**SHIPPING INBOUND/OUTBOUND AND RECEIVING PACKAGES GUIDELINES**

 **RED ROCK CASINO/RESORT/SPA BUSINESS CENTER**

**INBOUND PACKAGES**:

All Inbound packages should be addressed as follows:

 First & Last Name (Person picking up package)

 Attn: Guest/Event Name (if applicable)/Telephone #

 11011 W. Charleston Blvd

 Las Vegas NV 89135

Handling Fees apply to all Inbound Packages. Handling fees are based on weight. See our pricing guide to determine handling fees.

**RECEIVING PACKAGES ONCE ON PROPERTY OPTIONS:**

* Come to the Business Center in person and we will get you your package(s). At that time if you would like for us to deliver it/them to a conference/meeting room or your guest room we will be able to do that.
* Call us and we can then have your package(s) ready at the Business Center for you to pick up or we can deliver it/them to a conference/meeting room or deliver to your guest room.
* To receive your package(s) you will be required to show a photo ID. It must match the name on the package(s) unless you have already made arrangements with us based on certain situations.
* If we are delivering to your guest room, you must be in your room at the time of delivery to sign for your package(s).
* If we are delivering to a conference/meeting room you will need to be available to sign for your package(s) unless you have already made arrangements with us based on certain situations.

**OUTBOUND PACKAGES OPTIONS**:

* Using your own pre-paid labels or way bills. We handle UPS as well as Fedex pre-paid labels. We do not have way bills for individuals available on property. We suggest you bring your own or use pre-paid labels instead. If you need to print out pre-paid labels we do have public use computers available or you can email them to us and we will print them. Fees do apply for the use of our public use computers as well as for us to print your pre-paid labels for you.
* If you should choose to pay for shipping of your packages we can do that as well. We can ship out packages via UPS and USPS. We have boxes and packaging supplies available if you should need them. We can also package your items for you. Cost are associated with all boxes, packaging supplies and packaging for you.
* We do not take 6 digit UPS accounts if you should have one. If you would like to ship out your packages with your 6 digit UPS account you will need to generate pre-paid labels to be put on your packages or use your own way bills. All Fedex shipments will need to have pre-paid labels or waybills on them to ship out.

Handling Fees apply to all Outbound Packages. Handling fees are based on weight. See our pricing guide to determine handling fees.

**AFTER BUSINESS HOURS:**

The UPS Store Business Center hours of operation are Monday-Friday 7am – 6pm and Saturday -Sunday 8am – 5pm. If you should need assistance after hours to pick up packages or ship out packages the Bell Desk can assist you with that.

**CONTACT INFORMATION:**

Telephone Number: 702-797-7830

Email: store6979@theupsstore.com