



The Broadmoor Hotel and Resort Shipping Instructions

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names, unless the items are specifically for their use (e.g., hotel specifications, rooming lists, or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at **719.471.6353** or **719.208.8583**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

(Guest Name) (Guest Cell Number)
c/o FedEx Office at The Broadmoor Hotel and Resort
15 Lake Circle
Colorado Springs, CO, 80906
(Convention / Conference / Group / Event Name)

FedEx Office Business Center
The Broadmoor Hotel and Resort
15 Lake Circle
Colorado Springs, CO 80906
Phone: 719.471.6353 or
719.208.8583
Fax: 719.471.6354
Email: usa5639@fedex.com

Operating Hours
Mon – Fri: 9:00am - 7:00pm
Sat - Sun 10:00am - 3:00pm

Box ___ of ___

SHIPMENTS WITH SPECIAL REQUIREMENTS

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office in advance of shipping their items to The Broadmoor Hotel and Resort with any specific questions. If you have any special needs (e.g., refrigeration requirements, after hours delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

ON-SITE PACKAGE DELIVERY

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of The Broadmoor Hotel and Resort, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting /event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES / MEETING ROOMS

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at The Broadmoor Hotel and Resort, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



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UPON YOUR ARRIVAL

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **719.471.6353** or **719.208.8583**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office, indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0 – 1.0 lb.	\$2.00	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$35.00	\$50.00
60.1 – 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$150.00 or \$0.75/lb. > 200 lbs.	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelopes up to 1.0 lb.	No Charge
0.0 – 10.0 lbs.	\$5.00
10.1 – 30.0 lbs.	\$10.00
30.1 – 60.0 lbs.	\$15.00
60.1 – 150.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

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.

ADDITIONAL SERVICES

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to 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, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.



Equipment Rental Rate List

B&W Printers

HP Laserjet P4015n or LJ Pro M606 \$250.00 per week

Model will be as available

Cost per page \$.04

- Network and USB printing 52 pages per min.
- 1200 X 1200 DPI
- 500 sheet tray 100 sheet manual feed tray
- Duplex unit available if needed B&W printing

Delivery \$100.00

Network setup \$100.00 if needed



Brother HL6180dw or HL6200dw \$250.00 per week

Cost per page \$.04

- Network / Wireless and USB printing 42 pages per min.
- 1200 X 1200 DPI
- 500 sheet tray 100 sheet manual feed tray
- Single Sided and Duplex B&W printing
- Mobile Device / Tablet printing
- **Delivery \$100.00**
- **Network setup \$100.00 if needed**



Color Printers

HP Pro Color M551dn or HP Pro M553 \$350.00 per week

Model will be as available

B&W Cost per page \$.04 Color Cost per page \$.32

- Network and USB printing 33 pages per min.
- 1200 X 1200 DPI Color and B&W
- 500 sheet tray 100 sheet manual feed tray
- Single Sided and Duplex Printing
- Mobile Device / Apple Air Print

Delivery \$100.00

Network setup \$100.00 if needed



B&W Desktop Multifunction

Brother MFC L5850dw (B&W) \$300.00 per week

Cost per page \$.04

- Network and USB printing 42 pages per min.
- 1200 X 1200 DPI B&W
- 250 sheet tray 50 sheet manual feed tray
- Single Sided and Duplex Printing
- Copy / Scan / Print / Fax
- Mobile Device / Apple Air Print

Delivery \$100.00

Network setup \$100.00 if needed



Canon ImageRunner IR-ADV 6065 or 6565

Model will be as available

\$900.00 per week (Includes 3,000 B&W Pages)

Cost per page over 3,000 is \$.04

- Network and USB printing 65 pages per min.
- 1200 X 1200 DPI B&W
- 2 - 1500 sheet Drawers 2 – 500 sheet Drawers
- Single Sided and Duplex - Stapling Finisher
- Copy / Scan / Print
- Mobile Device printing

