RECEIVING):**

Letters/Envelopes	No Charge
Boxes/Plastic Containers	\$1.50 per lb.
Pallet / Cases /Crates	\$1.50 per lb.

**HANDLING FEES (SHIPPING WITH OWN ACCOUNT):**

Letters/Envelopes	No Charge
Boxes	\$20.00 each
Luggage/Plastic Containers	\$35.00 each
Pallets / Cases /Crates	\$150.00 each

- Charges will vary depending on destination, weight, speed of delivery, etc.
- Pricing will vary for any packages shipped via the Package Room courier accounts.
- No charge for letter and envelopes under one pound.
- Guest Package Room Management reserves the right to REFUSE boxes which are damaged during shipping, unsafe or too large.
- Parcels are accepted (5) days prior to group/guest arrival.
- Any items received more than (5) days prior to group/guest arrival a storage fee will apply. Additional \$5 per box per day and \$50 per pallet per day will be incurred.
- Storage/Moving charges will be applied.
- Number each box and know its contents. This helps when a specific box needs to be located immediately (i.e. 1 of 2, 2 of 2).
- Payment by credit card, room charge or master account will be due prior to delivery of boxes.
- Receiving deliveries will not be accepted after 5:00pm.

**PACKAGE SHIPPING:**

Guest package room is located by Gatlin Ballroom at the bottom of the escalator, next to the RICOH Business Center. Rosen guest package room offers a wide variety of package shipping services, including transporting inbound shipments sent to or outbound shipments sent from the Rosen Shingle Creek; and providing a personal service to help conference

attendees return packages to their workplace or home. Guests may use their own courier account for shipping via FedEx, UPS, or DHL. Please inform your Convention Services Manager of your package shipping.

**RICOH BUSINESS CENTER:**

The RICOH Business Center is located on the convention floor right next to the Gatlin Ballroom. The RICOH Business Center is here to serve as your office away from home. We offer solutions for all your business, convention and meeting needs. Providing not only day -to -day document requirements, but also a variety of services; including office equipment rental, large document reproduction, offset printing, bindery services and much more. Click [HERE](#) to visit the Ricoh Business Center website.