

**HYATT
REGENCY**

**A – Z GUIDE
FOR
CONVENTION, MEETING & SPECIAL EVENT PLANNING**

The staff of Hyatt Regency San Antonio welcomes you! We look forward to the pleasure of assisting you in coordinating the many details that are necessary to make your Convention, Meeting or Special Event a memorable success.

We have organized this “**A to Z Guide**” to help facilitate your planning process. Please note that all prices are subject to change without notice. We request that you confirm any information with your Event Planning Manager before printing.

Thank you for selecting the Hyatt Regency San Antonio and the Alamo City for your event. If you have further questions, we can be reached at:

**123 LOSOYA STREET
SAN ANTONIO, TEXAS 78205
210.222.1234 HOTEL LINE | 210.227.4925 GUEST FAX
210.510.4420 EVENTS PHONE LINE
210.510.4487 EVENTS FAX NUMBER**

All pricing and information subject to change without notice.

**HYATT REGENCY SAN ANTONIO
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ACTIVITIES AND ATTRACTIONS

The following are a few recommendations of popularly visited sites in San Antonio. Please contact our Concierge or Access, our preferred Destination Management Company, for any further recommendations or to inquire about group tours and activities. Access can be reached at (210) 775-6687.

The Alamo: Located in the heart of downtown is the most famous historical site in Texas. The mission has been restored to its original condition and offers tours as well as a gift shop of memorabilia.
300 Alamo Plaza • San Antonio, TX • 78205 Phone: (210) 225-1391 X 34

King William District: San Antonio's first suburb consists of 25 blocks of historic mansions set amid lovely landscaping.
1032 South Alamo • San Antonio, TX • 78210 Phone: (210) 227-8786

La Villita: What was once San Antonio's first neighborhood is now a thriving arts and crafts community.
418 Villita #900 • San Antonio, TX • 78205 Phone: (210) 207-8613

Market Square: The historic three-square block area is home to a variety of shops, galleries and restaurants, offering the wares and cuisine of Mexico. A Smithsonian was added on April 12, 2007.
514 W. Commerce • San Antonio, TX • 78207 Phone: (210) 207-8600

River Walk: The Paseo del Rio is San Antonio's favorite attraction. You can shop, dine, lounge in a cafe, take a riverboat tour or simply stroll alongside the calming river.
110 Broadway, Suite 440 • San Antonio, TX • 78205 Phone: (210) 227-4262

AIRPORT INFORMATION

The San Antonio International Airport is approximately 8.25 miles from the Hyatt Regency San Antonio and the Downtown area. The airport is located at the juncture of NE Loop 410 and Hwy 281 N. with easy access to and from the interstate, and is open 24 hours a day.

To reach the airport from the hotel, exit on Losoya Street (one way). At the intersection North of Market Street, turn left to I-37 North. (1/2 mile). Follow I-37 North (merges with Highway 281 North) to the San Antonio International Airport exit (approximately 8 miles) from airport to hotel.

AIRPORT SHUTTLE TRANSPORTATION

Yellow/Checker Cab
Phone: (210) 222-2222

San Antonio Taxis
Phone: (210) 444-2222

Super Shuttle
Reservations can be made online at:
www.supershuttle.com/locations/sanantoniosat/

Advanced reservations are not required for individuals, though recommended. One-way rates to or from the airport for individuals are approximately \$18.00, and round trip tickets to and from the Airport are \$25.00. Rates do not include greeting services or airport portage.

*Group manifests and airport transfers for your group can also be arranged through Access, our preferred Destination Management Company. Access can be reached at (210) 775-6687.

AMENITIES AND GIFT DELIVERIES

Deliveries to guestrooms are a service that is coordinated directly through your Event Planning Manager. The information will be relayed to the Guest Services department, who will make guestroom deliveries for all non-food and beverage items (i.e. gifts, flyers, newspapers, magazines etc.). Please discuss delivery of food and beverage amenities with your Event Planning Manager. All group deliveries must receive prior approval from both the host organization and the hotel.

Current charges for room deliveries are \$1.50-\$8.00 per person. All charges are given directly to the bellstaff. Additional /Optional charges are as follows:

- Delivery (Placed in Room) is \$7.00 per generic item / **\$7.50 per Guest Name-specific item**
- Delivery (Hung on Door) is \$4.00 per generic item / **\$4.50 per Guest Name-specific item**
- Multiple items will be charged \$8.00 per room
- Welcome Packets handed out at the Front Desk will be **\$1.50 per generic item / \$2.50 per Guest Name-specific packet**

*Note that due to tranquility/soundproofing door closures, no items can be slid under a guest room door.

All charges for guestroom deliveries may be billed to your group's master account or an individual's guestroom folio. For questions regarding billing contact your Event Planning Manager.

AMERICANS WITH DISABILITIES ACT (ADA)

Compliance by the Hotel – The Hyatt Regency San Antonio shall be responsible for complying with the public accommodations requirements of the Americans with Disabilities Act (ADA) not otherwise allocated to the group per your contract, including (1) the “readily achievable” removal of physical barriers to access to the meeting rooms, (e.g., speakers’ platform and public address systems), sleeping rooms, and common areas (e.g., restaurants, restrooms, and public telephones); (2) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is treated differently by the hotel than other individuals (e.g., Braille room service menus or reader); and (3) the modification of the hotel’s policies, practices and procedures applicable to all guests and/or groups as necessary to provide goods and services to disabled individuals (e.g., emergency procedures and policy of holding accessible rooms for hearing and mobility impaired open for disabled individuals until all remaining rooms are occupied).

Compliance by the Group – The group shall be responsible for complying with the following public accommodations requirements of the ADA: (1) the “readily achievable” removal of physical barriers within the meeting rooms utilized by the group which the group would otherwise create (e.g., set-up of exhibits in an accessible manner) and not controlled or mandated by the hotel; (2) the provision of auxiliary aids and services where necessary to ensure effective communication of the group’s program to disabled participants (e.g., braille or enlarged print handouts, interpreter or simultaneous videotext display); and (3) the modification of the group’s policies practices and procedures applicable to participants as required to enable disabled individuals to participate equally in the program.

Mutual Cooperation in Identifying Special Needs – The group shall attempt to identify in advance any special needs of disabled registrants, faculty or guests requiring special accommodations by the hotel, and will notify the hotel in writing of such special needs. The hotel shall notify the group in writing when it receives a request individually for accommodations, which it may receive, for identification by the group of its own accommodation, obligations or needs as required by the ADA.

ATTENDANCE GUARANTEE

It is requested that your Catering/Event Planning Manager be notified with an estimated attendance figure seven days prior to your event (s). The guaranteed final attendance is required by 12 noon (3) business days prior to the event or the original attendance estimate will be utilized. This will be considered a firm guarantee for which you will be charged if fewer guests actually attend.

