



SHIPPING PROCEDURES & FEES

Hotel will accept most packages and freight up to seven (7) days prior to arrival. Handling fees will apply for all incoming and outgoing shipments. Hotel policy requires that only the addressee may sign for and receive packages and freight. A photo I.D. is required. All packages should be sent to the following address:

MGM Grand Detroit, LLC
1777 Third Street, Detroit, MI 48226
Hold for: Guest's Name/Group Name
Service Manager: Tracy Round
Arrival Date:
Box: # of #

The Hotel Sales and Catering Departments must be notified of any incoming packages and freight at least seven (7) days prior to the arrival of the shipment.

PARCELS/PACKAGES

Inbound:

Parcels must be properly labeled and will be available for guest pickup through our Conference Services/Catering department, located on the third floor.

Outbound:

Shipping requisition forms are required and must be obtained through your Conference Services Manager. After completing the forms, parcels will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. Outgoing parcels must be delivered to the Conference Services/Catering Department no later than 1:30 p.m. for same day shipping.

HANDLING FEES

In addition to shipping costs, the following handling charges (subject to change) will apply for all packages:

1-5 Boxes \$10.00
6-10 Boxes \$20.00
11-15 Boxes \$40.00
16+ Boxes \$60.00
Full Pallet \$75.00
2+ Pallets \$150.00



FREIGHT

Inbound:

The Conference Services/Catering Department is responsible for the coordination of incoming freight. Hotel's Guest Services employees are required to move all items from/to the dock, unless special arrangements have been made through the Conference Services/Catering Department. If a Meeting Group representative must access any stored freight, a Hotel Security escort is required. Hotel is unable to receive, store, or ship freight which is larger than a standard pallet (40" x 48") unless special arrangements have been made. Freight can only be received between the hours of 7:00 a.m. and 3:00 p.m. on weekdays and 7:00 a.m. and 2:00 p.m. on Saturdays. Please note the Hotel Receiving Department is closed on Sundays.

Incoming shipments that do not include the proper information on the label and/or shipments that arrive after hours may be refused unless the proper arrangements have been made. The following information must be provided to the Conference Services/Catering Department at least seven (7) days prior to the arrival of the shipment:

Company transporting the freight

Delivery date & time

Contact name and information for pickup from the Banquet Department

of pallets and estimated weight

The following will not be accepted by the Hotel Receiving Department:

1. Collect Shipment
2. Shipments that require a forklift to unload
3. Shipments consigned to an exhibitor in a trade show booth. Hotel has the right to consign any shipments received for a trade show to the decorator handling the show. Show management will advise their exhibitors that additional handling charge may be incurred.

Outbound:

Shipping requisition forms are required and must be obtained from the Hotel Receiving Department. After completing the forms, freight will be weighed and will receive a shipping label. Customs documentation is required if shipping internationally. It is the responsibility of the guest to notify the transportation company of pickup date and time. The Hotel Receiving Department must receive notification of the intent to ship outbound at least one day prior to ship date. Freight can only be shipped between the hours of 7:00 a.m. and 3:00 p.m. on weekdays and 7:00 a.m. and 2:00 p.m. on Saturdays. Please note the Hotel Receiving Department is closed on Sundays.