



## RECEIVING PACKAGES AT HYDE BEACH RESORT

Customer Service - 2024-12-02 - Commentaire (1) - Lyfe Beach Resort

Please note that packages can be delivered to the Hyde Beach Resort Building with some cost associated as follows:

- After hours: 27.50
- Monday to Sundays from 8am to 4pm: \$5.50

To collect your packages, please bring a valid ID. They will be stored in the office on the 2nd floor. Kindly take note of the following details:

1. All packages will be stored at the Package Room for a maximum amount of time of three months after they were received.
2. Guests can send packages ahead of their check in as long as they pick them up within the three months mentioned above.
3. Please bring an ID and a credit card to pay the retrieval fee.
4. State a full name on the shipping label and a room number if available at the time of shipping.
5. Don't send minors to retrieve your packages.
6. Building can't engage in redirecting, rejecting, mailing or shipping out packages. Each carrier has its own set of rules and regulations for that and it falls into the guests' responsibility to take care of those operations.
7. Packages are not to be left at the room door, they must be picked up in the Package Room.
8. If a package arrives after a guest checks out he/she can authorize another person to retrieve it as long as an authorization email is sent prior, stating the name of the authorized individual. That individual must bring an ID and a credit card. (Inform cielo Stays about changes)
9. If a package requires a code at the moment of delivery please contact us soon and provide that code to us in order to have your package delivered. Otherwise the driver will take it back.



## PACKAGE SERVICE



### MONDAYS TO SUNDAYS 8 AM – 4 PM

\$ PER PACKAGE	\$5.00
TAX 7%	\$0.35
Service Fee 3%	\$0.15
<b>TOTAL</b>	<b>\$5.50</b>

### AFTER HOURS

\$ PER PACKAGE	\$25.00
TAX 7%	\$ 1.75
Service Fee 3%	\$ 0.75
<b>TOTAL</b>	<b>\$27.50</b>

Bring an ID to claim your package (Owners don't pay unless the package is under someone else's name)