



Package Handling & Storage Policy

Due to the rapidly increasing number of guest packages being shipped to the resort and limited secure storage space, **the following package handling guidelines and storage fees will apply to all reservations booked at Holiday Inn Club Vacations® at Orange Lake Resort on or after March 1, 2018:**

- A \$10 fee for packages up to 10 pounds, plus \$1 per pound for each additional pound thereafter.
- Luggage, golf clubs and large sports equipment will be charged a flat rate of \$10 per piece.
- Delivery of all palletized items must be coordinated with Resort Services prior to arrival of the item(s).
- Payment and photo ID will be required to claim all packages. The name on the photo ID must match the name on the package(s).
- As a cashless resort, payment will be accepted by credit card, debit card or room charge only.
- Medical supplies and standard (non-packaged) mail forwarded to the resort are exempt from handling and storage fees.
- Packages not claimed within 30 days of delivery to the resort will be returned to sender.

While we make every attempt to keep your packages stored as securely as possible, the resort is not responsible for lost and/or stolen packages.