



## ***SHIPPING AND RECEIVING GUIDELINES***

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Special arrangements must be made for receiving equipment, goods, displays or any other materials which will be sent, delivered or brought into the hotel. Failure to make these arrangements may result in refusal of deliveries or materials being unavailable when required.

Your hotel Event Sales/Event Planning Manager for your convention or meeting must be made aware of the quantity and the volume of shipment no later than one week prior to expected claim date of packages.

A package shall be defined as any carton, case, box or crate weighing at least (2) pounds, but not to exceed (50) pounds. A determination for handling will be made by the hotel for items not meeting this definition. Services of an outside receiving company, if necessary, will be engaged by the sender.

No packages shall be accepted by the Hyatt Regency Columbus more than four days prior to expected date of claim.

Packages refused because of early arrival will be directed to a local carrier. Additional charges to be at the sender's expense.

The hotel's receiving entrance is open 8:00 a.m. to 4:00 p.m. Monday through Friday. Special arrangements must be made, in advance, for any deliveries not within this time frame.

### **GREATER COLUMBUS CONVENTION CENTER (GCCC)**

Should your group have exhibits or meetings at the GCCC you can arrange for packages to be shipped directly to the Greater Columbus Convention Center (GCCC). Hyatt does **NOT** deliver packages/pallets to the Greater Columbus Convention Center (GCCC). Packages received at the Hyatt Regency Columbus and needs to be moved to the Greater Columbus Convention Center (GCCC) can be picked up at the Hotel. If however, your conference has selected an alternate decorator they would manage your freight/shipping and handling or consult with your Event Sales/Event Planning Manager for recommendations for a drayage company.

### **RECIPIENT**

Any materials being sent to the:

**Hyatt Regency Columbus 350 North High Street Columbus, Ohio 43215** must be labeled as follows:

- 1. Hold for arrival**
  - Attention: (Guest Name and Organization)**
  - Arrival Date: (Month/Day/Year)**
- 2. Name of Event Sales/Event Planning Manager (if provided)**
- 3. Complete return address**
- 4. Number of boxes (i.e., Box 1 of 2; Box 2 of 2)**
- 5. Group Name & Name of Meeting Room (if released by Event Sales/Event Planning Manager)**

**LIABILITY:**

The hotel does not accept liability for equipment, goods or displays which arrive or failure to arrive to the hotel. The hotel will not be responsible for damage to materials improperly packed, concealed damage, loss or theft of materials prior to or after delivery. The shipper is encouraged to make arrangements for loss or damage with its insurance carrier.

**HANDLING:**

Handling charges will apply based on size and weight of items being received and moved. Shipments over 250 pounds should be handled by an alternative freight handling company to be contracted by the sender. Due to our limited storage space, we are not able to accommodate large shipments of material or heavy pieces of equipment (over 250 pounds). Electric pallet jacks are NOT permitted for use on any carpeted area throughout the hotel and meeting space.

Handling charges will apply for moving packages to and from the hotel receiving area to a designated area within the Hyatt Regency only.

**HANDLING CHARGES:**

**Per Box/Delivery to meeting room: \$5.00**

**Pallet of larger shipment (per 100 lbs.): \$70.00**

**MOVEMENT OF PACKAGES IN PUBLIC AREAS:**

Packages will be delivered to and from assigned areas according to schedule provided by guest prior to the start of the function. Any variance in scheduled times will result in materials/packages being assigned a delivery time by hotel staff according to work load. Hyatt does NOT deliver to the Greater Columbus Convention Center (GCCC).

**PACKAGES SHIPPED AT GUEST'S REQUEST:**

All packages must be properly packaged and labeled by guest. Shipping method must be indicated and paid for at time of service. A designated signee must be present at the delivery site.