

Shipping & Receiving Guidelines

We are pleased to accept and store all boxes and shipments required for scheduled meetings/events according to the following guidelines:

- Please ship to arrive no earlier than three (3) days prior to the event.
- Group MUST notify Cache Creek Casino Resort Sales Team of any shipments to the resort at minimum of seven (7) days prior to the meeting/event by emailing sales@cachecreek.com and provide tracking information.
- Packages should be received during regular business hours: Monday – Friday 6:00 am – 3:00 pm, and Saturday 6:00 am - 1:00 pm. Our Receiving dock is CLOSED on Sundays.
- After your event, any boxes to be shipped out must be properly packaged with a pre-paid shipping label on your departure date.
- The resort is not responsible for packing or for supplying any packing materials. Any materials left behind without shipping instructions will be discarded three business days after your departure date.
- Cache Creek Casino Resort has no liability for the delivery, security or condition of any packages shipped to the resort.
- Please advise your carrier we are in a remote location to ensure timely delivery. FedEx Ground and UPS preferred.

Labeling - Item(s) must be labeled as follows:

Cache Creek Casino Resort
c/o (Guest Name) (Guest Cell Number)
14455 Highway 16
Brooks, CA 95606
Hotel Confirmation #
(Group/Event Name)
Date of Event:
Number of Items: _ of _

Package Handling Fees

All incoming deliveries and outgoing packages are assessed a package handling fee determined by weight of the item listed on the shipping label:

Package Weight	Package Handling Fee
0.0 – 10.0 lbs.	\$10.00
10.1 – 20.0 lbs.	\$15.00
20.1 – 30.0 lbs.	\$20.00
30.1 – 40 lbs.	\$25.00
40.1 – 50.0 lbs.	\$35.00
50.1 – 60.0 lbs.	\$45.00
60.1 – 100.0 lbs.	\$75.00
100.1 – 200.0 lbs.	\$150.00
Pallets & Crates*	\$200 or \$0.75/lb. >200.1 lbs.

*An additional package handling fee will be added should storage of the item exceed three (3) days. The additional fee beyond three (3) days storage is \$25 per item/day.