



Shipping Instructions for Delivery of Boxes and Parcels to our Hotel

We are happy to assist with your package handling needs as it is quite common for guests to have boxes or other parcels sent prior to their date of arrival. Upon receipt, boxes and parcels are placed in the hotel's secured receiving room and a message is added to the guest's reservation as a reminder upon check-in that items have been received by the hotel.

Please check with the front desk upon arrival at the hotel for your shipped package(s).

Shipping & Receiving

It is crucial that the 'ship-to' address contain, at a minimum, the name used on the guest's reservation. Ideally, the reservation or confirmation number would also be conspicuously noted on the shipping label. When sending packages, the following information should be noted on the package:

1. Name of Sender, Company of Sender, Address and Phone Number of Sender
2. Guest Name, Confirmation number, Arrival Date (or Group Name and Meeting Planner for function related materials)
3. Total Number of Boxes or Parcels (1 of 2, and so forth)

The proper mailing address to be used is for the shipment of boxes or other parcels to our Hotel is as follows:

SOLE MIAMI

Hold for Arrival: Guest name on reservation or confirmation number (crucial)

17315 Collins Avenue

Sunny Isles FL 33160

786.923.9300

Upon delivery, if we cannot locate a future reservation for the package's recipient, the item will be held for (30) days and if not claimed by that time will be discarded. Due to limited storage space in our hotel, please ensure that your shipments arrive no earlier than thirty (30) days prior to arrival, as we will not accept packages that arrive any earlier. Should a package arrive after departure or not be claimed within ninety (90) days of receipt, the package will be discarded.

If your arrival date changes, please contact the hotel directly to confirm a new ship-to address and provide a form of payment to cover any additional shipping and handling costs.

The first two (2) packages will be received and stored with our compliments. Special arrangements must be made in advance if you are shipping packages over our weight limit of 40 pounds and larger than 36 inch x 36 inch. For quantities over two packages or weight/measure limits, storage and portage fees will be applied to your account at the prevailing rates (\$10.00 per package). Any delivery of large crates or boxes (exceeding our limits) will need to be coordinated with hotel management prior to delivery and are subject to additional portage fees.

Our hotel is not responsible for the safe or timely arrival of any package sent to the hotel. It is the guest's responsibility to check on the arrival of any packages and to check to ensure that the contents are intact. Our hotel accepts no liability for lost, stolen or damaged boxes or other parcels.

Should you have any further questions, please contact the Front Desk Manager.