

Group Packages and Shipping



To ensure efficient handling and storage of material, all packages for meetings may be delivered to the Resort no more than five days prior to the event due to a minimal amount of storage space. Notification of deliveries with tracking numbers must be provided in writing. The Resort will not assume any responsibility for the damage or loss of merchandise sent to the Resort for storage.

We recommend incoming boxes be addressed to attention to the Event Manager working the program. Following the address, packages should be marked 'Hold for Arrival' and list: the name of the program, company or group affiliation, the name of the guest and the expected arrival date.

Shipping Address: Talking Stick Resort
9800 East Talking Stick Way
Scottsdale, Arizona 85256

Hold for Arrival:
XYZ Company / Guest: Mr./Ms./Dr. _____
Arrival Date: --/--/----
Attn: *Event Manager's Name*

Amazon Packages: Add Delivery instructions to include business, and leave package at mailroom or Front desk.

Loading Dock: The Resort loading dock is open for deliveries from 9:00am – 2:00pm
Deliveries prior to 9:00am and after 2:00pm require special arrangements and must be booked in advance. Labor fees may apply.
Guests, vendors, and outside suppliers are limited to the use of one loading bay.
(Note: Guests, vendors, and outside suppliers needing access to the 'back-of-house' must wear visitor badges at all times. A valid state ID is required and badges will be issued by the Security Department.)

Freight Elevator: Elevator weight capacity: 20,000lbs; platform size 12'-0" x 24'-0" , door size 12'-0 w x 10'-0" h

Administrative Fees:	1-5 Boxes:	Complimentary
	5 or more Boxes	\$10.00 per Each Additional Box
	Large Boxes over 50 lbs.	\$25 per box
	Pallet or Crate Fee:	\$275.00 per Pallet/ crate
	Oversize crates:	\$500.00 per crate
	(Boxes held for more than 5 days pre/post program dates.)	
	Loading/Unloading Trucks	*\$50.00 per Hour, per Staff Member
	(For deliveries outside of 9:00am – 2:00pm)	

*Two hour minimum applies. Cancellations will be honored with four business hours notice.

Outgoing Boxes need to have preprinted shipping labels. Talking Stick Resort will only hold a box for 24 hours after the event concludes.