

PACKAGE INFORMATION

Shipping & Receiving

The 11th Hour Business Center is available for the receipt, holding, and delivery of packages to guests in rooms, meeting spaces, and the exhibit halls within the hotel. For liability reasons we are unable to deliver packages to the surrounding properties including OCCC. We will not be available to accept, or store any shipments that are shipped to or in care of a decorator or exhibit company. All said shipments will be refused. Convention and meeting materials should be identified with the name of the guest, convention/group name, and arrival date. All packages will be weighed upon arrival and handling charges will be assessed when they are delivered to the guest.

PACKAGE RECEIVING:

- Packages should arrive at the Hotel no earlier than seven (7) days prior to the date required. All packages arriving at the hotel earlier than seven (7) days prior will be charged a storage fee of \$5 per box per day or \$100 per pallet/freight per day, this is in addition to the handling fees.
- No Freight will be accepted after 4:00 pm Monday - Saturday.
- 11th Hour and Hyatt Regency Orlando do not have access to nor offer cold storage or storage of perishable items received. Items needing special storage must be arranged with the show coordinator. 11th Hour nor the Hyatt Regency Orlando accepts responsibility for any perishable items received that are damaged or unusable in any way due to improper storage.
- 11th Hour does not accept packages shipped COD under any circumstances. Please ensure all inbound shipping costs are arranged prior to arrival at the hotel.
- For liability reasons, packages can only be delivered on hotel property.

PACKAGES SHIPPED TO THE HYATT HOTEL SHOULD BE ADDRESSED AS:

Attn. "<Guest Name/Meeting/Arrival Date>"

HYATT REGENCY ORLANDO

9801 International Drive

Orlando, Florida 32819

P: 407-284-1234

PACKAGE RETRIEVAL:

Packages can be picked up in the Business Centers during staffed operating hours:

Monday – Friday 7:00 am – 7:00 pm

Saturday – Sunday 9:00 am – 5:00 pm

** Business Center hours are subject to change. Please call in advance to confirm hours*

Please call Guest Request at ext. 54444 for assistance with package retrieval outside of staffed hours.

HANDLING FEES:

Handling charges are in addition to the cost of shipping and are charged on a per package basis. Charges apply to inbound and outbound shipments. The charges can be applied to your room, master account, credit card or cash.

0.1 – 1 lbs.	\$ 5.00
1.1 – 10 lbs.	\$ 10.00
10.1 – 20 lbs.	\$ 15.00
20.1 – 30 lbs.	\$ 20.00
30.1 – 50 lbs.	\$ 25.00
50.1 – 60 lbs.	\$ 35.00
60.1 – 99 lbs.	\$ 45.00
99.1 + lbs.	\$ 0.75 per lb.
Pallets/Freight	\$ 0.75 per lb. - \$150 minimum

EXHIBIT CASES/LUGGAGE/GOLF CLUBS

1 – 75 lbs.	\$ 50.00
75.1 – 150 lbs.	\$ 100.00
150.1+ lbs.	\$ 0.75 per lb. - \$150 minimum

STORAGE

Box/Day	\$ 5.00
Pallet/Freight/Day	\$ 100.00
Secondary Moves:	\$ 7.50 per box \$ 200 per pallet

FREIGHT DELIVERIES:

Freight deliveries will be accepted until **4:00 pm Monday through Saturday**. Any freight deliveries for Sunday must be pre-scheduled to ensure loading dock availability. We are unable to accept any incoming shipments that are addressed to a decorator. Shipments being delivered for decorators must be scheduled to arrive the day that the decorator is in house.

DELIVERY AREA:

All deliveries are to be made at the main dock, **NO EXCEPTIONS**. It is the responsibility of the shipping company to unload all materials from the delivery vehicle. Once the equipment has been unloaded safely, we will sign for and accept responsibility for the material. The Executive Shipping Center staff will then process all packages for delivery.

NOTES:

- No guests are allowed in the delivery area.
 - Guests who need to identify exhibit material must call ext. 54798 and be escorted by a Executive Shipping Center staff member.
 - Guests should have the tracking numbers in the event of any difficulty locating packages.
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GUEST PACKAGE SERVICES:

Outbound shipping can be handled through the Business Center. Guests can use their own carrier shipping accounts or charge to their room, master, cash or credit. Guests wanting to ship via a carrier other than FedEx or UPS and/or freight will need to have a pre-paid label and pre-schedule their package pick up with the carrier during our business hours. A bill of lading / freight bill is required for all freight shipments. All International shipments must include the customs form and a credit card for taxes and duties. Handling fees apply to all outbound packages and are in addition to the fees charged by the carrier.

For liability reasons business center associates will not pack any items. The Business Center has materials available for purchase to assist you in packing your items.

The 11th Hour Business Center is not responsible for packages damaged during the shipment process. All claims will need to be filed directly with the individual couriers. (FedEx, UPS, DHL, etc.).

The 11th Hour Business Center cannot be held responsible for items dropped off that are not packaged or taped properly.

CONTACT:

11th Hour Business Center

Hyatt Regency Orlando

O: 407.345.4466

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