

Hyatt Regency Jacksonville Shipping & Receiving Policy & Procedures

Please address materials as follows:

HYATT REGENCY JACKSONVILLE RIVERFRONT

Your Organization's On-Site Contact ← **This line mandatory**
Convention/Event Name, Date of Event ← **This line mandatory**
225 East Coastline Drive
Jacksonville, FL 32202

Shipped Materials will be accepted three days prior to Conference dates.

- The Hotel is not responsible for perishable items.
- Hotel shipping & handling fees will be charged for in bound boxes only.
- Shipping & Handling fees will apply to guest room incidentals or credit card on site.

SHIPPING AND RECEIVING FEES for SHIPPED MATERIALS

Handling fees are as follows:

- *Letter or envelope* FREE
- *Small Box (10 lbs. or less)* \$8.00
- *Medium Box (10-50 lbs.)* \$12.00
- *Large Box (over 50 lbs.)* \$30.00
- *Display cases/hard cases w/wheel* \$50.00
- *Pallets* are \$150.00

Due to limited storage space, we request your shipment not arrive any sooner than 3 days before scheduled set up date.

You will be notified at check in that your packages have arrived when you check into the hotel – please insure the packages are addressed to the onsite person exhibiting at the trade show.

Guest Services located in the Lobby will assist in retrieving your packages upon arrival.

OUTBOUND PACKAGES

United Parcel Service (UPS) does not pick up at the hotel on a daily basis. Outbound packages must be scheduled for pick up with UPS. Exact amount of boxes to be shipped must be communicated on the pickup order information.

FED EX OFFICE

Located on 3rd Floor Sky Bridge in hotel and is open 7:00 AM – 7:00 PM – Monday through Friday.