

HYATT REGENCY GREENVILLE HOTEL INFORMATION SHEET

CHECK-IN/CHECK-OUT – HYATT REGENCY GREENVILLE HAS A CHECK-IN TIME OF 4PM AND A CHECK-OUT TIME OF 11AM. LUGGAGE STORAGE ARRANGEMENTS CAN BE MADE WITH THE BELL CAPTAIN.

CANCELLATION POLICY – HYATT HOTELS AND RESORTS HAS A CANCELLATION POLICY OF 48 HOURS PRIOR TO ARRIVAL DATE. RESERVATIONS MUST BE CANCELLED PRIOR TO 3 PM ON THAT DAY. THE CANCELLATION FEE FOR RESERVATIONS CANCELLED WITHIN THE 48 HOURS IS ONE NIGHT'S ROOM RATE AND TAX.

EARLY CHECK-IN/LATE CHECK-OUT – EARLY CHECK-INS AND LATE CHECK-OUTS CANNOT BE PRE-ARRANGED AND ARE BASED UPON AVAILABILITY THE DAY OF ARRIVAL/DEPARTURE. THE FEE FOR EARLY CHECK-IN AND LATE CHECK-OUT VARIES AND RANGES FROM \$25 TO A FULL DAY'S RATE DEPENDING ON THE TIME OF ARRIVAL/DEPARTURE.

EARLY DEPARTURE FEE – HYATT HOTELS AND RESORTS HAS AN EARLY DEPARTURE FEE OF ONE NIGHT'S ROOM RATE AND TAX. DEPARTURE DATES ARE RECONFIRMED AT CHECK-IN AND ARE SUBJECT TO A FEE IF CHANGED AFTER THE CHECK-IN PROCESS IS COMPLETED.

NO SHOW FEE - HYATT HOTELS AND RESORTS HAS A NO-SHOW FEE OF ONE NIGHT'S ROOM RATE AND TAX FOR ANY GUEST THAT DOES NOT SHOW UP ON THEIR SCHEDULED DAY OF ARRIVAL. THE REMAINING NIGHTS OF THE STAY WILL ALSO BE AUTOMATICALLY CANCELLED.

AUDIO-VISUAL ENCORE IS THE PREFERRED VENDOR OF HYATT REGENCY GREENVILLE. IF YOU SHOULD SELECT AN A/V COMPANY OTHER THAN ENCORE, OUTSIDE VENDOR GUIDELINES AND FEES WILL APPLY.

BAGGAGE HANDLING – FOR GROUPS REQUESTING BAGGAGE DELIVERY AND BAGGAGE PICK-UP, A CHARGE OF \$5.00 PER PERSON ROUND-TRIP WILL BE CHARGED TO THE GROUP'S MASTER BILL.

PACKAGES – THE HYATT REGENCY GREENVILLE WILL STORE YOUR PACKAGES A **MAXIMUM OF 3 DAYS PRIOR** TO YOUR ARRIVAL. EACH ITEM SHOULD BE CLEARLY MARKED WITH THE FOLLOWING:

- A. YOUR ORGANIZATION NAME AND/OR NAME OF THE EVENT
- B. HOLD FOR ARRIVAL 00/00/00
- C. THE NAME OF YOUR ORGANIZATION'S ON-SITE CONTACT
- D. C/O HYATT REGENCY GREENVILLE
220 NORTH MAIN STREET
GREENVILLE, SC 29601

PACKAGES WILL BE ACCEPTED **UP TO THREE DAYS PRIOR** TO YOUR SCHEDULED EVENT. ANYTHING ARRIVING MORE THAN THREE DAYS PRIOR WILL NOT BE ACCEPTED AND CONSEQUENTLY RETURNED TO SENDER. THE HOTEL IS NOT RESPONSIBLE FOR PERISHABLE ITEMS.

FEES FOR STORING/HANDLING OF BOXES ARE AS FOLLOWS (THIS FEE INCLUDES MOVING THE BOXES FROM STORAGE TO DESTINATION DETERMINED BY GROUP:

- \$3.00 PER BOX PER DAY
- \$10.00 PER EXHIBITOR CASE PER DAY
- \$50.00 PER PALLET PER DAY

BILLING – HYATT REGENCY GREENVILLE HAS A BILLING CYCLE OF NET 30 DAYS FOR ANY ORGANIZATION THAT REQUESTS AND IS APPROVED FOR DIRECT BILLING. PAYMENT IS EXPECTED 30 DAYS AFTER YOU RECEIVE THE FINAL BILL. CREDIT CARD AND CASHIERS CHECKS WILL BE ACCEPTED PRIOR TO YOUR GROUPS ARRIVAL FOR ORGANIZATIONS THAT DO NOT QUALIFY (UNDER \$10,000) OR APPROVED FOR DIRECT BILLING.

PARKING –THE CITY OF GREENVILLE OWNS THE ATTACHED PARKING GARAGE WITH A FEE OF \$7/NIGHT FOR SELF-PARKING. BOTH PARKING OPTIONS CAN BE ADDED TO YOUR SLEEPING ROOM FOLIO. RATES ARE SUBJECT TO STATE SALES TAX AND CHANGE WITHOUT NOTICE.

ROOM TAX – THE CURRENT RATE OF ROOM TAX IS 10% PLUS A 2% DESTINATION FEE. TAX IS SUBJECT TO CHANGE.

ROOM SETUP CHANGE FEE – A \$100-\$500 FEE WILL BE CHARGED FOR GROUPS REQUESTING A CHANGE TO A ROOM SETUP THAT HAS BEEN IN PLACE ACCORDING TO THE SIGNED GROUP DETAIL REPORT (GDR) OR EVENT ORDER (EO) AND UNDER 24 HOUR NOTICE

FOOD AND BEVERAGE POLICIES – THE HYATT REGENCY GREENVILLE DOES NOT PERMIT FOOD AND BEVERAGE TO BE BROUGHT INTO THE HOTEL PUBLIC AND MEETING -ROOM SPACES.

Signature _____

Date _____