

SHIPPING INSTRUCTIONS

THE UPS STORE #5751

@ The Hyatt Regency Hill Country Resort & Spa

9800 Hyatt Resort Dr. San Antonio, TX 78251

P: 210-996-8773 — E: store5751@theupsstore.com



The UPS Store inside the Hyatt Regency Hill Country Resort & Spa manages all guest packages for the hotel regardless of carrier. This includes UPS, FedEx, USPS, and any independent freight transportation. Please take note of the following before shipping items to the hotel.

- This location will only accept prepaid incoming shipments. The hotel and The UPS Store will refuse any shipments delivered COD, and the shipper will be responsible for arranging another delivery.
- Due to space limitations, packages sent more than five (5) days prior to the event will incur a \$30/day storage fee.
- To ensure correct deliver on-site, please address all packages to the GUEST NAME that will be receiving the material. To expedite deliver and return of packages, they should be labeled as follows (*should this not fit on the label created by your carrier, please affix this information elsewhere on your package if possible*):

Attn: [GUEST NAME]
[COMPANY NAME] at [EVENT NAME]
Booth # ____ (*if applicable*)
9800 Hyatt Resort Drive
San Antonio, Texas 78251
Box ____ of ____ (*if applicable*)

- There are incoming and outgoing handling charges for all material moving through the hotel regardless of carrier. All handling charges are separate from any shipping payments you may have already made.

Our handling charges are as follows:

ENVELOPES <5LBS (\$5)	BOX 30-49LBS (\$25)	CASE 50-99LBS (\$75)
ENVELOPES >5LBS (\$7)	BOX 50-74LBS (\$50)	CASE 100+LBS (\$120)
BOX 1-9LBS (\$10)	BOX 75-100LBS (\$75)	PALLETS (\$300)
BOX 10-19LBS (\$15)	BOX 100+LBS (\$120)	CRATES <200LBS (\$350)
BOX 20-19LBS (\$20)	CASE <49LBS (\$50)	CRATES >200LBS (\$400)

- Each exhibitor or incoming guest can fill out a Charge Authorization form and return it to The UPS Store before the arrival of their material to ensure quick delivery to the event space. Return all forms to store5751@theupsstore.com
- Arrangements for outgoing packages can be discussed with The UPS Store associates on-site at the end of your event to prevent any confusion. Please note that **we cannot create labels for FedEx, USPS, or DHL**. If you are using those carriers for outgoing material at the end of your event, please have those labels already created.
- Charges can be put to a credit card or guest room at the Hyatt Regency Hill Country. We cannot charge rooms at any other hotels.
- Business Center hours are Monday—Friday 8am-5pm and Saturday 10am-2pm.
- The UPS Store and the Hyatt Regency do not accept liability for material that arrives late or in poor condition from the carrier. Items left in The UPS Store's possession for more than ninety (90) days are considered abandoned and will be discarded or returned to sender when possible; this policy also applies to abandoned outgoing shipments.

The UPS Store #5751 Team

CHARGE AUTHORIZATION

THE UPS STORE #5751

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GUEST CONTACT INFORMATION

Guest Name:	Arrival Date:
Company:	Event Name:
Phone #:	Email:

SERVICE TYPE

Incoming Handling

☐

Outgoing Handling

☐

Print Job

☐

Retail Supplies

☐

Other Charges

☐

DETAILS

BILLING INFORMATION

☐

Credit Card Charge

or

☐

Room Charge

Room #: _____

☐

Email Receipt

Credit Card #:			
EXP Date:	CVC/CVV:	Billing Address #:	Zip Code:
Phone #:		Email:	
Card Holder Name (printed):			
Signature:			

This form is to be used by The UPS Store to arrange billing for all charges incurred by Guest during operation. The UPS Store does not accept liability for materials which fail to arrive at the hotel or arrive in poor condition. Charges include but are not limited to those listed. If billing information is not filled out, there will be a stop of service, and The UPS Store reserves the right to bill guest rooms in the event credit card information is not provided.

THIS SPACE FOR OFFICE USE ONLY

ENVELOPE <5 LBS (\$5)			BOX 30-49 LBS (\$25)			CASE 50-99 LBS (\$75)					
ENVELOPE >5 LBS (\$7)			BOX 50-74 LBS (\$50)			CASE 100+ LBS (\$120)					
BOX 1-9 LBS (\$10)			BOX 75-100 LBS (\$75)			PALLETS (\$300)					
BOX 10-19 LBS (\$15)			BOX 100+ LBS (\$120)			CRATES <200 LBS (\$350)					
BOX 20-29 LBS (\$20)			CASE <49 LBS (\$50)			CRATES >200 LBS (\$400)					
DAYS >5 STORAGE (\$30/DAY)					LABOR HRS (\$60/HR)						
GUEST PACKED		STORE PACKED		BASIC:		STANDARD:		FRAGILE:		CUSTOM:	
BOX SIZE:					CMS COST:						

FOR PRINT ORDERS SEE PRINT ORDER SHEET

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

OUTGOING SHIPPING INSTRUCTIONS

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IF YOU ALREADY HAVE A LABEL:

DROPPING OFF:

- Bring your pre-labeled boxes to The UPS Store Business Center (we have tape and can assist in attaching loose labels or in getting your boxes taped and ready to go)
- An associate will assess your handling charges, you can pay at the register, and your items will be placed for carrier pick-up later in the day.

