



Hyatt Grand Regency Indian Wells Resort & Spa
44-600 Indian Wells Lane
Indian Wells, CA 92210

SHIPPING & RECEIVING

When shipping packages to the Hyatt Regency Indian Wells Resort & Spa the following information must appear on each box:

Any materials being sent to the Resort must be marked as follows:

1. Complete Return Address
2. Hold for Arrival – ATTN: Guest's Name, Group Name,
3. Number of Boxes (Example: Box 1 of 2)
4. Address as follows:

ATTN: Guest Name /Group Name
Hyatt Regency Indian Wells Resort & Spa
44-600 Indian Wells Lane
Indian Wells, CA 92210

Special arrangements must be made for receiving any equipment, goods, displays or other materials, which will be sent, delivered or brought into the Resort. (This excludes delivery of any food or beverage items that are also sold or furnished by the Resort. The Resort will not accept delivery of such items.) Failure to do this may result in deliveries being refused or materials being unavailable when required. The Resort's receiving entrance is open from 9am to 3pm Monday through Friday. Advance arrangements must be made through the Catering Office for weekend deliveries. **Current package handling/delivering fees are \$5.00 per box per movement, \$25.00 per case per movement and \$100.00 per pallet per movement.**

The above charges are in addition to any freight company fees.

These processing charges cover the receiving, storage (no more than 1 week) and delivery of your packages to the meeting room.

Handling charges may apply. The Resort does not accept any liability for equipment, goods, displays, or other materials that arrive unmarked, damaged or fail to arrive at the Resort. The Group is responsible for insuring its property for loss or damage.

Storage is very limited. Packages should not arrive more than one week prior to your arrival date and must be removed within 3 days of the end of your function. Please feel free to contact your Catering/Convention Services Manager for additional information regarding Shipping and Receiving.

NOTE: Certain restrictions apply for *Priority Delivery* to the desert region. It is advised to confirm with your carrier prior to sending packages.