Should your guaranteed final attendance be significantly less than your tentative count, the hotel reserves the right to move your event to a more suitable location to better serve your guests.

AUDIO VISUAL EQUIPMENT AND SERVICES

PSAV Presentation Services is our in-house and preferred audio visual company. PSAV employs an experienced staff of professional technicians trained in all aspects of projection, video, audio, and lighting available for your meeting. Please contact Chris Sherman (210) 510-4325 for rental information, pricing and assistance with special requirements. For any group not utilizing PSAV for AV services a \$750 for load in and \$750 load out as PSAV escorts all outside AV providers through back of house and on our freight elevator.

AUTOMATED TELLER MACHINES

We have one ATM located on Lobby Level of the Hyatt Regency near the bottom of the escalators. Please consult our Concierge for directions to a specific bank in the downtown area.

BALLROOMS

There can be no painting or extensive carpentry work done in the area. Please contact the Catering Convention Services Office in advance and a special work area may be set-aside for you. The hotel expects production companies to maintain a reasonable access along all perimeter walls. This includes the backstage area and any areas where light towers, etc. may exist. Electrical cables, cords, telephone cords, extension cords, etc., **CANNOT** be run along the floor in any areas of ingress or egress and must be FLOWN over all doorways in order to comply with local enforcement of all national fire codes. **AT NO TIME MAY ANY CORDS BE TAPED TO THE WALLS.** All décor items, props and linens brought into the room must be flame retardant and must be accompanied by certificates of authenticity. It is recommended that this information be sent in advance to the City Fire Inspectors, along with a diagram(s) of all planned sets. The Fire Inspector may make impromptu visits and will flame-test items to verify compliance. Please copy your Catering/Convention Service Manager on anything that is sent to the City of San Antonio Fire Marshal's Office. All sets in the room must reflect local enforcement of national codes, i.e., aisle width, spacing of tables, blocked exits, etc.

BANKS

Compass Bank

Located in River Center Mall
(210) 457-9315

Chase Bank

105 S. St. Mary's
(210) 270-7432

Jefferson Bank

711 Navarro
(210) 736-7592

Frost National Bank

100 W. Houston Street
(210) 220-4011

Wells Fargo

109 N San Saba
(210) 224-2261

BANNERS AND SIGNS

Banners **may not** be hung along the walls in any public areas with the exception of certain pre-assigned locations, as outlined by your Event Planning Manager. Banners may be pinned to the skirting of the Hospitality Desk. Banners may also be used within your group activity space. No pins, nails, duct tape, etc. may be used to secure Banners/Signs to walls. Please ask your Convention Service Manager for proper way's to secure them. All property destroyed or damaged by exhibitors must be replaced in its original condition by the exhibitor at the exhibitor's expense. No exits should be blocked at any time, for any reason. There shall be no connections from the ceiling, grid or air wall tracks, no exceptions. **PSAV must hang banners on walls or ceilings.**

The only signage allowed in the meeting space, lobby, foyer areas is professionally printed signs on easels or in sign stands. **NO** hand-lettered signs or flipcharts are allowed in public areas. Full color banners and posters can be designed and printed by FedEx, located on the Ballroom Level.

- Lobby Sign: \$150 per day
- Easels: \$25 each per day

BANQUET BEVERAGE SELECTION

Hyatt Regency San Antonio offers a choice of premium brands of beverage on banquet bars. Specific items are available upon request. Please inquire to see our complete wine list when planning your special event.

All banquet bars include cocktail service, wines by the glass, beer, soft drinks, non-alcoholic beers, juices, and mineral waters, unless otherwise requested.

Please ask your Catering/Event Planning Manager for a complete list of banquet wines and spirits.

BANQUET EQUIPMENT

Current items in our banquet inventory are:

Flags:

- (3) US Flags
- (2) Texas Flags
- (2) Mexican Flags
- (1) Canadian Flags

Podiums:

- (11) Standing Podiums: \$100 per day
- 1 complimentary standing podium for General Session

Stage:

- Prices vary from \$100 to \$500 based on the size needed
- 8x12 Stage is complimentary for General Sessions

Dance Floor:

- 16x16 standard Dance Floor: \$250
- Larger Dance Floors are available for \$500

Room set changes for non-contracted room turns are \$150 for a Breakout Session and \$500 for a General Session.

BANQUET MENU SELECTION

We request that banquet menus, room arrangements, and other details pertinent to your convention be submitted to your Catering/Event Planning Manager at least (30) days prior to your conference dates. We are happy to custom design menu proposals for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

BANQUET SERVICE CHARGES

Sales Tax:

Texas Sales Tax is currently 8.25% and is assessed on all food & non-alcoholic beverage charges, service charges, and miscellaneous charges (i.e. decor, linens, floral, audio visual, etc.)

Service Charge:

There is a service charge of 25% assessed on all banquet food and beverage items, on top of taxes.

Chef fees:

For each cooking or carving station at banquet functions, a chef is required at \$200.00 plus service charge and tax. Cooking stations are available for indoor and outdoor functions.

Small Group fees:

Plated Lunch/Dinner under 25 people: \$60.00 flat fee

Buffet Lunch/Dinner under 50 people: \$10.00 per person fee

Water Stations:

Water stations at food events: \$150 per station.

BARTENDER FEES

For hosted consumption bars and cash bars, there will be a bartender charge of \$200.00 for the first three hours and \$50.00 for every hour thereafter.

Corkage: Texas law requires that all alcoholic beverages be purchased through the Hyatt Regency San Antonio.

BELL SERVICES

Our Bell Services Department is responsible for the movement of your luggage and the delivery of all non-food and beverage amenities and luggage handling/storage. Porterage charges will be outlined in your contract. The current rate is:

- \$10.00 per person round trip or \$5.00 one-way, plus state tax, and is subject to change. Porterage charges are based upon (2) bags per person. Additional charges may apply for excessive baggage or storage. Note the price is per person and not per guest room.
- \$6.00 per bag non-guest luggage storage
- \$5.00 per bag dead room move
- \$3.00 per package retrieval to and from FedEx

Where groups which pay on master account and decline porterage and arranges through the Guest Services Department for the storage of luggage for members of their group before or after they check in/out, Bell Attendants shall receive \$2.00 for each guest who store luggage in the Hotel.

Group luggage is generally delivered to the main entrance, where it is organized by room and suite, then delivered promptly. Please keep delivery timing in mind when ordering separate luggage trucks or busses.

