

Shipping and Receiving Policy

Due to the nature of our business, the hotel receives a large volume of boxes to our hotel. We ask your assistance by strictly adhering to our shipping and receiving policy. This will allow us to efficiently deliver boxes and packages for the group, exhibitors, and attendees.

The following pricing and rules apply to all boxes shipped to the hotel:

Letter, package, or envelope (next day) FREE
Small Box or Tube (5 lbs. or less) \$8.00
Medium Box (6-10 lbs.) \$12.00
Large Box (11-50 lbs.) \$30.00
Display case or hard case w/ wheel \$50.00
Pallet \$150.00

- The Hotel is not responsible for perishable items.
- A labor charge will be assessed if the Hotel's assistance is required in unloading vehicles and/or moving items to storage areas.
- The Hotel must be advised if there are any items weighing over 100 lbs. that will be displayed in any function room or area.
- All shipments should be received no sooner than 3 days prior to the conference.

Return packages at conclusion of event:

The Convention Services Staff will take all taped and labeled packages from the meeting room to the shipping dock. Please have labels ready to expedite this process. If you need to print labels, you may do so at the Business Center located on the 3rd floor. The Hotel has daily pick-ups from UPS and FedEx.

PACKAGES FOR GROUP/ EXHIBITORS/ POSTER PRESENTERS:

Please ship materials with the following address:

HYATT REGENCY JACKSONVILLE RIVERFRONT
Exhibitor/ Onsite Site Contact ← **This line mandatory**
Convention/ Event Name, Date of Event ← **This line mandatory**
225 East Coastline Drive
Jacksonville, FL 32202

Do not address boxes to the Catering or Convention Services Manager.

To receive your boxes/ packages onsite:

- Contact the Shipping and Receiving Department through the Meeting Concierge or Hotel Operator.
- A Convention Services Staff Member will deliver the box(es) to your exhibit area.
- **Please note: Boxes will not be delivered unless an authorized signer for your group is there to receive the packages.** This is necessary to confirm delivery of shipment.
- Appropriate charges as listed above will be applied to your master account/credit card.
- **Please have the tracking numbers available onsite to help locate your packages.**
- Due to limited storage space, we request your notification of any materials to be shipped to the Hotel prior to your arrival.
- **NOTE: If an exhibit company is being used for the event, boxes and materials are to be shipped directly to the exhibit services company.**

PACKAGES FOR ATTENDEES (HOTEL GUESTS):

Shipping address for hotel:

HYATT REGENCY JACKSONVILLE RIVERFRONT

Attendee's Name, Hotel Guest

← **This line mandatory**

Convention/Event Name, Date of Event

← **This line mandatory**

225 East Coastline Drive

Jacksonville, Fl 32202

To have your materials delivered to your guest room, please contact the bell stand at extension 4515. Package delivery fees apply and will be posted to your guest room.