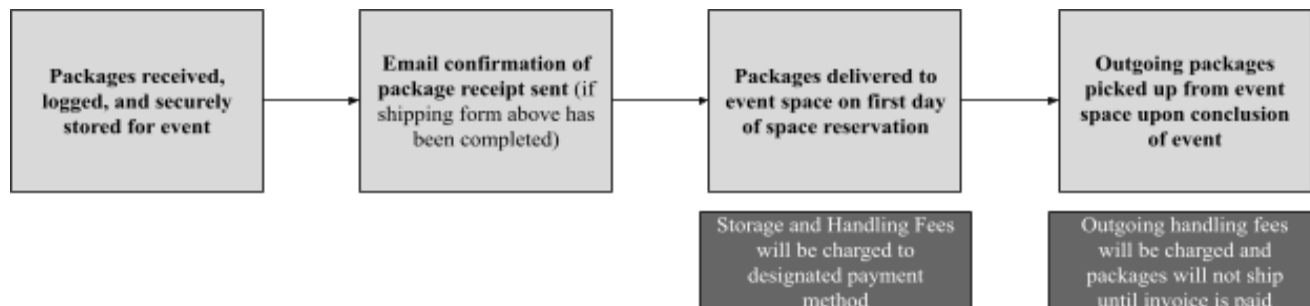


### Group and Event Shipping Overview

#### Receiving, Delivery, and Pick Up Process

TripHero, the Grand Hyatt's shipping partner, will handle the receiving, delivery, and pick up of all event packages.



In-Hotel Package Handling Fees	Item Type	Cost
<p>The following fees apply per package for both incoming and outgoing packages.</p> <p><b>Please note for outgoing packages</b> - payment for handling fees must be completed before outgoing packages will be shipped out.</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
	Schedule FedEx Pickup	\$15.00
	Deliver Items to Local FedEx / UPS	\$20.00

TripHero Shipment Pricing	Item Type	Price
<p>TripHero will label and ship your package straight from the hotel. Packages shipped with TripHero will have in-hotel handling fees waived.</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 (+)
	Shipping Supplies (box, tape, etc.)	\$15.00

## Additional Information

### Incoming Packages

- Insurance - The Grand Hyatt Vail and Trip Hero 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 - Grand Hyatt Vail 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.

Please print the following form for each package, fill out applicable information, and attach before shipping.

**Event Name:** \_\_\_\_\_

**Vendor Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Event Start Date:** \_\_\_\_\_

**Booth Number:** \_\_\_\_\_

**Package** \_\_\_\_\_ **of** \_\_\_\_\_