Departure notices and bag pulls should be coordinated with our Front Office Manager. The bag pull list needs to be completed and delivered to the hotel at least 24 hours prior to the first scheduled bag pull. To ensure a checkout time of 12:00 pm (noon), we request that the last bags be pulled at 11:00 am. Please keep in mind the size of the hotel when scheduling bag pulls, and consult our staff with any questions.

Groups may request to have bell services staff a private group luggage storage at \$100 per bellman per hour.

Hand Carry Luggage Storage:

Based upon availability, a banquet/meeting room may be set aside to store hand carry luggage for individuals leaving later in the day. It is requested that the group travel staff supervise these items, as they will be stored at your own risk.

BILLING PRODUCTION CHARGES

Unless the group contact/meeting planner gives authorization, all production (AV and exhibition) related charges, i.e., breaks, security, electrical, etc., will be charged to the production company. All charges are due in advance unless credit has been set-up to the satisfaction of our hotel Credit Manager. Your Catering/Event Planning Manager will put you in touch with the Group Billing Coordinator for a credit application in advance.

BILLING AND CREDIT

Group Billing is handled by Shared Services. A representative will reach out to you (180) days prior to arrival to discuss billing and credit options. Should you need to reach the Group Billing Coordinator prior to (180) days call 405-800-5415 or ask your Event Planning Manager for assistance.

The hotel requires that proper credit information be provided and credit arrangements be established prior to your event/conference. A non-refundable deposit will be required for all events; whether at the time of confirming your room assignments or per the sales contract. The Hotel requires full pre-payment of all guest room, food and beverage, audio visual and taxes scheduled to be posted to a master account (10) days prior to arrival.

Should you request a master account for billing purposes, please complete and return our online credit application no later than (120) days prior to your arrival. Upon approval, master accounts will be assigned per your instructions. Typically a deposit to allow for direct billing is due (90) days prior to arrival. For one-time Catering events, full payment is always required prior to the event.

BRANDING PRICING

All hotel branding opportunities must be approved in advance by your Catering/Event Planning Manager.

- Hotel Key Cards - \$1,500.00 per day (one per show)
- Gobo Light in the Lobby - \$1,000.00 per day, per location
- Newspaper Bellyband - \$500.00 per day (if the newspaper company places them on the paper) we do not deliver to rooms
- Window Clings and Columns - \$4,000.00 total
- Water Station in Lobby - \$500.00 per day
- Escalator Branding - \$2,000.00 total
- Elevator Clings - \$2,000 per day (5 elevators) or \$500 per day, per elevator
- LED Screen – Lobby - \$1,500.00 per day (rotates every 10 minutes)
- Meeting Room Signage Screens - \$500.00 per screen, per day (rotates with list of events in meeting room)
- TV Channel - \$1,500.00 per day (up to 2 clients)
- Front Desk Flyer - \$500.00 per flyer (up to 2 flyers per day)

BUSINESS CENTER

The Business Center is operated by FedEx and is located on the Ballroom Level near Rio Grande Ballroom. The Business Center offers two (2) computer stations with a laser printer, fax machine, scanner, color copier and two (2) desktop ports with printers. Standard business center supplies are also available for purchase.

Please contact the Business Center directly at (210) 510-4760, via email at usa5577@fedex.com or you may go through the Hyatt Operator (0).

A FedEx associate is available to assist during the following time periods:
Monday – Friday: 7:00am-5:00pm, Saturday: 10:00am-3:00pm and Closed Sunday.

CAR RENTAL COMPANIES

The following outlines the Hyatt Regency San Antonio's three preferred companies, their locations, and contact numbers. Their rates fluctuate, depending on the season, so please check directly with the companies for rates.

Hertz: (210) 225-3678

Enterprise Rent-A-Car: (210) 222-0819

Avis: (210) 224-7097

CASH ROOM DEPOSITS

Full pre-payment of room and tax is required for guests not wishing to utilize a credit card upon check-in. Required group cash deposits are outlined in your sales contract.

CASH PAID OUTS

Specific arrangements for large cash needs must be made in advance due to limited cash availability. We generally require that checks clear our bank prior to funds being disbursed. Therefore, any checks submitted must be received 15 days prior to the event date. Should the group want to pick up cash on weekends or holidays, prior arrangements must be made through your Catering/Event Planning Manager. Our Billing Coordinator can give you all the details for wiring money and may be reached at in-house extension 4432.

CHECK CASHING PRIVILEGES

Hotel guests may cash checks at the Front Desk if the check is imprinted with their name and address up to \$100.00 or less per day; however, we encourage the use of our ATM machine located in the lobby.

CHECK-IN AND CHECK-OUT

Standard check-in time at the Hyatt Regency San Antonio is 3:00 pm and standard check-out time is 11:00 am. We will make every effort to accommodate any requests for early arrival and late departure, based on availability.

For your convenience, Video Check-Out is available from all guest rooms.

Any guest who departs earlier than the departure date confirmed at check-in will be assessed an Early Departure Fee of one night's room and tax. This fee will be automatically posted to the guest folio, on or after departure.

CHURCH INFORMATION

Baptist:

First Baptist

515 McCullough @ Broadway
(210) 226-0363
Sunday: 11:00 am, 6:00 pm

Catholic:

San Fernando Cathedral

115 Main Plaza
(210) 227-1297
Monday-Friday: 6:15 am, 12:05 pm
Saturday: 8:00 am, 5:30 pm
Sunday: 6:00 am, 8:00 am, 10:00 am, 12:00 pm,
2:00 pm, 5:00 pm

St. Joseph's

523 E. Commerce
(210) 227-0126
Monday-Saturday: 12:00 pm, 6:15 pm
Sunday: 6:00 am, 8:00 am, 9:30 am, 11:00 am,
12:30 pm

St. Mary's

202 N. St. Mary's St.
(210) 226-8381
Monday-Friday: 7:00 am, 12:00 pm
Saturday: 5:30 pm
Sunday: 8:00 am, 9:30 am, 11:00 am, 6:00 pm

EPISCOPAL:

Christ Episcopal Church

510 Belknap
(210) 736-3132
Sunday: 7:30 am, 8:30 am, 11:00 am, 6:00 pm

JEWISH SYNAGOGUE:

Temple Beth-El (Reformed)

211 Belknap
(210) 733-9135
Friday: 6:00 pm, 8:00 pm
Saturday: 10:30 am

LUTHERAN:

Grace Lutheran

504 Ave. E @ McCullough
(210) 226-9131
Sunday: 10:30am

Pentecostal:

First Presbyterian

404 N Alamo
(210) 226-0215
Sunday: 8:30 am, 9:30 am, 11:05 am
(Contemporary: 10:45 am)

Non-Denominational

Historic Little Church of La Villita

508 Paseo de La Villita
(210) 226-3593
Sunday: 11:00am

CLIMATE AND WEATHER

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Temp Avg. MAX (F)	62.1	67.1	74.3	80.4	86.0	91.4	94.6	94.7	90.0	82.0	71.4	64.0
Temp Avg. MIN (F)	38.6	42.4	49.9	56.9	65.5	71.6	74.0	73.6	68.8	59.4	48.6	40.8
Avg. Humidity (%)	68	66	63	67	71	69	65	64	68	67	67	68
Avg. Precipitation	1.66	1.75	1.89	2.60	4.72	4.30	2.03	2.57	3.00	2.58	2.58	1.96

CONCIERGE

Our Concierges are here to help you have a perfect stay at the Hyatt Regency San Antonio. They can provide directional information, access and suggestions for many events, attractions and services in San Antonio. At any point during your stay with us, please do not hesitate to stop by the Concierge Desk in the Atrium Lobby or call extension 51 if there is anything our staff can do for you.

