

Package Fees

In-Hotel Package Handling Fees	Item Type	Cost
The following fees apply per package for both incoming and outgoing packages.	Envelope	Free
	Small Package (up to 10 lbs)	\$12.00
	Medium Package (11-25 lbs)	\$16.00
	Large Package (25-50 lbs)	\$18.00
	Oversize Package (50+ lbs)	\$40.00
	Display Cases, Hard Cases w/ wheels	\$65.00
	Pallet	\$200

Additional Information

Incoming Packages

- Insurance - The Hyatt Regency Jacksonville Riverfront 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 hotel before arrival.
- Storage - Hyatt Regency Jacksonville Riverfront 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 hotel so that they are aware of the pick up status.