



SHIPPING & RECEIVING GUIDELINES

We are committed to providing you with an outstanding experience during your stay. Please schedule your shipments to arrive no earlier than 3 days prior to your event start date or reservation arrival date.

All guest and event packages being shipped to the resort must follow the address label standards (illustrated below) to prevent package-routing delays.

PACKAGE LABELING STANDARDS

For Group/Event/Conference

Gila River Resorts & Casinos
 Name of Group/Event/Conference
 5040 W. Wild Horse Pass Blvd.
 Chandler, AZ 85226
 Hold For: Guest Name
 Box(es) ___ of ___
 (Multiple boxes must be numbered)

For Individual/Event/Conference

Gila River Resorts & Casinos
 Hold For: Guest Name/Confirmation #
 5040 W. Wild Horse Pass Blvd.
 Chandler, AZ 85226
 Hold For: Guest Name
 Box(es) ___ of ___
 (Multiple boxes must be numbered)

The Shipper's Return Address should include the shipper's name, address & phone number.

RATE INFORMATION

DESCRIPTION	RATES/CHARGES
RECEIVING/HANDLING/DELIVERY Boxes & Individual Packages (INCOMING & OUTGOING)	<ul style="list-style-type: none"> • 0 to 50 pounds = \$7.00 each • Over 50 pounds = \$50.00 each • Charges assessed per item not shipment
RECEIVING/HANDLING/DELIVERY Pallets, Crates & Skids (INCOMING & OUTGOING)	<ul style="list-style-type: none"> • \$300 handling fee per pallet, crate or skid requiring the use of a pallet jack • \$200 fee for forklift use
RECEIVING/HANDLING/DELIVERY Oversized Shipments	Please contact your Event Manager in advance with specific details regarding size, shape, weight & tracking information.
STORAGE FEES	Storage fees will be waived for the first (3) days prior to the start of an event. If storage exceeds (3) days, a \$50 per item, per day Storage Fee will be assessed. Pallets, crates, and skids will be charged at \$150 per item, per day.

BUSINESS CENTER HOURS OF OPERATION

Monday through Friday: 8:00AM to 4:00PM

Saturday & Sunday: By Appointment Only

For Questions Contact: Maria McElroy, Business Center Supervisor

Email maria.mcelroy@gila.casino

Direct Line (520) 796-4961 Mobile (602) 980-9146



OUTGOING SHIPPING PROCEDURES

Vendors and exhibitors are responsible for packing and securing all boxes, packages and containers for shipment. Pallets and skids should be fully wrapped in plastic and crate lids completely secured for shipment. Return shipment must be labeled, taped and ready for pick-up. Gila River Resorts & Casinos is not responsible for taping boxes, adhering labels, or scheduling pick-ups.

If labels are needed, our team has the ability to print these out for you. A \$2 per label charge will be applied. Packing materials are available for purchase in the Business Center.

All shipments are to be dropped off at the Business Center to be shipped out. Outgoing packages will not be picked up at vendor booths or in the event space. Pre-arranged pick-up for pallets, skids and crates can be confirmed directly with the Business Center Supervisor.

Vendors and Exhibitors must call the specific carrier to request pick-up for their shipments. If the shipment is time sensitive (next day or overnight) it should be taken directly to FedEx or UPS. For your convenience, the links below show the establishments nearest to Wild Horse Pass.

UPS Store
Foothills Park Place Shopping Center
4802 E. Ray Road Ste. 23
Phoenix, AZ. 85044
UPS 1-800-742-5877

FedEx Store
4940 E. Ray Road Ste. 20
Phoenix, AZ. 85044
FedEx 1-800-463-3339

Address for Outgoing Shipments
Gila River Resorts & Casinos
5040 W. Wild Horse Pass Blvd.
Chandler, AZ 85226

If a return shipment has not been called in for pick up and is left on the property for more than 3 days, the items will be relocated to the Lost & Found as abandoned property.

Thank you for your cooperation.

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