Our Concierge is located in the Lobby daily from 7:00 am-9:00 pm based on occupancy.

CONVENTION CENTER

The Henry B. Gonzalez Convention Center is located just blocks from the Hyatt Regency at 200 E. Market. Please contact your Sales or Event Planning Manager if you require any additional information or contact the Convention Center directly at (210) 207-8500.

CURRENCY EXCHANGE

The Hyatt Regency San Antonio front desk currently exchanges currencies from the following countries at prevailing rates.

Mexico, Australia, Great Britain, Denmark, Norway, Switzerland, Sweden, and Canada.

DESTINATION MANAGEMENT

Access is our local Destination Management partner. Access is a service organization that provides creative itineraries and logistics management based on an in-depth knowledge of our destination city of San Antonio. They specialize in group tours, activities, dine-arounds, golf, floral arrangements, themed parties, entertainment, décor, riverboat events and much more. Please let your Catering/Event Planning Manager know if you are interested in utilizing Access services, or call Access directly at (210) 775-6687.

DIRECTIONS TO THE HOTEL FROM EVERY INTERSTATE

Coming from Austin and Dallas (I35- South)

Take I-35 South to I-37 South and take the Houston Street exit. Turn right onto Houston Street and go down five traffic lights to Broadway. Turn left on Broadway. Three and a half blocks down, the Hyatt will be on the right hand side. (Broadway changes names to Losoya Street.)

Coming From Houston (I-10 East)

Take I-10 west to I-37 North and exit Commerce Street exit. Turn left onto Commerce Street and follow to Alamo Plaza Street. Turn right on Alamo Plaza Street and follow to Houston Street. Turn left on Houston Street and follow to the next block, which will be Losoya Street and turn left. The Hyatt will be a half block down on the right hand side.

Coming from El Paso, San Angelo, and Kerrville (I-10 East)

Take I-10 east to I-35 North. Exit McCullough Street and turn right. Follow McCullough about a mile down to Broadway Street. Turn right on Broadway and go down five blocks. The Hyatt will be on the right hand side. (Broadway changes names to Losoya Street.)

Coming from Laredo (I-35 North)

Take I-35 North and exit McCullough Street and turn right. Follow McCullough about a mile down to Broadway Street. Turn right on Broadway and go down five blocks. The Hyatt will be on the right hand side. (Broadway changes names to Losoya Street.)

Coming from Corpus Christi (I-37 North)

Take I-37 North and exit Commerce Street exit. Turn left onto Commerce Street and follow to Alamo Plaza Street. Turn right on Alamo Plaza Street and follow to Houston Street. Turn left on Houston Street and follow to the next block, which will be Losoya Street and turn left. The Hyatt will be a half block down on the right hand side.

Coming from the Airport or Johnson City (Highway 281 South/I-37 South)

Take highway 281 South, which will turn into I-37 South near the immediate downtown area. Follow I-37 South and exit Houston Street exit. Turn right onto Houston Street and go down five traffic lights to Broadway. Turn left on Broadway. Three and a half blocks down the Hyatt will be on the right hand side. (Broadway changes names to Losoya Street.)

Coming from Del Rio (Highway 90 East)

Take highway 90 to I-35 North. Exit McCullough Street and turn right. Follow McCullough about a mile down to Broadway Street. Turn right on Broadway and go down five blocks. The Hyatt will be on the right hand side. (Broadway changes names to Losoya Street.)

***Maps can also be obtained by contacting the Concierge Desk at in-house extension 51.**

DOCTORS AND EMERGENCY CARE

Closest Hospital:

Nix Health Care System

414 Navarro Street
(210) 271-1800

Other Downtown Hospitals:

Baptist Medical Center

111 Dallas St.
(210) 297-2000

Methodist Metropolitan

1310 McCullough
(210) 208-2200

Santa Rosa Children’s

519 W. Houston
(210) 704-2011

Concentra Urgent Clinic

400 E. Quincy
(210) 472-0211

Pharmacies Downtown:

Walgreens

300 E. Houston
(210) 424-3462

CVS

W. Houston & Santa Rosa
(210) 225-4148

EARLY DEPARTURE FEE

Any guest who departs earlier than the departure date confirmed at check-in will be assessed an Early Departure Fee of one night’s room and tax. This fee will be automatically posted to the guest folio, on or after departure.

ELECTRICAL

All electrical requests are to be submitted directly to Chris Sherman at PSAV. *Electric be handled solely by the Hotel's exclusive Electrical Provider - PSAV. Under no circumstances can an outside vendor handle any component of any electrical requirements.* All requests for power include, but are not limited to: lighting, computers, third party vendor requirements and all accessories such as power cords. Charges will be at prevailing rates, and will be charged directly to the Group's Master Account. Please note that due to the time consuming nature and safety factors that are involved, there is an additional charge for on-site requests.

EMERGENCY PROCEDURES

In case of an emergency, our hotel has prepared emergency procedures for our staff to follow for everyone's safety.

- The hotel internal **emergency** number is **#55**.
- The hotel has an emergency response team 24 hours a day. In the event of an actual emergency, calling the emergency number **#55** will initiate the appropriate response.
- Paramedics, Fire Department, and the San Antonio Police Department are all located approximately 3-5 minutes from the hotel.
- Our Security Department, as well as approximately 1/3 of our employees, is trained in CPR and First Aid.
- Emergency evacuation routes and procedures are located on the backside of all guest room doors.

