

# 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](mailto: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**