



## The Hyatt Regency San Francisco Shipping Procedures

### SHIPPING OF PACKAGES

The Hyatt Regency San Francisco will only accept prepaid packages. The hotel will refuse any packages delivered C.O.D. and the hotel will make no notification to the shipper. All packages must contain a label giving the following information:

1. Return address
2. Name of Group associated with
3. Name of Event and Dates
4. Group Contact
5. Name of person that will claim package
6. Date of that person's arrival
7. 1333 Bayshore Highway, Burlingame, CA 94010

Due to lack of storage space, all packages should be sent to arrive no more than three (3) days prior to function dates. The following lists the fees associated with handling of boxes in our property.

Box Under 25 Lbs	Box 26-50 Lbs	Crates/Boxes Up to 100 Lbs	Crates Over 100 Lbs	Pallet
\$4.00	\$8.00	\$50.00	\$150.00	\$100.00

Carrier envelopes are complimentary. Package fees only apply when loading in and shipping out of the hotel. Any guest that requests assistance moving packages within the hotel during their stay will not be charged a handling fee (including check out). Guests' arriving to the hotel for the first time with luggage, will not be charged a handling fee as long as the contents do not exceed one cart (luggage and boxes). Guests attempting to unload boxes at the front drive will only be allowed if the contents do not exceed one cart full, otherwise they will be directed to the loading dock. A cart fee will apply of \$10.

Any items unloaded at the loading dock will be charged the applicable per box charge. Any package or pallet coming from the package room will be charged accordingly.

It is the Group's responsibility to check on the arrival of any packages and to check to ensure that the contents are intact. The Hyatt Regency San Francisco Airport accepts no liability for lost, stolen or damaged goods.