FIRE CODES

The following are some general regulations that fall under local fire authorities' specifications. They should be considered when planning and coordinating space, decorations, etc. in the ballrooms and meeting rooms:

- Where exits are not immediately accessible from an open floor area, safe and continuous passageways, aisles or corridors shall be maintained leading directly to every exit and shall be so arranged as to provide convenient access for each occupant to at least two exits by separate ways of travel. The aisle needs to be as wide as or wider than the exit to which they are leading.
- There will not be any setup permitted in front of any exit doors. Staggering of dining tables is not permitted.
- Every required exit, exit access or exit discharge shall be continuously maintained free of all obstructions or impediments to full instant use of fire or to other emergencies.
- No furnishings, decorations, or other objects shall be placed so as to obstruct exits, access areas to and from, or visibility thereof.
- Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed on exit doors. Mirrors shall not be placed in or adjacent to any exit in such a manner as to confuse the direction of the exit.
- No open flame devices shall be used in any meeting rooms. When necessary for ceremonial or religious purposes, the Fire Marshall having jurisdiction may permit open flame lighting under such restrictions as are necessary to avoid danger of ignition of combustible materials or injury to occupants.

Distance between tables must be equal to or greater than the required aisle width plus 19" for chairs on one side or 38" for chairs on both sides.

GIFT CERTIFICATES

A Hyatt Regency San Antonio gift certificate is a wonderful way to reward your attendees, staff or sporting event winners. Gift certificates are available for purchase through the Front Desk.

GIFT SHOPS

Located on the Riverwalk level of the Hyatt Regency is A Touch of Texas Gift Shop. Store hours are Monday through Friday from 7:00 am-10:00 pm and Saturday through Sunday from 8:00 am-10:00 pm. The store can be reached either by dialing their extension from a hotel phone at 4780 or dialing direct (210) 223-1999.

Some of the items carried are as follows: drug store supplies, diapers, jewelry, cosmetics, travel items, socks, ties, souvenirs, sunglasses, children's clothing, beanies, magnets, hats, purses, books, magazines, ice cream and more. Some of the other shops located on the river walk level of the Hyatt Regency are Dasa Spa, De Jeunes' Jewelry and Ice Cream and Chocolate by the River.

GOLF COURSE INFORMATION

Hyatt Hill Country Golf Course

9800 Hyatt Resort Drive
www.hyatthillcountrygolf.com
(210) 520-4040
(30 Minute drive)

For additional golf courses, visit texasgolfvacation.com. For best rates, contact Jack Parker by phone at (888) 983-9274 or by email at jack@parkerholdings.com.

GROUP CHECK-IN ARRIVALS AND DEPARTURES

If your guests are arriving via group transportation and an arrival manifest has been supplied, we will be happy to have all of the rooms assigned in advance and key packets prepared if possible. If your guests will be arriving at scattered times throughout the day with no transportation arrangements made or arrival manifest, we will assign rooms on a first-come, first-serve basis.

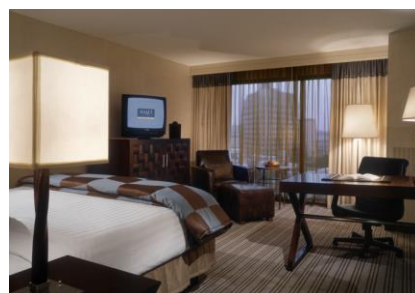
GROUP POSTINGS

Reader boards in the hotel and conference center display function information for your group. Information on your group's daily activities will also be posted on our in-house television channel 24.

GUEST ROOMS AND SUITES

Our hotel is a no smoking hotel. The hotel's current guestroom breakdown is as follows:

- 632 Rooms
- 310 Kings
- 242 Doubles
- 40 Suites
- 49 Sets of regular connectors (excludes suites)



Of these rooms, we have 23 allergy-friendly, or Respire, rooms. 16 rooms are kings and 7 rooms are doubles.

Standard rooms have 325 sq. ft. of floor space on average. Additional bedding, cribs and roll-aways are available at no charge. There is a maximum of four (4) persons allowed per room. There is an additional charge of \$25.00 for the second, third and fourth person. There is never an extra charge for children under the age of twelve.

Standard Room Amenities

- Hair Dryers
- Iron and Ironing Board
- Electronic Locks
- Coffee makers in every room
- Televisions with cable, Video On-Command movies and guest choice

- Shampoo, conditioner, bath soap, hand soap
- Wooden hangers
- Refrigerators

Items available upon request: mouthwash, glycerin soap, Q-tips, cotton balls, toothbrushes, toothpaste, razors, shaving cream, deodorant, emery boards, silk hangers, candy dishes, cribs, foam pillows, fans. Please call extension 57.

Suites

In addition to all standard guest room amenities, all suites contain the following: glycerin soap, mouthwash, plexi-canister containing cotton balls and Q-tips, (4) silk hangers, candy dishes, and coffee makers with coffee.

Suites are sold on a unit basis. Each suite requires a contracted guest room and a suite parlor and is two (2) units. When calculating your number of guests rooms available in your room block, decrease your block by one (1) for every suite contracted. This will be the connecting guest room to go with your parlor. Atrium/Conference Suites are the only exception as this suite comes with a connecting bedroom off the parlor.

GUEST ROOM AUDITS

Any guest room audit requested by a group that is conducted for any purpose other than to provide accurate pick-up credit if the Group is at risk of owing an attrition fee, will incur a fee as listed below.

- 10 – 150 Total Room Nights Contracted by Group - \$250
- 151 – 300 Total Room Nights Contracted by Group - \$550
- 301+ Total Room Nights Contracted by Group - \$1,100

HEALTH CLUB

Our complimentary StayFit gym is open 24 hours a day and features the latest Life Fitness cardio equipment with touch-screen LCD Life Fitness Signature Series Strength Training equipment, free-standing abdominal board, large yoga and stretching mat, and exercise balls. This facility is located on the 11th floor.

HIGHSPEED INTERNET SERVICES

Basic high-speed internet is complimentary in all guest rooms. This service can be utilized by opening your Internet browser, then entering your last name and room number. There is a charge of \$9.99 plus tax, per night for upgraded internet that will be added to your guest folio. The upgrade charge is waived for Elite Members at check out.

*Internet Access in the meeting space is provided through a different system than in the guestrooms. Please consult PSAV if you require high-speed internet in your meeting space.

HOSPITALITY SUITES

All food and beverage for hospitality in guest rooms and suites should be ordered through your Catering/Event Planning Manager. A \$250 charge per night will be posted to your guest room folio or master account if the quantity of food and beverage is for more people than the number of guests on the reservation.

KEY REQUESTS

For all conferences and meetings, it is highly recommended not to leave personal items in the meeting room during the lunch hour, or when the meeting room is unattended. Our Security department would be pleased to supply you with keys to your meeting rooms upon request. Meeting room keys are available at a \$150 re-programming fee. Ballrooms and Live Oak are unable to be secured with meeting room keys and security is required if a locked room is requested. Security services are also required for all exhibit or display areas. Please note that due to insurance liability, only hotel security can be contracted/used. The cost of this is \$75 per hour, with a (3) hour minimum. Any request inside of (30) days will increase rates by 30%.

