

Shipping & Receiving Instructions

Packages and Boxes should be shipped to the following address no more than four (4) days prior to your event.

Hollywood Casino St. Louis
777 Casino Center Drive
Maryland Heights, MO 63043

The following information **MUST** be included on all packages

- Group Name
- Contact Name
- Date of Function
- Attn: Banquet Department
- Number of packages

Should group attendees/vendors ship boxes or other items to Hollywood Casino St. Louis **prior to four (4) days** in advance of your group's first on-site event, Hollywood Casino St. Louis will apply a storage fee of **\$75.00 daily** to the group master account.

There will be no charge for the first five (5) packages received. Each additional package received will be charged a **\$3.00 per box** handling fee. This fee includes the following:

- Receiving packages and holding for group arrival
 - Delivering packages to meeting room/office
- Delivering packages after event back to receiving to be shipped out

Packages being shipped from Hollywood Casino St. Louis:

- MUST be packaged by the guest before leaving the property
- Guest can bring the proper shipping labels or labels can be found in Business Center or by drop boxes in Hotel Lobby.
- Guest MUST completely fill out shipping labels with their shipping account number
 - Guest MUST call carrier to arrange for pick up at Warehouse Dock

To have your package taken to our Warehouse Dock for carrier pick-up

- Contact Banquet Staff or Hotel Front Desk Clerk (extension 4157)
- Banquet Staff or Hotel Front Desk Clerk will then schedule for package delivery to Warehouse Dock

Hollywood Casino St. Louis does not allow COD shipments and we do not assume responsibility for packages left behind.