

Shipping Information

GRAND | HYATT

Shipments

To prevent package routing delays, all guest and event packages being shipped to the property must follow the address label standards:

(Guest Name) (Guest Cell Number)
c/o Grand Hyatt Nashville
1000 Broadway
Nashville, TN 37203
(Convention/ Conference/ Group/ Event Name)
Box _____ of _____ (Multiple boxes MUST be numbered)

Box deliveries will be assessed a handling fee determined by weight. These charges will be posted to your Guest Room, Master Account or Credit Card Provided. Packages for off-site guests, payment is to be made at the Front Desk prior to package delivery.

PACKAGE HANDLING AND STORAGE FEES			
PACKAGE WEIGHT	PACKAGE DELIVERY or PICKUP FEE	PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Envelope up to 1.0 lb.	\$5.00	Envelope up to 1.0 lbs.	No Charge
0.0-1.0 lbs.	\$5.00	0.0-10.0 lbs.	\$5.00
1.1-10.0 lbs.	\$15.00	10.1-30.0 lbs.	\$10.00
10.1-20.0 lbs.	\$20.00	30.1-60.0 lbs.	\$15.00
20.1-30.0 lbs.	\$30.00	60.0-150.0 lbs.	\$25.00
30.1-40.0 lbs.	\$40.00	Pallets & Crates	\$50.00
40.1-50.0 lbs.	\$50.00	Over 6.5' in size	\$25.00
50.0-60.0 lbs.	\$60.00		
60.1-150.0 lbs.	\$70.00		
Pallets & Crates*	\$150 or \$0.75 lb.>200 lbs.		

*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75 lb. > 200 lbs. which is applied to each pallet/crate handled.

**Package weights will be rounded up to the nearest pound.

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

Conference shipments should arrive within (3) days prior to your program; due to limitations of our storage space, all packages received outside of this window will incur a storage fee. After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.

Third party vendors delivering office equipment such as copy machines and computers for use in the hotel during your program are responsible for moving the equipment to the final meeting room destination. The Hotel is not responsible for pickup or delivery of any third-party equipment unless contracted directly through the hotel.

Equipment Rental/Supply Costs:

Two-Wheeled Hand Cart Rental: \$25 rental for use during event (based upon availability)

Four-Wheeled Flat Cart Rental: \$50 rental per cart for use during event (based upon availability)

Packing Tape: \$6/roll

Boxes: Small-\$1.50, Medium-\$2.25, Large-\$3.75

Envelopes: \$1.50

Common Loading Dock Questions:

Where is the dock located?

- The entrance to the dock is on 10th Avenue. From Broadway, it is on the left just past the hotel front drive. From Church it will be on the right side just before the front drive.

Do I need a special delivery vehicle?

- We have a standard dock where you won't need a lift gate. Our Blue Giant system creates a seamless transition from truck to dock, vans and smaller vehicles will be able to use the access ramp with a hand truck to bring materials into the building.

Are there any height restrictions?

- Our dock ceiling is over 15' high, however, we ask you refrain from bringing trucks any longer than 35' as the turns can be very constrained for larger vehicles. 53' Trailers do not fit.

What are the loading dock hours?

- Our dock is open from 7AM to 4PM Monday, Wednesday and Thursday; Tuesday and Friday 1PM to 4PM. Outside operating hours, special arrangements must be made in advance to access the dock. Please work with your event manager to discuss approximate dock times so our staff can be prepared for their arrival.

What else should I know?

- We only have two bays and ask the truck to be parked for as little amount of time as necessary for loading or unloading. Please be considerate and move the vehicle from the loading dock once unloaded. During set-up/tear down of materials, please utilize our valet for storing of smaller vehicles. Trucks and larger vehicles will need to be staged/stored off-site.

Who can I contact if I have questions?

- Please do not hesitate to contact your Event Manager with any questions. If you need to reach the dock manager, Gary Rogers directly; please email gary.rogers@hyatt.com