



Hotel guest packages

Upon receipt, boxes and parcels are placed in the hotel's receiving room and a message is added to the guest's reservation as a reminder upon check-in that items have been received by the hotel. Please check with the front desk upon arrival at the hotel for your shipped package(s).

It is crucial that the 'ship-to' address contain, at a minimum, the name used on the guest's reservation. Ideally, the reservation or confirmation number would also be conspicuously noted on the shipping label.

Shipping and Receiving:

When sending packages, the following information should be noted on the package:

1. Name of Sender, Company of Sender, Address and Phone Number of Sender
2. Guest Name, Confirmation number, Arrival Date (or Group Name and Meeting Planner for function related materials.)
3. Total Number of Boxes or Parcels

The proper mailing address to be used is for the shipment of boxes or other parcels to our Hotel is as follows:

The Dalmar Hotel / Element Fort Lauderdale Downtown

Hold For Arrival: Guest name on reservation or confirmation number (crucial)

299 N Federal Hwy

Fort Lauderdale FL,33301

Tel: ###. ###. ###

(Special note for function related shipments: please ensure the group name and meeting planner are noted on the package in lieu of reservation information. Boxes should be sent to the attention of your Catering/Event Services Manager. Please refer to your contact for further information and assistance.)

Upon delivery, if we cannot locate a future reservation for the package's recipient, the item will be returned to the sender or otherwise discarded. We prefer the shipping of all boxes of materials to be scheduled to arrive at the hotel no earlier than one week prior to your arrival. Due to limited storage space in our hotel, please ensure that your shipments arrive no earlier than thirty (30) days prior to arrival, as we may not be able to accept packages that arrive any earlier

Should a package arrive after departure or not be claimed within thirty (30) days of receipt, we will attempt to contact the recipient to confirm a new ship-to address and obtain a form of payment to cover any additional shipping costs. If we are unable to reach the recipient, packages may be returned to the sender or otherwise discarded. The first 2 packages will be stored complimentary. Special arrangements must be made in advance if you are shipping two (2) packages or more and/or your single package is over our weight limit of 3 pounds. For quantities over two packages or weight limits, Packages storage fees will be applied to your account at the prevailing rates. Any delivery of large crates or boxes (over 100 pounds) will need to be coordinated with hotel management prior to arrival for additional storage fees. This policy is applicable for the Element and Dalmar.

Pricing:

Security will document and send email with weight of package so that guest is charged correctly. Night audit will post room charges as followed.

First 2 packages (under 3 pounds): Free
4lbs-25lbs: \$20.00 each
25lbs-50lbs: \$30.00 each
50lbs & more: \$50.00 each