LIABILITY AND INSURANCE

- The hotel is not responsible for any injury, loss or damage that may occur to the vendor, the vendor's agent, employees or property, or to any other person's property, prior, during or subsequent to the period covered by the exhibit contract, provided said injury, loss or damage not caused by the willful negligence of an employee of the hotel. Each Vendor / Exhibitor hereby expressly releases the hotel from such liabilities and agrees to indemnify the Hotel against all claims for such injury, loss or damage.
- Exhibitors who wish to carry insurance on their own exhibits must do so at their own expense.
- Outside companies must provide a certificate proving insurance coverage of at least \$2,000,000.
- Hyatt Regency San Antonio is to be named as an additional insured with the following wording:
- *"Hyatt Corporation is named as additional insured's under the above policies; such insurance shall be primary and not contributory with Hyatt's insurance."*
- The certificate must provide coverage for all risks including Workmen's Compensation.
- In addition, under "Certificate Holder". It should state:
Hyatt Regency San Antonio
Attn: Director of Engineering
123 Losoya
San Antonio, TX 78205

LIMOUSINE SERVICES

Arrangements can be made to have a group VIP transported through Stone Oak Limousine. Reservations can be made by calling (210) 683-5035.

LIQUOR LAWS

Due to constraints imposed by the Texas Alcoholic Beverage Commission, we cannot allow groups to bring alcoholic beverages into the hotel.

LOAD-IN AND LOAD-OUT

Before load-in begins, the subcontractor must request a visual inspection of the group entrance area and ballrooms. A diagram of equipment, electrical and staging needs must be approved by engineering in advance. A member of the hotel banquet staff will monitor all load-in activity. Set-up must be within hotel guidelines of national fire codes.

Once a load-in/load-out schedule has been established and approved, it must be followed so as not to further inconvenience your conference attendees and our other hotel guests or normal hotel operations. Large crates, trusses and flats may be loaded into the ballroom from the freight elevator located next to the Purchasing Department, just inside the back loading dock. The Catering/Event Planning Manager must approve all load-in and load-out schedules in writing.

Should you require additional storage, please discuss off property drayage referrals with your Catering/Event Planning Manager in advance.

If an outside drayage company is used a diagram must be submitted to the Fire Marshall for approval. Fees as follows:

- up to 5,000 sq ft \$275.00
- 5,000 sq ft and above \$425.00

The hotel does not provide equipment for production set-up. The Production Company is responsible to provide equipment for set-up, i.e., genie lifts, forklifts, ladders, etc. However; an electric high lift is available for use by authorized hotel staff. Dependent on your needs, our Engineering Department may perform the work and charge accordingly. Please confirm your needs directly with your Catering/Event Planning Manager.

LA VISTA TERRACE

Located on the Riverwalk and directly overlooking the historic Alamo, Hyatt Regency San Antonio presents the recently renovated La Vista Terrace. The remodeled La Vista Terrace features contemporary Texas décor and a rooftop penthouse with 1,200 square foot out-door terrace deck, full catering kitchen and a deluxe out door grill.

The best kept secret in San Antonio, La Vista Terrace is where your ordinary event becomes an extraordinary occasion. The redesign incorporates contemporary colors with Texas flair highlighting the newly refurbished catering kitchen, additional sitting area, and state of the art outdoor grill. The penthouse features a private elevator, three indoor sitting areas, formal dining/conference table for 20 and terrace deck, which can entertain groups up to 150. Your guests will enjoy the close proximity to the Riverwalk, Alamo, Rivercenter Mall and Convention Center.

For more information regarding the La Vista Terrace, please consult your Catering/Event Planning Manager.

LOST AND FOUND

- 1) All of our lost and found items are logged on an online database
- 2) To submit a query please visit <https://www.ileftmystuff.com/lost.php>
Please use our client ID: 64597

The guest will be able to type in their information and see if the missing items are in our database. Any shipping information needed is provided on the website.

MAIL SERVICES

The hotel front desk offers stamps for sale, and the Business Center located on Ballroom Level of the hotel, offers FedEx mailed/shipping services. If you have a large number of items that need to be mailed, or require special shipping materials, reach out to FedEx..

All boxes arriving for your conference will be held in our FedEx Business Center. Please call the FedEx Office at (210) 510-4303 when you are ready to have your boxes delivered to your meeting room or shipped out after your conference. For additional information on Federal Express, UPS and DHL and pricing information please see Shipping and Receiving on page 24.

The United States Post Office is located at 615 E. Houston, just one block north of the hotel on the Corner of Houston and Alamo Street. The phone number is (210) 212-8046.

MAPS

Maps are available from the San Antonio Visitors Bureau and can be provided for your group by calling (210) 207-6000.

Location maps of the Hyatt Regency and surrounding parking facilities can be provided through the hotel Concierge as well as your Catering/Event Planning Manager.

MEETING ROOM AMENITIES

Standard meeting room amenities include the following items:

- 5' banquet round tables with banquet chairs, 6' rectangle tables and 6'x18" schoolroom tables or if you prefer 6'x30" schoolroom tables
- Basic hotel linen for Ballroom level and all banquet rounds
- Paper Pads, Pens, Candy and Water Coolers are stationed in each room. To have pads and pens set in each place setting is \$1.00 per person.

