

Shipping Instructions

The UPS Store here at the Hyatt Hill Country Resort & Spa manages all guest packages for the hotel regardless of carrier, including UPS, FedEx, USPS, and any independent freight transportation. Please take note of the following before shipping items to the hotel.

- The Hyatt Hill Country Resort & Spa will only accept prepaid shipments. The hotel will refuse any shipments delivered COD. Due to space limitations, packages sent more than five (5) days prior to the function will result in a \$25 per day storage fee.
- In order to ensure correct delivery, please address all packages to the guest who will be receiving them. To expedite delivery and return of packages, they should be labeled as follows (if this information will not fit the format of your label, please affix it securely to the outside of your box):

Attn: [Guest Name]
 [Company Name] at [Name of Conference]
 Booth #___ (if applicable)
 9800 Hyatt Resort Dr.
 San Antonio, TX 78251
 Box ___ of ___ (if applicable)

- There will be both an incoming and outgoing handling fee for all shipments. Handling fees are based upon the weight of the parcel. Handling fees may be applied to a master account (with authorized signer), guest room, or credit card. This information is to be provided on the "Authorization Form - PreLabeled." If a payment method is not supplied, packages will not be delivered.

Our handling fees are as follows:

<u>Cardboard Boxes</u>		<u>Irregular Cases & Tubes</u>		<u>Freight</u>			
1-9 lbs	\$5	50-74 lbs	\$35	1-49 lbs	\$30	Crate 1-149 lbs	\$150
10-19 lbs	\$10	75-100 lbs	\$60	50-100 lbs	\$60	Crate 150+ lbs	\$200
20-29 lbs	\$15	100+ lbs	\$90	100+ lbs	\$90	Pallet	\$150
30-49 lbs	\$30						

- Each exhibitor will need to complete the "Authorization Form - PreLabeled" and return it to The UPS Store before the arrival of their packages. Please email the completed form to: store5751@theupsstore.com.
- Arrangements for outgoing shipments can be made through the Business Center before your departure. If a guest does not have a premade label for their parcel(s), one can be made to ship UPS in the Business Center. **We can not use UPS or FedEx house account numbers.** All charges for labels can be put to a credit card or guest room, and cash payments can only be made when a package is ready to be shipped (requires no packing from The UPS Store) and brought to the Business Center during operating hours.
- The Business Center hours are Monday - Friday 8:00am-3:00pm. Advance arrangements must be made through the Event Office for weekend deliveries at least seven (7) days prior to the delivery date. Items not claimed within 30 days of the conference will be discarded or returned to sender; this applies to both incoming and outgoing shipments. The UPS Store does not accept any liability for equipment, goods, displays, or other materials which arrive or fail to arrive at the hotel. The company or guest is responsible for insuring their property for loss and/or damage.

Thank you, and we hope you enjoy your time here at the Hyatt!

The UPS Store #5751
 9800 Hyatt Resort Drive
 San Antonio, Texas 78251
 (210) 647-1234 ext. 6490
store5751@theupsstore.com