



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 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 DELIVERIES:

Freight deliveries will be accepted Monday-Friday from 8:00 AM to 4:00 PM. Any freight deliveries for Saturday or Sunday must be pre-scheduled to ensure staffing to receive shipments. Shipments addressed to a decorator must be scheduled to arrive when the decorator is on-site to receive your shipment. Shipments sent to the resort before the decorator is on-site may be refused. Freight deliveries should be directed to the ATLANTIC HALL CONVENTION LOADING DOCK.

OUTBOUND SHIPPING SERVICES:

11th Hour is available to assist you with all of your outbound shipping needs. If you need assistance bringing your packages to the Business Center, please call us at the number on the reverse side to arrange a pickup. Shipping materials are available for purchase for packing your items. Shipping fees may be applied to your guest room, master account, credit card, or cash. Guests may also use their own shipping accounts for shipping fees. 11th Hour is not responsible for packages damaged during the shipment process. All claims will be filed directly with the individual carriers (FedEx, UPS, DHL, etc.).