THE Signature COLLECTION

Door-to-Door Luggage Service by Ship&Play

At-a-Glance Overview

- Roundtrip, door-to-door luggage transport
- One (1) standard checked suitcase per person, based on double occupancy
- Earlier booking is always better, especially for international sailings
- Service information, terms, and packing rules are available through Ship&Play (shipplay.com/faq)

What's Included

- Roundtrip, door-to-door luggage transport
- Customs handling
- Real time tracking
- Insurance – The lesser of the actual value or $1,000 per suitcase (exclusions at shipplay.com/terms)

What's Excluded

- Extra bags
- Oversized pieces
- Golf equipment
- Declared value above $1,000 per suitcase
- P.O. Box delivery
- Airport delivery

Booking Deadlines

- Earlier is always better, particularly for international sailings where routing and customs documentation drive the timeline
- International shipments - a minimum of 21 to 30 days before embarkation
- Domestic shipments - a minimum of 10 to 14 days before embarkation

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Service Timeline

- International outbound - typically at least 10 to 21 days before embarkation
    - This allows the bag to clear customs and sit in port hold ahead of the ship
- Domestic outbound - typically at least 5 to 7 days before embarkation
- The exact pickup day is set with the guest
- The guest does not need to be home if the bag is labeled and left in the agreed spot
- International returns - usually 4 to 6 business days
- Domestic returns - usually 1 to 3 business days
- Weekend delivery is limited, so guests should plan on a weekday return delivery

Guest Notes / Important Reminders

- The exact pickup day is set with the guest
- The guest does not need to be home if the bag is labeled and left in the agreed spot
- Weekend delivery is limited, so guests should plan on a weekday return delivery

Suitcase Specifications

- One (1) standard checked suitcase per person, double occupancy
- Maximum weight of 50 pounds per suitcase
- 62 inches in total dimensions (length + width + height)

Packing Limits: shipplay.com/what-can-i-ship

- International packing rules apply
- Suitcases cannot be locked for international shipping
- Liquids, toiletries, aerosols, medications, batteries, electronics, jewelry, cash, alcohol, and food cannot travel in the suitcase