



PACKAGE HANDLING INSTRUCTIONS

Westin Harbour Castle



PREPARING YOUR SHIPMENT

TDI Business Centre is committed to providing you with an outstanding experience during your stay.

All packages being shipped to the hotel must be addressed as indicated below to prevent routing delays. Please schedule shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will receive and sign for the package(s). Please do not ship any items to the attention of the Meeting Event Manager or Catering & Conference Manager. If a package has not been picked up and no contact information is provided, the package will be returned to the sender after 30 days, plus additional shipping fees. Notice of package deliveries and bookings are to be scheduled as soon as the sender has shipped the items. TDI does not provide customs assistance, please refer to the brokerage associated with the mailing courier selected.

PACKAGE LABELING

Please ensure that your package label includes the following information:

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o TDI Business Centre at Westin Harbour Castle
1 Harbour Square
Toronto, ON M5J 1A6 CANADA
(Convention / Conference / Group / Event Name)

Box ____ of ____

SHIPPING & RECEIVING

Meeting organizers and participants are encouraged to contact TDI in advance of shipping. If you have any special needs, please work directly with your TDI representative.

PACKAGE DELIVERY

Within the hotel:

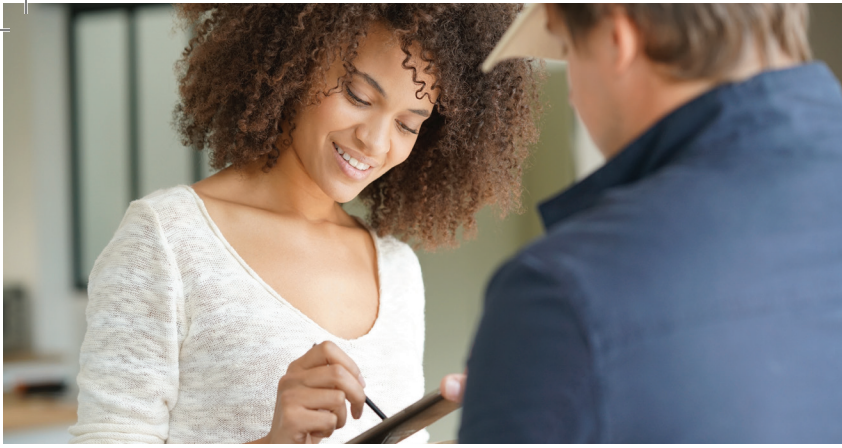
In most cases, TDI will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Westin Harbour Castle.

Event organizers should forward TDI package handling information to exhibitors in advance to ensure packages arrive in a timely manner.

Please note that TDI cannot lend out any moving equipment, such as dollies or carts, but staff are available at an additional charge.

To Guests in Suites:

In most cases, TDI will complete delivery or pickup of packages to guest suites at Westin Harbour Castle, provided there is a guest with authorization to sign for the pick-up or delivery in the suite.



PACKAGE SHIPPING INSTRUCTIONS

Upon your arrival:

Packages will be available for pickup inside the TDI business centre (receiving fee will apply). For heavier items, contact our staff at 416-363-8386. Deliveries should be scheduled as soon as the sender has shipped the items, and release signatures must be captured at the time of package pickup or delivery from the recipient. In case you are not staying at the hotel, payment and scheduling must be arranged in advance.

Upon your departure:

All outbound packages must have a completed carrier air waybill affixed. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the TDI business centre. TDI offers pack and ship services in the business centre, including complimentary FedEx Express® shipping boxes and air waybills. Outbound packages to be picked up should be coordinated in advance with a TDI team member. Outbound handling fees will be applied to all packages in addition to shipping/transportation fees.

Receiving, delivery and storage charges are payable at the time of delivery. The recipient should present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labelling and shipping. We recommend 3rd party fire, casualty, and all other insurance on package contents prior to shipping. TDI is exempt for any loss or damage to a package or its contents, unless lost after receipt by TDI representative, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or TDI Business Centre may establish from time to time for receiving and delivering of packages.

TDI BUSINESS CENTRE

Westin Harbour Castle

1 Harbour Square
Toronto, ON M5J 1A6 CANADA
416.363.8386
westin@tdfirm.com • tdfirm.com

Operating Hours

Mon – Fri: 7:30am - 5:30pm
Saturday & Sunday:
9am - 3pm



Authorized ShipCentre

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PRICE
0-1.0lbs	\$5.00
1.0-10.0lbs	\$15.00
10.1-20.0lbs	\$20.00
20.1-30.0lbs	\$30.00
30.1-50.0lbs	\$50.00
50.1-70.0lbs	\$75.00
Over 70.01lbs	\$100.00
Pelican Cases	\$150.00
Pallets*	\$350.00
Crates*	\$400.00

*Receiving and delivery charges for each pallet/crate is consolidated into a single inbound fee of \$350. This includes breaking down pallets, or excessive package handling/moving due to a customer's request. Please note there is an additional \$350.00 outbound fee for moving, pick up, building and after event storing pallets.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

Please note: A one-time package storage fee will apply to each package received and stored for more than ~five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than ~five (5) calendar days.

BUSINESS CENTRE ORDER FORM

POWERED BY



CARD HOLDER INFORMATION

NAME: _____

COMPANY: _____

ADDRESS: _____

CITY: _____ PROV/STATE: _____ POSTAL/ZIP: _____ COUNTRY: _____

EMAIL: _____ DIRECT PHONE: _____

DESCRIPTION OF SERVICES

SPECIAL INSTRUCTIONS: _____

PAYMENT INFORMATION

☐ I AUTHORIZE A ONE-TIME CHARGE AGAINST MY CREDIT CARD FOR THE FOLLOW AMOUNT \$ _____

☐ I AUTHORIZE ALL CHARGES TO BE BILLED TO MY CREDIT CARD FOR ALL SERVICES RENDERED.

METHOD OF PAYMENT: ☐ MASTERCARD ☐ VISA ☐ AMEX ☐ DISCOVER CARD

NAME ON CARD (If different from above): _____

CARD NUMBER: _____

EXPIRATION (MONTH/YEAR): _____ SECURITY CODE: _____

CARD HOLDER'S SIGNATURE: _____ DATE: _____

TO BE COMPLETED BY TDI BUSINESS CENTRE:

PROCESSED BY: _____

REFERENCE #: _____ DATE: _____

Head Office

TDI FIRM

TH1-508 Wellington Street Toronto, ON M5V 1E3
416.568.9705 • inbox@tdifirm.com

Sheraton

TDI BUSINESS CENTRE

123 Queen Street Toronto, ON M5H 2M9
416.363.8786 • sheraton@tdifirm.com

WESTIN

TDI BUSINESS CENTRE

1 Harbour Square Toronto, ON M5J 1A6
416.363.8386 • westin@tdifirm.com