



PACKAGE HANDLING INFORMATION

The Peabody Hotel offers package handling and shipping for our guests. The following information explains the procedure and prices for all packages. You may contact your Catering / Conference Manager or our Concierge Desk to discuss your package handling or shipping needs.

All packages are received through our Concierge Desk. Each package will be logged in upon arrival. Our Concierge staff will handle the billing instructions as stated below.

The Peabody has very limited storage space; therefore, packages should arrive at the hotel no more than three days prior to the guest or group arrival date. Please note that any packages remaining in the hotel after guest or group departure will be shipped back to the sender and billed to the group master billing.

To ship packages out of the hotel, you will be asked to complete a Shipping Request Form, available at our Concierge Desk. In the case that a shipping label is already prepared, only a signature will be required. Packages must be properly wrapped and addressed, including air bill, for shipment with Peabody shipping form attached before the hotel will process them for shipment. If a freight shipper will be coming to the hotel to deliver or pick up, those arrangements should be made in advance through your hotel contact or the Concierge Desk. Any freight shipper must use our loading dock located behind the Hotel on LaHarpe Boulevard.

SPECIAL NEEDS SHIPPING: For any items not mentioned on our Package Information Sheet, please contact a member of our Concierge staff at 501-906-4000 Ext 8511.

WHEN SHIPPING PACKAGES TO THE HOTEL: Please include the following information

The Peabody Little Rock, 3 Statehouse Plaza, Little Rock, AR 72201

Name of Guest / Company

Hotel Contact Name (if applicable)

Group / Conference Name

Event Date / Arrival Date

PRICING

Letters and all packages with a cumulative weight less than 10 lbs. will be free of charge.

Letters and all packages with a cumulative weight between 11 lbs. and 25 lbs. will be \$10.00.

Letters and all packages with a cumulative weight more than 26 lbs. will be \$.50 cents per pound.

All packages that will be delivered on a pallet will be charged a flat rate of \$200.00.

Any packages with a large enough cumulative weight that exceeds a cost of \$100.00 is subject to discount at the discretion of our Concierge Supervisor.

COURIER PICKUP TIMES

Fed Ex – Pickup between 4:00 PM – 6:00 PM

UPS – Pickup between 4:00 PM – 5:00 PM

Freight and any other couriers must be pre scheduled for pickup

USPS – Pickup time varies