MEETING ROOMS AND DIMENSIONS

Meeting Room Name	Door/Dimensions	Door/Dimensions
Lobby Level		
Chula Vista	65" w x 82" h	Back doors 82"h x 68"w
Chula Vista Board Room	65" w x 82" h	
Ballroom Level		
Regency Ballroom (Front doors in Regency foyer) The height of the ballroom from the floor to the bottom of the chandeliers is -	16' Tall	
Regency East ½	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency West ½	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency East 1/3	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency Center 1/3	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency West 1/3	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency East #1	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency East #2	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency East #3	65" w x 82" h	Back doors by elevator 82"h x 68"w
Regency Right Center Corridor		
Rio Grande Ballroom	65" w x 82" h	Back door 33" w x 82" h
Rio Grande East	65" w x 82" h	Back door 33" w x 82" h
Rio Grande Center	65" w x 82" h	Back door 33" w x 82" h
Rio Grande West	65" w x 82" h	Back door 33" w x 82" h
Medina Room	63" w x 82" h	Back door 33" w x 82" h
Guadalupe Room	63" w x 82" h	Back door 33" w x 82" h
Hill Country Level		
Nueces	63" w x 82" h	Back door 33" w x 82" h
Frio	63" w x 82" h	Back door 33" w x 82" h
Blanco	63" w x 82" h	Back door 33" w x 82" h
Llano	63" w x 82" h	Back door 33" w x 82" h
Pecos	63" w x 82" h	Back door 33" w x 82" h
Nueces/Frio	63" w x 82" h	Back door 33" w x 82" h
Blanco/Llano	63" w x 82" h	Back door 33" w x 82" h
Blanco/Llano/Pecos	63" w x 82" h	Back door 33" w x 82" h
Directors	63" w x 82" h	Back door 33" w x 82" h
Mesquite	63" w x 82" h	Back door 33" w x 82" h
Live Oak	63" w x 82" h	Back door 33" w x 82" h
Pecan	63" w x 82" h	Back door 33" w x 82" h
Freight Elevator	8' w x 8' h x 9' deep	
Freight Elevator door that opens into Regency Ballroom	8' w x 8' h	
HYATT CONFERENCE CENTER		
(Across the street from the hotel on the 1 st floor of the parking garage)		
Meeting Rooms	Door/Dimensions	Door/Dimensions
Maverick	65" w x 82" h	Back door 33" w x 82" h
Maverick A & B	65" w x 82" h	Back door 33" w x 82" h
Bowie	65" w x 82" h	Back door 33" w x 82" h
Bowie A, B, and C	65" w x 82" h	Back door 33" w x 82" h
Bowie A/B	65" w x 82" h	Back door 33" w x 82" h
Bowie B/C	65" w x 82" h	Back door 33" w x 82" h
Navarro	65" w x 82" h	Back door 33" w x 82" h
Seguin	65" w x 82" h	Back door 33" w x 82" h
Ceiling height throughout is 8 feet		

MISCELLANEOUS SERVICES

DMC Services ACCESS

ACCESS is our local Destination Management partner. **ACCESS** is a service organization that provides creative itineraries and logistics management based on an in-depth knowledge of our destination city of San Antonio. They specialize in group tours, activities, dine-arounds, golf, floral arrangements, themed parties, entertainment, décor, riverboat events and much more. Please let your Catering/Event Planning Manager know if you are interested in utilizing **ACCESS** services, or call Julie Trevino at (210) 775-6687.

Child Care Services

Northside Sitters
Rose Castillo
(210) 710-7940

Wheelchairs

Tom's Wheelchairs
(210) 223-7878

NEWSPAPERS AND PUBLICATIONS

The local paper is the San Antonio Express News paper and is available at the bell stand, along with USA Today. Our Gift Shop on the River walk level, A Touch of Texas, carries the following newspapers for your convenience:

- Express News
- NY Times
- SA Today
- Sports Weekly
- USA Today
- Wall Street Journal

NOISE AND CURFEW

The hotel has a 9:00 PM – 8:00 AM noise curfew to ensure guests a comfortable stay. Drum Cafes are not permitted in the Hotel. Mariachis are only allowed in meeting space with the doors closed unless prior approval is granted by the Event Planning Manager.

OCCUPANCY

Texas State law and local enforcement of National Fire Codes (N.E.C.) mandate that there is a maximum of (4) guests per room (adults/children).

OFF-PREMISE CATERING

We have so many beautiful function locations here at the Hyatt Regency San Antonio that we cannot imagine why anyone would wish to have a function elsewhere! However, with prior planning, a group can have a Hyatt-catered event off of hotel property for dinners, weddings, receptions or just a Texas barbeque. Contact your Catering/Event Planning Manager for rental information on the following venues:

La Villita
La Vista Terrace
River Barge Events
The Alamo
Texas Experience

Labor fees are negotiable for all off-premise locations in addition to the food and beverage costs. Also, keep in mind that county licensing and liquor permits must be obtained, and weather back-ups should be a consideration for any outdoor event. Please consult with your Catering/Event Planning Manager for specific details on planning an off premise function. There may be additional rental fees charged for off-premise venues.

OTHER SERVICES

DASA Spa Therapies – Located On The River Level

Open 9:00am – 9:00pm

Call for an appointment at extension 4061 or dial direct (210) 224-4340

Health Club – Located on the 11th Floor

Open 24 hours

Sky Pool – located on the 11th floor

Open 6:00am – 10:00pm

Pool is heated to approx. 73°

Housekeeping Services

Complete servicing of any room is available until 10:30 pm upon request.

Normal service times are 8:30 am-4:00 pm, Monday through Friday and 9:30 am-5:30 pm, Saturday & Sunday.

Valet Laundry Service

Same day Valet pickup laundry and dry cleaning is available Monday through Saturday. Items must be picked up by 9:00 am and will be delivered by 5:00 pm. (pick-up is at 8:00 am on Saturdays).

Turndown Service

Turndown service is available for upon request with advance notice, seven nights a week from 6:30 pm-9:00 pm.

PARKING

The Hyatt Regency San Antonio offers self-parking as well as Valet parking for hotel guests in the Hotel Parking Garage located across the street from the main hotel entrance. Valet parking is available at the hotels front entrance. The garage features 300 hotel parking spaces; including (10) handicapped parking zones and has 6'9" clearance.

Current rates are as follows:

\$31.00 + tax for overnight Self-Parking per day

\$43.00 + tax for overnight Valet parking per day

\$27.00 flat rate for daily drive in Valet parking

PIANOS

If your group requires a piano or pianos your Catering/Event Planning Manager can rent them from an outside source for you or you may rent them on your own.

PRE-CONVENTION AND POST-CONVENTION MEETINGS

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your main group arrival. Please advise your Catering/Event Planning Manager as to who will attend from your organization and what a convenient time would be for this meeting. (Meeting time can range from thirty minutes to one hour.)

As a means to gain feedback to better serve our guests, we also ask for a brief post-convention meeting. This meeting allows for your Sales and Catering contacts to receive comments directly from the key contact of your organization as well as provide an opportunity to review the preliminary billing.

Please note: that for smaller groups, a more personalized meeting may be set up involving key operational department heads.

PRODUCTION GUIDELINES

For groups planning extensive productions, please ask your Catering/Event Planning Manager for a copy of our Facility Guide. We will be happy to provide extra copies for your production and technical contacts, in addition to blueprints, power plans, and room diagrams.

PUBLIC TRANSPORTATION

Super Shuttle operates shuttles between the San Antonio Airport and the hotel. The shuttle picks up and drops off at the front entrance of the hotel. The fare is \$30.00 round trip to and from the Airport and \$15.00 one-way. SA Trans runs 24/7 daily. For more information please call (800) 341-6000 x 101.

There is also the City Transit System called VIA METROPOLITAN TRANSIT Bus Line that runs all day every day all over the city. For bus and route information call (210) 362-2020. Please check with our Concierge for the current fare.

