



## GUEST MAIL AND PACKAGES

Do you want to send mail or packages to the Ramada Gateway Hotel before you get here or during your stay? We are happy to receive and hold packages for you until you arrive. Please review the following instructions and information before sending your packages to the hotel.

### Shipping Instructions:

As close as possible to your arrival date, send your packages to the hotel, addressing them like this:

[GUEST NAME ON RESERVATION]

Ramada Gateway Hotel  
7470 W Irlo Bronson Memorial Hwy  
Kissimmee, FL 34747

Our hotel will gladly accept and store packages for guests prior to arrival and during their stay for a fee of \$5.00 per package which will be applied to your bill. Packages will be held for a maximum of 30 days from the day they are delivered. Please do not plan to have your packages delivered more than 21 days in advance of your arrival at the hotel.

To simplify delivery of your packages to you, the name of the addressee MUST match the name on the reservation. Packages without guest names will be returned after 14 days. Packages will only be given to the person whose name is written on the mailing label and we may require a photo ID to verify your identity.

The Ramada Gateway Hotel will hold unclaimed packages for 30 days after checkout. After 30 days, packages will be returned to the original sender, if possible. If your travel plans change or you forget to pick up your packages before your departure, please email us ([ramadareservations@ostarhotels.com](mailto:ramadareservations@ostarhotels.com)) as soon as possible so we can arrange to ship them to you. Owners (addressees) of unclaimed packages may make arrangements with us to ship them to you via UPS or FedEx within 14 days of departure. Package owner is responsible for payment of postage to ship unclaimed packages.

Due to limited storage space and safety regulations, the Ramada Gateway Hotel cannot accept packages that:

- Are larger than 48 inches on any one side.
- Weigh more than 100 pounds.
- Contain hazardous, flammable, or biological materials.

Packages that exceed the limitations listed in the section above will be refused at delivery or returned to sender. The hotel is not responsible for those items or for any associated shipping/restocking costs.

We are not responsible for lost/undelivered packages or packages that were damaged in transit.

The Ramada Gateway Hotel receives and stores small packages as a low-cost service to our guests. We always do our best to make sure packages are delivered to our guests promptly and safely. However, please be aware that by sending packages to the hotel, you agree to the above terms and conditions.

We look forward to having you stay with us. If you have any additional questions, please contact us at 407-396-4400 or [ramadareservations@ostarhotels.com](mailto:ramadareservations@ostarhotels.com).