



LOTTE NEW YORK PALACE

Receiving and Delivery Handling Fees:

- First three packages (weighing less than 20 lbs) are complimentary
- Any packages in excess of three (weighing less than 20 lbs) will be charged USD 5 per package
- Packages over 20 pounds will be charged USD 10 per package
- Pallets are subject to a USD 75 fee per pallet, plus USD 1 per pound

** In efforts to accommodate all guests, we request that shipments do not arrive earlier than three days prior to arrival. An additional USD 10 storage fee per day will be charged if shipments arrived more than three days before the guest's arrival date.

Stored packages will be picked up at the Mail and Information Desk or delivered to the guest room within 48 hours. Packages not picked up or requested to be delivered to the guest or meeting room will be charged USD 10 storage fee per day.

Shipping Out Handling Fee:

In addition to the shipping cost issued by FedEx, UPS, DHL, USPS, and all other carriers, the following handling fees will be applied:

- USD 10 per box (weighing less than 20 lbs.) and USD 20 per case for FedEx, UPS, DHL, USPS, and all other carriers
- USD 75 per pallet

Please note: All pricing is subject to change.

For those hosting events at the hotel, please speak with your Meeting & Events Manager for further pricing and details