

LOAD-IN/LOAD-OUT PROCEDURES

The hotel provides a loading dock for large shipments of conference material, staging and entertainment set-up, and other necessary access for our guests. The loading dock is located on Copper Street, between 3rd and 4th Streets, one block South of the main entrance to the hotel. Hours of operation are 6:00am – 5:00pm Monday through Friday and following are general policies regarding use of the loading dock:

- A schedule of all parties involved in loading-in/loading-out must be submitted to your Event planning manager.
- Large crates, trusses and flats may be loaded into the hotel via the loading dock on the first level of the hotel.
- Trucks and containers may only be parked temporarily in the loading dock area and must be removed as soon as load-in/load-out is completed. No overnight parking on the loading dock will be allowed under any circumstance.
- Audio-Visual equipment may also be loaded in as described above. Equipment may not be stored in the service corridors adjacent to the ballroom.
- After-hours dock access requires notification to the Event planning manager immediately. The dock master requires at least 48 hours written notice.

FREIGHT RESTRICTIONS

Dock Height 13' – 3"
Maximum Truck Size 13' – 3" x 60 feet (bumper to bumper)
of Trucks 2
Loading Level 46" H
Purchasing Doors 79" w x 83 1/2" h
Freight Elevator 134" l x 92" w x 84" h

SHIPPING AND RECEIVING

When shipping materials to the hotel, please include the following information on all packages to insure proper delivery and storage:

Recipients Name
Company Name
c/o (Event planning manager Name)
Hyatt Regency Albuquerque
330 Tijeras Avenue NW
Albuquerque, New Mexico 87102
GROUP NAME
Group Meeting Dates
Box__ of __

We respectfully request that if you are sending more than one package within a single shipment, please be sure to number in sequence (i.e. one of three, two of three, etc.) Due to limited storage, please do not send packages more than one (1) week prior to your event.

CHARGES OF PACKAGES RECEIVED BY THE HOTEL:

Packages Cost per item:
Under 40 Pounds \$10.00 per box
Over 40 Pounds \$30.00 per box
Over 100 Pounds \$45.00 per box
Over 150 Pounds \$85.00 per box
Pallets \$110.00 per pallet

Any box received by a representative of the Group will require a signature of receipt. This signature will indicate approval of portage charges to be posted to the Group's Master Account, unless otherwise stated by the Group representative upon receipt. The hotel will not deliver any boxes without a Group representative present for signature. The hotel does not accept any liability for equipment, goods, displays, or other materials that arrive or fail to arrive at the Hotel. The Group is responsible for insuring its property for loss or damage. All packages should be clearly marked with a return address.

Packages for use at the Albuquerque Convention Center should not be shipped to the hotel for transport to the Convention Center, unless circumstances with the Convention Center hinder shipments directly to and from the Center. Charges for deliveries to/from Hotel to Convention Center apply.

If Hotel will be delivering a large amount of packages (more than 5, under 40 lbs each) to/from the Convention Center, Meeting Planner needs to coordinate desired delivery and pickup times with Hyatt Event Planning Manager at least one week in advance.

Do not ship any exhibits or displays to the hotel without first checking with your Event planning manager. Please make special arrangements with your Event planning manager when shipping large crates as there is limited storage space at the hotel. An additional storage room can be reserved for you (upon availability).

Guests will be responsible for the packing and return shipping of all packages. Before leaving the hotel, make sure proper instructions have been given to the Bell Stand regarding any items to be shipped out of the hotel.

\$2.00 per package per day for storage for packages left after conclusion of event.

Hyatt Regency Albuquerque
330 Tijeras Avenue NW
Albuquerque NM 87102
Phone: (505) 842-1234
www.albuquerque.hyatt.com

Fax Numbers:

Guest: (505) 843-2710 Catering: (505) 843-2675