



Hotel Resource Guide

The following policies and procedures are intended to be an overview of areas that impact most group programs. Please consult your event manager for additional information. All policies and procedures, including fees and charges, are subject to change.

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AUDIO VISUAL

A complete range of state-of-the-art equipment, technical expertise, and production services are available through our in-house partner, Encore. Their experience working in coordination with the hotel's operating departments will ensure your audio-visual experience is successful and seamless. The hotel requires advance notice of any outside company or producer coming onto the property to provide audio-visual services and must approve all specifications, including electrical requirements from any such outside contractor(s). Complete details of these services can be obtained by contacting the sales team at clark.wicks@encoreglobal.com.

Internet throughout the hotel is provided by Encore and is separated between the guestrooms and the meeting rooms.

BANNERS & SIGNAGE

All signs must be professionally printed or painted. Hand-written signs are not permitted. In the event extra signs, easels, or bulletin boards are required please contact your Event Manager.

Nothing should be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture. All signs must be displayed on easels or sign holders. The charge to hang banners and signs is \$75.00 for a small banner and \$125.00 for a large banner.

The hotel has several Interactive Reader Boards for daily postings of meeting rooms and registration information spread throughout the public areas of the hotel. There are electronic signs positioned outside each meeting room with your group posting name and function name.

BRANDING & PROMOTIONAL OPPORTUNITIES

The hotel offers a promotional opportunities program, which includes custom keycards, in-room TV advertising, and digital signage throughout the hotel and room deliveries. All branding artwork, set-up, and tear-down dates, and locations must be approved by the hotel before finalizing branding or promotional opportunities.

Distribution of any promotional material of any type other than at group registration desks is strictly prohibited unless approved by hotel management.

Contact your Event Manager for more information and opportunity costs.

CHECK-IN/CHECK-OUT

Check-in time is at 3:00 pm. *Early check-in is subject to availability.*

Check-out time is 12:00 pm. *Late check-out is subject to availability.*

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. If a personal credit card is not provided, the charges will be billed to the group's master account. Emergency and special circumstance situations will be reviewed on a case-by-case basis.

ELECTRICAL SERVICES

All electrical needs will be handled by Encore. Additional charges apply. All requirements must be directed in writing to your Event Manager at least four (4) weeks in advance of the meeting to ensure adequate time for installation orders to be processed. Please review all electrical needs with your Event Manager before finalizing your details to determine the hotel's electrical capabilities and confirm estimates of labor needs.

EXHIBITS AND TRADESHOWS

The group is responsible for hiring an exhibition/decorator company. Forty-Five (45) days before the show opening date, the group must provide the hotel with a floor plan and summary of its requirements for the exhibit area which shall include the number of exhibits, the floor load, and square footage requirements for each booth and total for the exhibit hall.

Exhibit Rental includes:

1. Set up and dismantle days
2. General lighting
3. Standard heating and/or air conditioning

Exhibit Rental does not include:

1. Drayage/Shipping Receiving of Freight
2. Decoration (Pipe and Drape)
3. Security (Required for load in & out)
4. Cleaning Services/Trash Removal/Vacuuming
5. Electricity
6. Gas
7. Water
8. Labor

Floor Plans: Floor plans must be approved by Organization. Copies must be sent to the hotel 45 days prior to the show opening date. The hotel will submit to Fire Marshal for approval who will advise of any potential hazards.

Liability: Contractor shall furnish Hyatt a Certificate of Insurance evidencing Comprehensive General Liability insurance with a minimum coverage amount of \$1,000,000.

Preferred Partners: Fern Expo, 1500 Old Leonard Ave, Columbus, OH 43219, 614-253-1500

EVENT ROOM SET UP & EQUIPMENT

With contracted event space, the final event room setup must be specified no later than 12pm, five (5) working days prior to arrival.

Any changes in setup after this final guarantee could result in a re-set fee. Fees are based on the total attendance, and labor required for the setup change requested, and start at \$250. Final charges will be reviewed by your Event Manager.

To ensure meetings are executed with sustainability measures front of mind, meeting rooms will be set as follows:

- Pads and pens will be provided on request only and added to a station in the back of the meeting room
- Water will be placed upon request only
 - Hydration stations are available for purchase and set where requested, but function best in public areas and meeting space foyers. Stations are refreshed as needed and charged accordingly
 - Bottles of water may be purchased for head tables and podiums

The hotel will provide, at no charge, a reasonable amount of in-house inventory of meeting room equipment i.e. chairs, tables, in-house linens, stage pieces, dance floor, lecterns, etc. This complimentary arrangement does not include special set-ups or a format that would exhaust our available in-house equipment to the point

of having to rent an additional supply to accommodate your needs. If such is the case, we will present two alternatives: the rental cost to your group for additional equipment or the change of the set-ups to avoid extra rental.

FOOD & BEVERAGE

All food and beverage arrangements must be made through the hotel. License restrictions require that only Hyatt-purchased food and beverage can be served on Hyatt property. The hotel reserves the right to close all bars for any infraction of applicable liquor laws, including but not limited to consumption by minors.

In arranging for private functions, the final guaranteed attendance must be specified no later than 11:00 am, seven (7) working days prior to the commencement of the function. The number specified at that time will be considered the final guarantee, and all preparation and charges will be made accordingly.

