

## Group and Event Shipping Overview

| Package Handling Fees   | Item Type                    | Package Handling Cost |
|---|------------------------------|-----------------------|
| <p>The following fees apply per package for both incoming and outgoing packages.</p> <p><b>Please note</b> - payment for handling fees must be completed before outgoing packages will be shipped out. Any outgoing packages shipped with a FedEx account must have a pickup scheduled.</p> | Envelope                     | \$3.00                |
|   | Small Package (up to 10 lbs) | \$10.00               |
|   | Medium Package (11-25 lbs)   | \$15.00               |
|   | Large Package (25-50 lbs)    | \$20.00               |
|   | Oversize Package (50+ lbs)   | \$30.00               |
|   | Pallet                       | \$200                 |

| Shipping Costs  | Item Type                    | Shipping Cost (Ground) |
|---|------------------------------|------------------------|
| <p>If you do not have your own labels for outgoing packages, TripHero will label and ship your package. If packaging supplies are needed, an additional \$15 per package will be charged.</p> <p><b>Please note</b> - payment must be completed before outgoing packages will be shipped out. TripHero is not able to ship internationally and cannot ship pallets.</p> | Envelope                     | \$25.00                |
|   | Small Package (up to 10 lbs) | \$50.00                |
|   | Medium Package (11-25 lbs)   | \$60.00                |
|   | Large Package (25-50 lbs)    | \$75.00                |
|   | Oversize Package (50+ lbs)   | \$100.00 (+)           |

## **Additional Information**

### **Incoming Packages**

- Insurance - The Hyatt Regency Salt Lake City and TripHero do not accept any liability for equipment, goods, displays or other materials that arrive unmarked or fail to arrive at the hotel. The Group is responsible for insuring its property for loss or damage. Any items worth more than \$2500 must be declared to the TripHero associate before arrival.
- Storage - The Hyatt Regency Salt Lake City allows boxes/packages to be shipped (7) days prior to the event. Any packages received prior to (7) days before will be charged \$5 per day per package for a maximum of \$25.

### **Outgoing Packages**

- Shipping with your own labels - **Any outgoing packages not shipped through TripHero must have a FedEx or UPS pickup scheduled.** Items without a scheduled pick up will be delayed and may be subject to additional fees to have the items picked up or taken to local FedEx and UPS stores.
- Third Party Carriers - Items shipped through a third party courier or freight carrier should be coordinated directly with the vendor, and an email should be sent to the on-site TripHero associate so that they are aware of the pick up status.