Delivery \$100.00

Network setup \$100.00 if needed

Canon Color Multifunction Copiers

Canon IR-ADV C5235 or C5535 \$1100.00 per week

(Includes 1,000 B&W Pages and 500 Color Pages)

B&W Cost per page over 1,000 is \$.04

Color Cost per page over 500 is \$.24

- Network and USB printing 35/40 pages per min.
- 1200 X 1200 DPI B&W and Color
- 4 - 500 sheet Drawers 100 sheet manual feed tray
- Single Sided and Duplex - Stapling Finisher / Hole Punch
- Copy / Scan / Print / Fax
- Mobile Device printing

Delivery \$100.00

Network setup \$100.00 if needed



Color Desktop Multifunction

Brother Color MFC-L8900cdw (COLOR) \$350.00 per week

B&W Cost per page \$.04 Color Cost per page \$.32

- Network and USB printing 30 pages per min.
- 2400 X 600 DPI B&W and Color
- 250 sheet tray 50 sheet manual feed tray
- Single Sided and Duplex Printing
- Copy / Scan / Print / Fax
- Mobile Device / Apple Air Print

Delivery \$100.00

Network setup \$100.00 if needed



B&W Canon Multifunction Copiers

Canon ImageRunner-ADV 4035 or 4235

Model will be as available

\$700.00 per week (Includes 3,000 B&W Pages)

Cost per page over 3,000 is \$.04

- Network and USB printing 35 pages per min.
- 1200 X 1200 DPI B&W
- 4 - 500 sheet Drawers 100 sheet manual feed tray
- Single Sided and Duplex - Stapling Finisher
- Copy / Scan / Print / Fax
- Mobile Device printing

Delivery \$100.00

Network setup \$100.00 if needed



Monitors

- **24 inch computer monitors Available if needed**

Hard Drive Erasure or Destruction

No charge for hard drive data erasure. Hard Drive is erased after every rental.

Hard Drive removal and destruction \$300.00

Canon IR-ADV C5250 or C5550i - \$1300.00 per week

Model will be as available

(Includes 1,500 B&W Pages and 500 Color Pages)

B&W Cost per page over 1,500 is \$.04

Color Cost per page over 500 is \$.24

- Network and USB printing 51 pages per min.
- 1200 X 1200 DPI B&W and Color
- 4 - 500 sheet Drawers 100 sheet manual feed tray
- Single Sided and Duplex - Stapling Finisher / Hole Punch
- Copy / Scan / Print / Fax
- Mobile Device printing

Delivery \$100.00

Network setup \$100.00 if needed

Shredding

Locked Shred Bin – 65 Gallon \$200.00 per week

95 Gallon \$300.00 per week

- Security lock
- 65 gallon or 95 gallon
- Documents Cross Cut Shredded upon removal
- Security lock remains locked until shredded

Laptops and Desktop Computers

- Available if needed





We have over 130+ FedEx Offices located in Hotel | Convention Centers.

Guest self-serve solutions

- 24/7 access to our Self Service area with their room key
 - Wireless printing, computer rental, copying, scanning
 - Mobile and Online Solutions with our FedEx Office Print Online and Print and Go
- ** Free Print Boarding Pass ** **Show tickets we can print complementary***

Retail products

- Flash drives, chargers, office tools, presentation supplies, adhesives, labels, badge holders, brochure displays, hand carts, surge protectors, shipping supplies, promotional products, etc.

Event solutions

- Full Service Printing:
 - Oversize printing such as posters and banners, business cards, flyers, brochures, etc
 - 32# Black and White - \$.30 per side
 - 32# Color - \$1.89 per side
- Finishing Services:
 - Coil binds, lamination, 3-hole punch, mounting, etc.
- Business Services:
 - Copying, faxing, scanning, etc.
- Document creation
- Production and installation of large-format graphics
- Equipment rentals:
 - Printers, Copiers, Shred Bins
- Innovative, Cost-Effective & Green Solutions Available:
 - Water and Tear Resistant Media, Rigid Signs, Recyclable Boards, etc.