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### 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: Event Manager**

# C/o Hyatt Regency Vancouver

**655 Burrard Street**

 **Vancouver, BC V6C 2R7**

**TPAC 2024**

**March 24-26, 2024**

##### Box \_\_\_\_ of \_\_\_\_\_