

PACKAGE INFORMATION

Shipping & Receiving

Packages shipped to the WDW Swan, Dolphin, and Swan Reserve are received by 11th Hour Business Center and may be picked up in the Business Center or delivered to guests in rooms, meeting spaces, and exhibit halls. Packages should be identified with the name of the guest, convention/group name, and arrival date. All packages will be weighed upon arrival and handling fees will be assessed upon delivery. Package handling includes receipt of item from the carrier, storage for up to 7 days, pickup from or delivery to guest, placing package with carrier for shipment, and tracking.

SHIPPING INSTRUCTIONS:

PACKAGES SHIPPED TO THE DOLPHIN RESORT SHOULD BE ADDRESSED AS:

WDW DOLPHIN RESORT

Attn: <Guest Name/Meeting/Arrival Date>
1500 Epcot Resorts Blvd.
Lake Buena Vista, FL 32830
P: 407-934-4259
E: dolphinbiz@11thhourbiz.com

PACKAGES SHIPPED TO THE SWAN RESORT SHOULD BE ADDRESSED AS:

WDW SWAN RESORT

Attn: <Guest Name/Meeting/Arrival Date>
1200 Epcot Resorts Blvd.
Lake Buena Vista, FL 32830
P: 407-934-1370
E: swanbiz@11thhourbiz.com

PACKAGES SHIPPED TO THE WDW SWAN RESERVE SHOULD BE ADDRESSED AS:

WDW SWAN RESERVE

Attn: <Guest Name/Meeting/Arrival Date>
1255 Epcot Resorts Blvd.
Lake Buena Vista, FL 32830
P: 407-842-4908
E: swanreserve@11thhourbiz.com

PACKAGES SHIPPED USING USPS:

USPS does not deliver directly to the resort. All packages shipped to the resort using USPS will be delivered to the resort's post office box. Packages are collected from the resort's PO Box Monday-Friday only. This may cause a delay in receiving your package, even if you choose Priority or Express delivery. For time-sensitive deliveries, we recommend using FedEx or UPS as both carriers deliver directly to the resort.

PACKAGE RETRIEVAL:

Packages may be picked up in the Business Centers or delivered to your guest room, meeting room, or exhibit hall during staffed operating hours:

Dolphin: Monday – Friday	7 am – 7 pm
Dolphin: Saturday – Sunday	8 am – 5 pm
Swan: Monday – Friday	8 am – 5 pm +
Swan Reserve: Monday – Friday	12 pm – 5 pm +

To arrange delivery of your packages, please visit the Business Center or call us at (407) 934-4259.

Guests should have package tracking numbers in the event of any difficulty locating packages.

+Swan and Reserve will be serviced from the Dolphin after staffed hours.

PACKAGE HANDLING FEES:

Package handling fees are in addition to the cost of shipping and are charged on a per package basis. Handling fees apply to both inbound and outbound shipments and may be applied to your guest room, master account, credit card, or cash.

0 – 1 lb	\$ 5.00
2 – 10 lbs	\$ 10.00
11 – 20 lbs	\$ 15.00
21 – 30 lbs	\$ 25.00
31 – 50 lbs	\$ 30.00
51 – 60 lbs	\$ 40.00
61 – 99 lbs	\$ 55.00
99.1 + lbs	\$ 0.80 per lb
Pallets/Freight	\$ 0.80 per lb
	-\$200 minimum

EXHIBIT CASES*/LUGGAGE/GOLF CLUBS

1 – 75 lbs.	\$ 50.00
76 – 150 lbs.	\$ 100.00
151+ lbs.	\$ 0.80 per lb

STORAGE AFTER 7 DAYS

Box/Day	\$ 5.00
Case/Day	\$ 15.00
Pallet/Freight/Day	\$ 100.00

Secondary Moves: \$ 7.50/box, \$ 20/case, \$ 200/pallet

* Exhibit case handling fees apply to any hard plastic case, rolling or otherwise, cloth or leather bags that are either hard or soft, or any item not fully boxed in cardboard.



GROCERY DELIVERIES (Amazon, Instacart, Shipt, etc.):

Guests are encouraged to schedule grocery deliveries when they will be available to receive items from the delivery driver. When guests are not present to receive deliveries from the delivery driver, grocery items will be held at Bell Services until picked up or delivery is requested by the guest. **Refrigeration is not provided. The resort is not responsible for damaged or unusable perishable items.**

FREIGHT/DECORATOR DELIVERIES:

Freight deliveries will be accepted Monday-Friday during staffed operating hours. Any freight deliveries for Saturday or Sunday should be pre-scheduled to ensure staffing to receive shipments. Freight deliveries to the Dolphin should be directed to the ATLANTIC HALL CONVENTION LOADING DOCK. Freight deliveries to the Swan or Swan Reserve should be directed to the main loading dock at each hotel.

Shipments addressed to a decorator must be scheduled to arrive when the decorator is on-site to receive your shipment. If the decorator is on-site when packages are received from the carrier, 11th Hour will immediately release decorator labeled packages to the decorator.

Any decorator packages received by 11th Hour that are stored overnight will incur applicable package handling fees. Payment by the decorator will be required for delivery.

OUTBOUND SHIPPING SERVICES:

11th Hour is available to assist you with all of your outbound shipping needs. If you require assistance bringing your packages to the Business Center, please give us a call at the number below. Shipping supplies such as boxes, bubble wrap, and peanuts are available for purchase. Shipping and handling fees may be applied to your guest room, master account, credit card, or cash. Guests are also welcome to use their own shipping accounts for shipping charges; however, handling fees are billed separately and payable to 11th Hour. 11th Hour is not responsible for damage sustained to packages or contents during the shipment process. All claims will be filed directly with the individual carriers (FedEx, UPS, DHL, etc.).

CONTACT:

11th Hour Business Center

WDW Swan/Dolphin/Swan Reserve

407.934.4259

dolphinbiz@11thhourbiz.com