



SHIPPING BOXES, PACKAGES, FREIGHT & STORAGE

Any packages being shipped to the Hyatt Regency Vancouver for your group must be pre-paid and addressed properly. For security reasons if the recipient is not a registered guest of the hotel or does not have a reservation with the hotel, the hotel has the right to decline receipt. Please address all packages with the attached label format:

THE HOTEL DOES NOT ACCEPT LIABILITY FOR EQUIPMENT, GOODS, DISPLAYS AND/OR OTHER MATERIALS THAT ARRIVE OR FAIL TO ARRIVE AT THE HOTEL. THE GROUP IS RESPONSIBLE FOR INSURING IT'S PROPERTY FOR LOSS OR DAMAGE.

All packages should be clearly marked with a return address. The hotel will not receive or sign for C.O.D. shipments. Please make arrangements with a shipping company to have your packages picked up from the hotel immediately following your event.

Receiving hours at the Hyatt Regency Vancouver Loading Dock are 7:30 a.m. to 4:00 p.m. Please be aware of these times when scheduling your delivery of boxes or packages. Items that are palletised or are of extensive weight must be delivered on a truck equipped with a lift gate in order to have access to the freight elevator.

As the hotel has limited storage facilities, a limit of 10 boxes weighing 40lbs each will be accepted. Shipments must arrive no earlier than 3 business days prior to the arrival of your group. Please contact the Meeting Concierge for delivery of your packages.

A labor charge is applicable for transporting boxes to or from the storage facility. Below are the prices:

Letter: Free of charge.
Boxes: \$6.00 each
Pallets: \$85.00 per pallet

Common problems that can delay the delivery of your shipment are:

- Recipient does not know how the boxes were shipped
- Canada Customs did not clear your shipment on time or duties are due
- Recipient does not have tracking numbers
- Boxes were not addressed appropriately with the group name and contact

THE HOTEL WILL NOT BE RESPONSIBLE FOR BOXES THAT DO NOT HAVE PROPER LABELS. ALL PACKAGES SHIPPED TO HYATT REGENCY VANCOUVER MUST CONTAIN A LABEL STATING THE FOLLOWING INFORMATION:

ATTN: SARAH HAN
Event Manager

C/o Hyatt Regency Vancouver
655 Burrard Street
Vancouver, BC V6C 2R7

(Your Company/Event Name)
(Date of Event)

Box _____ of _____