

The St. Clair Hotel Mail & Packages Policy

Mail and packages less than 15 pounds that are received and collected on day of arrival or during your stay, including day of departure, are complimentary. Standard mail envelopes, overnight envelopes, and post cards that are received prior to arrival, or are not collected day of delivery, are subject to a handling and storage fee of \$1 per item per day. Packages less than 15 pounds that are received prior to arrival, or are not collected day of delivery, are subject to a handling and storage fee of \$5 per item per day. Packages of 15 pounds or more are subject to a receiving fee of \$10, and if not collected on day of delivery, a storage fee of \$10 per day. All mail and packages should be clearly marked with the guest name (to match the name on the reservation), and the date of arrival. Please note that the hotel will not accept any COD, food, or perishable goods deliveries. Mail and packages received after departure will be returned if at all possible, and solely at the recipient's or shipper's expense. Unclaimed and non-returnable packages are subject to the hotel's lost and found policy and procedure. The hotel reserves the right to reject delivery of any package at its discretion and is not responsible for the value of the contents or any subsequent liability. This policy is subject to change. Thank you for choosing The St. Clair Hotel.