GETTING PICKED UP:

- Alert a UPS Store associate that you'd like your boxes picked up from your booth or meeting room and fill out a **Charge Authorization Form**.
- One of our associates will pick your box(es) up from your space, assess the handling charges, and process your fees the next day.

IF YOU NEED A LABEL CREATED:

DROPPING OFF:

- Bring your boxes to The UPS Store Business Center (we have tape and can assist in attaching loose labels or in getting your boxes taped and ready to go)
- An associate will walk you through processing the shipment, you can pay at the register, and your items will be placed for carrier pick-up later in the day.

GETTING PICKED UP:

- Alert a UPS Store associate that you'd like your boxes picked up from your booth or meeting room and fill out a **Label Creation Form (Domestic or International)**.
- One of our associates will pick your box(es) up from your space, create labels, and process your fees the next day.

If you have any additional questions, please come speak to an associate at the booth in Independence Foyer or inside the Business Center in the South Atrium. We do have boxes and other packing material available to you.

Reach us at Hyatt Extension 6490; Mobile 210-996-8773; Email store5751@theupsstore.com

PLEASE NOTE: WE CANNOT USE ACCOUNTS WITH ANY CARRIER FOR SHIPPING OR HANDLING CHARGES ASSOCIATED WITH OUR SERVICES. If you would like to use a personal or corporate account for shipping labels, please have those made in advance and we can assist in printing and affixing them to your outgoing boxes.

FREQUENTLY ASKED QUESTIONS

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WHY DO YOU CHARGE A HANDLING FEE?

Our handling fees cover our service with the hotel. Once your package arrives here, The UPS Store checks it into our system and then manages its storage until it is delivered to you. Handling fees also cover delivering your packages, whether it's to the front desk where you will pick it up or directly to your booth in the event space.

There are some items we do not charge handling fees for. Packages like flower deliveries or medical materials, as well as packages under 5 pounds sent directly to a minor at the hotel in the absence of a parent or guardian have their fees waived.

DO YOU OFFER ANY DISCOUNTS?

Our print prices are negotiable when orders are placed a week or more in advance of expected delivery. Handling fees may receive discounts on a case-by-case basis. Call our direct line at (210) 996-8773 and speak to a manager to see what we can do for you!

WHAT IS THE SIZE LIMIT ON SHIPMENTS TO THE HOTEL?

We can accept packages and freight at the hotel of most sizes.

Regarding freight, any deliveries to the dock must be smaller than 60" wide or 75" tall to ensure they can move through the doorways between the dock and the event spaces. Anything larger than that delivered to the dock will need to be unloaded from the pallet and incur a labor fee of \$60/hour.

Larger material can also be delivered on a truck with a liftgate directly to the freight doors of the event spaces for Hill Country Ballroom and Independence Ballroom. *The Fredericksburg Ballroom does not have a freight door for this kind of access.* Please also note: Freight **cannot** be delivered to Hospitality Parlors or the Centerpoint and Kerrville meeting rooms. Any freight requiring delivery to those spaces will incur the labor fee for the time taken to break down the pallet and manually move it into those spaces.

IS THERE ANYTHING YOU CAN'T SHIP?

Yes. UPS has limits regarding shipments containing certain hazardous materials. Many times these limits will impact the service available for your shipment (dry ice, lithium batteries, perfumes, etc.). You can go to UPS.com for more information.

Additionally, ***we cannot send out any alcohol, firearms, or ammunition regardless of carrier.***

HOW DO I SHIP FREIGHT TO AND FROM THE HOTEL?

Shipping freight to the hotel will be the same as shipping it anywhere else. The only change will be to ensure that somewhere on the material itself or on the Bill of Lading (BOL) you include the guest's name, company, and event name so that we can ensure it is inbounded, stored, and delivered properly.

At the end of your event, shipping freight from the hotel will be similar if you choose to use your own carrier for the shipment. You'll fill out a BOL and leave it with The UPS Store. We'll speak with the driver when they arrive and ensure the material is taken once you and your team have arranged the pickup.

To ship freight out of the hotel with The UPS Store, we'll work with you to create a BOL with our freight service.

We are also happy to assist in palletizing your material for \$150/pallet, or shrink wrap an already palletized shipment for \$50/pallet so that you can finish enjoying your event and time here at the hotel.