

Shipping and Receiving

Hyatt Regency Jacksonville

Package Receiving

☐ Packages may be picked up at the front desk between 7 A.M. and 7 P.M.

☐ Packaging and Fees

- Letter or envelope \$0
- Small Box (10 lbs. or less) \$12.00
- Medium Box (10-25 lbs.) \$16.00
- Large Box (25-50 lbs.) \$18.00
- Extra Large Box (over 50 lbs.) \$40.00
- Display cases/hard cases with wheels \$65.00
- Pallets \$200.00

☐ PACKAGES SHIPPED TO THE HYATT HOTEL SHOULD BE ADDRESSED AS:

Attn. "<Guest First and Last Name/Meeting/Arrival Date>"

HYATT REGENCY JACKSONVILLE

225 E. Coastline Drive

Jacksonville, Florida 32202

P: 904-588-1234

☐ Packages should arrive at the Hotel no earlier than three (3) days prior to the date required. All packages arriving at the hotel earlier than three (3) days prior will be charged a storage fee of \$5 per box per day or \$100 per pallet/freight per day, this is in addition to the handling fees.

☐ Hyatt Regency Jacksonville does not have access to nor offer cold storage or storage of perishable items received. Items needing special storage must be arranged with the show coordinator. The Hyatt Regency Jacksonville does not accept responsibility for any perishable items received that are damaged or unusable in any way due to improper storage.

☐ Hyatt Regency Jacksonville does not accept packages shipped COD under any circumstances. Please ensure all inbound shipping costs are arranged prior to arrival at the hotel.

☐ FREIGHT DELIVERIES:

Freight deliveries will be accepted until 4:00 pm Monday through Saturday. Any freight deliveries for Sunday must be pre-scheduled to ensure loading dock availability. We are unable to accept any incoming shipments that are addressed to a decorator. Shipments being delivered for decorators must be scheduled to arrive the day that the decorator is in house.

☐ DELIVERY AREA:

All deliveries are to be made at the main dock, NO EXCEPTIONS. It is the responsibility of the shipping company to unload all materials from the delivery vehicle. Once the equipment has been unloaded safely,

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we will sign for and accept responsibility for the material. The Executive Shipping Center staff will then process all packages for delivery.

- No guests are allowed in the delivery area.
- Guests who need to identify exhibit material must prearrange with Purchasing Manager and be escorted by an associate of the hotel.
- Guests should have tracking numbers in the event of any difficulty locating packages.
- Please verify packages have been marked as delivered before attempting a pick up.

☐ GUEST PACKAGE SERVICES

Guests can use their own carrier shipping accounts or charge to their room, master, cash or credit. Guests wanting to ship via a carrier will need to have a pre-paid label and pre-schedule their package pick up with the carrier during our business hours. A bill of lading / freight bill is required for all freight shipments. All International shipments must include the customs form and a credit card for taxes and duties. Handling fees apply to all outbound packages and are in addition to the fees charged by the carrier. For liability reasons associates will not pack any items. The Hyatt Regency Jacksonville is not responsible for packages damaged during the shipment process. All claims will need to be filed directly with the individual couriers. (FedEx, UPS, DHL, etc.).