



Hyatt Regency San Antonio Package Shipping Instructions

PREPARING YOUR SHIPMENT

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 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). Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Hyatt Regency San Antonio. Shipments are held for a period of 7 calendar days. If, at that time, a package has not been picked up and no contact information is provided, the package(s) will be returned to sender, who will be responsible for any shipping fees. Package deliveries may be scheduled by contacting the FedEx Office Business Center at 210.227.4896. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o FedEx Office at Hyatt Regency San Antonio
123 Losoya Street
San Antonio, TX, 78205
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center
Hyatt Regency San Antonio
123 Losoya Street
San Antonio, TX 78205
Phone: 210.227.4896
Fax: 210.444.1303
Email: usa5577@fedex.com

Operating Hours
Monday–Friday: 7:00am - 5:00pm
Saturday: 10:00am - 3:00pm
Sunday: Closed

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to reach out to FedEx Office in advance of shipping their items to Hyatt Regency San Antonio with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to FedEx Office in advance of your event.

PACKAGE DELIVERY WITHIN THE HOTEL

FedEx Office will complete delivery or pickup of packages within the conference center, lobby area and guest suites of Hyatt Regency San Antonio. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address.

Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES

FedEx Office will complete delivery or pickup of packages to guest suites at Hyatt Regency San Antonio. FedEx Office is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.

Hyatt Regency San Antonio

Package Shipping Instructions

UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number below (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office business center. FedEx Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	INBOUND OR OUTBOUND PACKAGE HANDLING FEE	INBOUND OR OUTBOUND DELIVERY OR PICKUP FEE
0.0 – 1.0 lbs.	No Charge	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 75.0 lbs.	\$25.00	\$50.00
75.1 – 100.0 lbs.	\$25.00	\$70.00
Crate & Pallet *	\$0.75 / lb. (\$150.00 Minimum)	\$0.75 / lb. (\$150.00 Minimum)

STORAGE & OVERSIZE FEE		
DAYS	STORAGE FEE PER DAY	OVERSIZE FEE PER DAY
1 – 7 Days	No Charge	No Charge
7 – 10 Days	\$25.00	\$25.00
10 Days and Over	\$50.00	\$25.00

Package storage fees will apply to each package received and stored for more than seven (7) calendar days. Items measuring over 6.5 feet are considered oversize and will be assessed the oversize fee if stored for more than seven (7) calendar days.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75 / lb. (\$150.00 minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.