RADIOS AND PAGERS

Our Audio Visual Department is happy to assist you with renting walkie-talkie radios and/or pagers for use during your program. Please contact PSAV at extension 4487 or talk to your Catering/Event Planning Manager to make prior arrangements.

RESERVATIONS

We are pleased to offer complimentary to your group our automated online reservation system powered by Passkey, our preferred booking method for all groups. Passkey's Internet-based tools and solutions offers all parties involved in the group housing process total control over events and provides numerous benefits - including accessing and sharing real-time data and reducing attrition exposure. Reservations can be made via Passkey by calling (888) 421-1442.

RESTAURANTS AND LOUNGES

Q Kitchen | Bar extension 4477 – Located in the lobby.

HOURS OF OPERATION:

- **Breakfast Buffet**
 - Monday – Friday 6:30am – 10:30am
 - Saturday 6:30am – 12:00pm
 - Sunday 6:30am – 1:00pm
- **Lunch**
 - Monday – Friday 11:30am – 2:00pm

Q Bar – Located in the lobby. Offers full service meal options.

HOURS OF OPERATION:

- Sunday – Thursday 4:00 pm-12:00 am (midnight)
- Friday – 4:00 pm-2:00 am
- Saturday – Sunday 11:00 am-2:00 am

MKT Place extension 4341 – Located in the lobby next to the front desk.

HOURS OF OPERATION:

- 6:00 am – 10:00 pm

*Our Concierge can also give you a listing of area restaurants and evening out venues.

ROOM SERVICE

Room Service delivers from 6:30am until 12:00 midnight every day for Breakfast, Dinner, Snacks and Beverage Service. Breakfast and lunch orders are serviced through MKT Place between 6:30 am-4:30 pm. Breakfast and Lunch orders will have a \$4.00 delivery charge.

Dinner orders are serviced through our Room Service department between 4:30 pm-12:00 midnight. Dinner orders are subject to a 25% Service Charge, Sales Tax and \$4.00 Room Service delivery charge.

Dial in-house extension 54 to place your order.

SAFES AND SAFETY DEPOSIT BOXES

Safety Deposit Boxes are located at the front desk for your convenience. We strongly recommend that any valuables be placed in a safety deposit box.

SECURITY

The Hyatt Regency San Antonio does not assume responsibility for the damage or loss of any merchandise or articles brought into the hotel. Arrangements may be made through your Catering/Event Planning Manager for the security of exhibits, merchandise or audio-visual equipment at \$75.00 per hour per Security Officer, with a (4 hour minimum). Seven-day advance notice is required. For shifts longer than eight (8) hours, two (2) guards will be required. The Hyatt Regency only employs off-duty San Antonio Police Department employees as our Security guards. The hotel does not allow any outside Security personnel to secure your functions.

SHIPPING AND RECEIVING

The FedEx Office Shipping & Receiving Department is open 6 Days a week.

Operating Hours

Monday-Friday: 7:00am – 5:00pm

Saturday: 10:00am - 3:00pm

Sunday: Closed

Any materials sent to the Hotel must be labeled as follows:

Hyatt Regency San Antonio
Hold for Guest **(Guest Name) (Guest Cell Number)**
c/o Fedex Office at Hyatt Regency San Antonio
123 Losoya Street
San Antonio, TX 78205
(Convention / Conference / Group / Event Name)
Box ___ of ___

Due to limited storage capabilities please do not ship materials more than three (3 - 4) days prior to the start of your event start date to avoid additional storage fees. Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use. Vendor or exhibit freight will not be accepted through the hotel. Contact your Event Planning Manager to guarantee receiving and storage arrangements. Handling charges for shipping boxes to the hotel is outlined below.

Handling Fees are as follows:

Weight	In-bound Receiving Fee*	In-bound Receiving with Delivery Fee**	Out-bound Handling Fee*
0.0 – 1.0 P / Envelope	\$0.00	\$5.00	\$0.00
0.0 – 1.0 P / Packages	\$2.00	\$5.00	\$2.00
1.1 – 10 Pounds	\$10.00	\$15.00	\$10.00
10.1 – 20 Pounds	\$15.00	\$20.00	\$15.00
20.1 – 30 Pounds	\$20.00	\$30.00	\$20.00
30.1 – 40 Pounds	\$25.00	\$40.00	\$25.00
40.1 – 50 Pounds	\$25.00	\$50.00	\$25.00
50.1 – 60 Pounds	\$25.00	\$50.00	\$25.00
60.1 + Pounds	\$25.00	\$70.00	\$25.00
Crate/ Pallet		\$0.50 per lb (\$150.00 min)	\$0.50 per lb (\$150.00 min)

Storage Fees are as follows:

Fees apply to each package received more than 5 calendar days before delivery to Recipient.

Weight	\$ / Day per Package
Flat Envelopes	No Charge
0.0 lbs – 10.0 lbs	\$5.00
10.1 lbs – 30.0 lbs	\$10.00
30.1 lbs – 60.0 lbs	\$15.00
Over 60 lbs	\$25.00
Pallets and Crates	\$50.00

It is recommended that you send a shipping summary to your Event Planning Manager with number of items, shipper used, tracking numbers, and dates shipped. We also recommend that you have a packing slip both inside and outside of each package. Guests will be responsible for the packing and return of all packages.

All boxes arriving for your conference will be held in our FedEx Office Purchasing and Receiving department. Delivery of packages can be scheduled after arriving at the hotel by calling (210) 227-4896.

SPECIAL MEAL REQUESTS

Please consult with your Catering/Event Planning Manager for any special meal requests. The Hyatt Regency San Antonio’s Executive Chef is pleased to accommodate your requests to the best of his abilities. Typical special meal requests include: Vegetarian, Vegan, Gluten Free, Kosher, Food Allergies.

SPOUSE PROGRAMS

Group tours and excursions can be arranged to the many beautiful and historic sites in San Antonio and the Hill Country. Please contact Julie Trevino, Sales Manager with our preferred DMC ACCESS, at (210) 775-6687 for arrangements.

TAXES

- Texas Sales tax is 8.25 %.
- Texas Occupancy tax is 16.75%.
- Tax for Room Rental is 6%.

Generally, all food, non-alcoholic beverages, service charges and merchandise are subject to sales tax. All goods and services are subject to state tax including but not limited to food, beverage, labor, and gratuities.

Some entities may be exempt from some or all sales and occupancy taxes. Please contact the office of the Comptroller of the State of Texas for applicability to your organization. We will require appropriate documentation from the State of Texas before any exemptions can be honored.

TRANSLATION SERVICES

Barinas Translation Services

Sonia Barinas
(210) 545-0019

Deaf Interpreter Services Inc.

Marilyn L. Weber
(210) 545-2946

Instituto Panamericano

Cristina Cardenas
(210) 805-8844