



SHIPPING AND RECEIVING GUIDELINES

Special arrangements must be made for receiving equipment, goods, displays or any other materials that 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.

No packages shall be accepted by the Hyatt Regency Columbus more than 1 week prior to expected date of claim. Packages shipped 2 weeks prior to anticipated date of claim may be subject to additional charges.

LOADING DOCK HOURS

Sunday – Anytime (No members of Purchasing Team will be on-site to check packages in)

Monday/Thursday – After 1:00pm

Tuesday/Wednesday/Fridays – After 3:00pm

Saturdays – After 10:00am

Special arrangements must be made, in advance, for any deliveries not within this time frame. Access to the dock will be on a first come, first serve basis.

PREPARING YOUR SHIPMENT

All guest and event packages being shipped to the hotel must follow the address label standards to prevent package routing delays (Provided Below). Please schedule your shipment(s) to arrive 3-5 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s)

Any materials being sent to **Hyatt Regency Columbus 350 North High Street Columbus, Ohio 43215** must be labeled as follows:

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

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 (Up to 50lbs) to meeting room: \$5.00
Pallet of larger shipment (Up to 250 lbs.): \$75.00

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. Hyatt does **NOT** deliver to the Greater Columbus Convention Center (GCCC).

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.

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. Package(s) will NOT be delivered to empty stations/rooms. A signature is required.

LOAD IN

All drivers with incoming materials must unload packages and move vehicle immediately. Packages and materials may be retrieved after the vehicle has been moved from the loading dock.

NO PARKING ON DOCK. VIOLATORS WILL BE TOWED.

There is limited equipment for transporting materials and packages to and from the dock. The hotel ONLY loans out pallet jacks, flat carts to Hyatt employees to move equipment to assist with transporting materials. It is suggested to bring your own move-in equipment.

LOADOUT

All outbound package(s) must be packed up, taped, and have a shipping label before being brought to the loading dock. The Hotel is not responsible to package, print labels, or tape up outgoing package(s). All guests must incur their own shipping cost and are required to bring all shipping materials. Guest must schedule package(s) pick up.

All package(s) must be packed up and on the dock before a vehicle can be pulled into the dock.

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.