



Guest Package Policy

Storage Fees:

- Guests receiving **5 or more packages** will be charged **\$3 per package**, including for any new arrivals.
- **Oversized packages** (over 3 feet) and **overweight packages** (15 lbs or more) will each incur a **\$15 fee** per item.

Extended Storage:

- Packages held beyond 3 months at the guest's request will incur a **\$15 initial fee**, plus **\$1 per day** thereafter.

Package Handling:

- Packages stored in the PBX office may be moved to Receiving based on **guest check-in date** and **space availability**.

Unclaimed Packages:

- Packages held for **3 months without guest contact or future reservations** will be **returned to sender**.
- **Amazon packages** cannot be returned and will become **hotel property** after 3 months without guest instruction.