Package Deliveries/Handling
Packages should not be delivered to the Hotel more than (3) business days prior to the Event.
The first (5) packages/boxes received by the Hotel for your event will be handled on a complimentary basis. After the receipt of the first (5) packages/boxes each additional one received by the Hotel will be assessed a $7.00 handling/storage fee. Additionally, each medium crate received is assessed at $25.00 and each large crate at $75.00. These charges will be billed to your Master Account or guest room.

If not staying at hotel, please request and complete a Sertifi link from the Meetings & Special Events Manager for charges (if required).

All packages/boxes should be labeled as follows:

The Ritz-Carlton, Amelia Island
4750 Amelia Island Parkway
Amelia Island, Florida, 32034
Attention: Beth Place / Group name
Hold for: Name of Exhibitor/Vendor & Contact Name
Event Date / Location/ Booth #:

It is also very helpful if it is a handful of boxes if you can label them somewhere Box 1 of ___, Box 2 of ___.

Packages shipped to the hotel will be delivered as addressed/labeled to the groups event space/assigned booth/ and or room.

Any packages being shipped OUT of the hotel must be prepaid, addressed, labeled and ready for shipping. Pickups (freight shipping) must be scheduled by exhibitor/vendor. All other (UPS / FED EX) will be picked up Monday-Friday by 3:00pm. All packages to be shipped via UPS / FED EX should be left at the booth for pickup by the hotels Banquet Team.

The Ritz-Carlton, Amelia Island does not accept any liability for equipment, goods, displays or other materials, which arrive unmarked or fail to arrive at the hotel. The Group/Exhibitor is responsible for insuring its property for loss or damage.

LOAD-IN/LOAD-OUT – INSTALLATION & DISMANTLING

- The Exhibit, Decorating, Production or AV Company will work with the assigned Meetings & Special Events Manager to outline the exact days, times and hotel access areas for both load-in and load-out of trucks. Please notify your Meetings & Special Events Manager of the vendors name and date/time arriving for access if they are not an overnight guest.
- **The Resort offers limited overnight parking for large trucks.** Overnight parking must be coordinated with the Meetings & Special Events Manager prior to arrival.
- **Please advise if arriving in a truck larger than 24-26'. This is important for your load-in / out.** The ramp leading up to the ballrooms will only accommodate up to a 26' truck. Should materials arrive in a truck larger than 26', the truck will unload at ground level and will need to be forklifted up the ramp to the ballrooms. Forklift, labor and coordination to execute these movements are the responsibility of the group/vendor.

RCAI Meetings & Special Events Manager: Beth Place, Associate Director, Meetings & Special Events
Direct +1 904-321-5002
Beth.Place@ritzcarlton.com