

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 "PreLabeled Shipping Authorization Form." If a payment method is not supplied, the handling fees will be applied to a guest room. 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 "PreLabeled Shipping Authorization Form" and return it to The UPS Store before the arrival of their packages. Please email the completed form to: store5751@theupsstore.com.
- Arrangements for out-going shipments can be made through the Business Center before your departure. Please see the next page for more detailed instructions for outgoing shipments.
- 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; 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.

Outgoing Shipping Instructions

After your conference is over, if you need to ship your materials we will be happy to help you! Please use the following instructions to ensure your return shipping goes smoothly.

Do you already have labels?

- Fill out the "PreLabeled Shipping Authorization Form." We will process all packages, including FedEx Express and Ground shipments. This is the same form you may have filled out for your incoming packages to process your handling fees.
- The sections 'Contact Information,' 'Tracking Numbers,' and 'Billing Information' must be filled out. Leaving these blank may result in a delay in shipping your packages.

Do you need labels made?

- Fill out our "Shipping Authorization Form" for each *different address* your packages will be sent to. If all packages are going to the same address, you only need to fill out one form. All labels generated with The UPS Store will be through UPS. We cannot generate labels for FedEx, USPS, or other carriers.
- The sections 'Ship From,' 'Ship To,' 'Shipping Service Preference,' and 'Billing Information' must be filled out. On the reverse side of this form, please initial, print your name, and sign where indicated. This allows us to act as your shipping agent with UPS. All other sections are for The UPS Store office use as we process your package.
- Be sure to fill out the 'Ship From' address with a personal or business address of your own, *not the hotel address*. This will ensure your package, if undeliverable, does not return to the hotel.

For Either Form

- When filling out your billing section, keep in mind we do not use UPS or FedEx account numbers. Charges for shipping and/or handling fees can be applied to either your guest room here at the Hyatt (even after you have checked out!) or to a credit card. Cash transactions are restricted to those made inside the Business Center during normal operating hours (8am-3pm, Monday-Friday).
- Do you need extra items packed, or maybe the box you used to ship your items here is now too damaged to use? **We can pack for you!** See a UPS Store associate to arrange packing service for an additional charge depending on the size and fragility of items packed. Everything packed with the UPS Store gives you the assurance of our Pack and Ship guarantee!

Getting Ready To Go

- Prepaid labels can be printed in the Business Center public computer kiosks (credit card use only, \$5 for the first ten minutes of use, \$0.15/page for black and white copies), or they can be emailed to our store email, store5751@theupsstore.com and we will print up to five for you for a single \$2 charge.
- Once your items are packed, pre-made labels are affixed if present, and your needed form is filled out, place all packages together at your table *with your form* to be picked up by a UPS Store associate. (If you do not have packing tape, we will tape your boxes for you.)
- All handling charges will be made on the next business day. If you need a receipt, you *must* check the box marked 'Email Receipt.' *Receipts are not automatically generated and sent only on request.*
- Questions? Contact us (210) 365-3456 or email store5751@theupsstore.com!

**The UPS Store cannot ship alcohol, firearms, or ammunition.
Certain hazardous materials may be otherwise restricted.**