

Hyatt Regency Lost Pines Resort and Spa Shipping Policies and Procedures

Shipping to the Resort

- Please ship your items to arrive no earlier than two days before your conference. Due to limited storage space, the hotel reserves the right to refuse packages received prior to this date. Any package received more than two days before the conference will be charged a daily storage fee equal to the associated weighted receiving fee below.
- To help ensure that your package arrives, please ship all items to the following address:
Hyatt Regency Lost Pines Resort & Spa
575 Hyatt Lost Pines Road
Cedar Creek, TX 78612
Please label all items with the following information:
Attn: (Name of Guest that will claim/pickup boxes)
Group Name
Maddi Ernst
- All packages received at the resort are subject to receiving and handling charges based upon weight as listed below.

Less than 5 pounds:	\$5
6 – 20 pounds:	\$10
21 – 50 pounds:	\$15
51 pounds and over:	\$25
Pallets:	\$150
- All charges are subject to 6.75% Sales Tax. Charges may be applied to your guest room.
- If you would like to arrange another form of payment, please contact Joe Stovall at 512-308-4877 or joe.stovall@hyatt.com.

Box Delivery at the Resort

- All boxes received will be stored in the receiving area until the requested by the guest/exhibitor.
- Boxes or crates will not be delivered without the planner and/or vendor present to sign for the packages. If no one is present to sign, boxes will be returned to the receiving area.
- Boxes or crates that need to be saved for use after the meeting may be kept based on availability of space. Storage of boxes or crates must be discussed with Event Manager prior to arrival.
- Tracking number should be provided for requested boxes to expedite the process.

When You are Finished

- Any *pre-labeled* boxes for shipping may be left at your exhibit area and will be picked up and delivered to Hyatt Regency Lost Pines' loading dock.
- All outgoing shipments *without shipping labels* should be directed to the Business Center, which is staffed until 4:00pm.