All Federal and local taxes and charges which may be imposed or applicable to this agreement and the services rendered by the hotel are in addition to the prices herein agreed upon and the Customer agrees to pay them separately. The hotel service charge is 25% and the hotel sales tax is 7.5%.

The hotel requests that all banquet menus and other details pertinent to your function be submitted to the Event Manager thirty (30) days prior to your event. Your Event Manager will be happy to custom design menus especially for your group, selecting the proper menu items and program arrangements to ensure a successful event.

INSURANCE & WAIVERS

Any events planned of a "unique" nature should be reviewed with the hotel in advance. Once approved by the hotel, the Group may be required to provide evidence of insurance in amounts sufficient to provide coverage for any liabilities arising out of or resulting from the respective obligations under this contract. Or, the Group may be required to obtain appropriate waivers of liability as required subsequent to Hyatt Corporation Legal Department review.

A General Liability Certificate of Insurance with a minimum of \$1,000,000.00 in coverage must be on file with the hotel. This certificate must indicate: "Hyatt Corp. as agent of Ohio Center Hotel CO. LTD" as additional insured under the above policies. Such insurance shall be primary and not contributory with Hyatt insurance." The certificate holder must indicate: Hyatt Regency Columbus.

KOSHER MEALS

Should your event attendees require kosher meal(s), we can accommodate the request for an additional charge. We will arrange delivery of meals from local kosher restaurants or offer pre-packaged meals. A minimum of seventy-two (72) hours' notice is required. For special kosher needs, please contact your Event Sales or Event Planning Manager.

LOCKOUTS FOR MEETING ROOMS

For all meetings, it is highly recommended not to leave personal items in the meeting room during lunch breaks, or when the meeting room is unattended. The hotel is not responsible for the safekeeping of equipment, supplies, written materials, or any other valuable items left in function rooms or any part of the Hotel by the group.

The hotel can re-key and/or provide standard keys for all meeting rooms. Pricing is as follows:

Keys: 4 complimentary, each additional key \$15, lost keys are \$50

Re-Key: \$150, includes 4 keys

Please advise the number of keys required for each office or meeting room at least 5 days in advance. The client will be responsible for returning the keys after the program. A charge of \$50.00 per key will be applied for unreturned keys.

LOAD IN/ LOAD OUT

Any loading in and loading out of equipment, products, or items must adhere to the hotel's loading guidelines and be coordinated through your Event Manager.

LUGGAGE STORAGE

Luggage Storage is available for all guests at our Bell Stand located in the Main Lobby next to the Front Desk. If you prefer, Guest Services can pick your luggage up from your room and store it for you by calling extension 0.

If your group needs private luggage storage closer to the meeting room, one can be arranged for \$3.00 per bag. Please contact your Event Sales or Event Planning Manager for more details.

MARKETING & ADVERTISING

Promoting your event through marketing and advertising, including your event website, is a critical piece in the overall success of your event. The hotel can provide you with specific logos, photos, and hotel/area details to ensure you are representing the brand and the hotel accurately.

Click here for information about the area surrounding the hotel: <https://columbusconventions.com/>

Neither group nor the hotel will use the name, trademark, logo, or other proprietary designation of the other party in any advertising or promotional materials without the prior written approval of such party. Please contact your Event Manager for approval.

MEETING ROOM TEMPERATURE

The standard meeting room temperature will be set at 70 degrees Fahrenheit unless otherwise requested by the group. Please communicate any special requests regarding meeting room temperature to your Event Manager.

MENU PRICES

Menu prices will be guaranteed for the next 3 months from the date of the contract. For events scheduled more than 6 months from receipt, they are subject to change.

PARKING

Current parking rates are \$15.00 per day, \$22.00 overnight inclusive for self-parking and \$22.00 per day, \$40.00 overnight for valet parking. Rates are subject to change.

Please contact your Event Manager for large or oversized vehicle parking.

RESERVATIONS

If reservations are submitted by rooming list, the list must be submitted on the approved Hyatt rooming list template linked [here](#) and include individual names, arrival/departure dates, billing instructions, email addresses, and any special accommodations requested on the template. All lists are due by noon on the cut-off date found in the contract.

If reservation requests are made through a housing bureau, a sample of the reservation form must be submitted to your Event Manager and Group Housing Coordinator for approval before printing.

In the event an individual guest does not have a major credit card at check-in, we require full payment of room and tax in advance, along with a refundable deposit for incidentals, \$50.00 for each night. If the guest does not want to establish credit for incidentals, we restrict telephone access (except room to room), check-signing

privileges from the hotel's outlets, and in-room movie access. For your convenience, the hotel accepts all major credit cards.

Unless otherwise stated in the contract, reservations can be canceled up to 48 hours before the arrival date to avoid a one-night fee plus applicable taxes. No-show reservations are subject to a charge of a one-night fee plus applicable taxes.

ROOM DELIVERIES

Guest room deliveries can be arranged directly through your Event Manager. All non-food or packaged deliveries are delivered by Guest Services.

Charges for these deliveries are as listed:

- Deliver non-personalized items under the guest room door after check-in: \$4.00 per room
- Deliver non-personalized items into the guest room after check-in: \$5.00 per item

SECURITY

The hotel cannot be responsible for the safekeeping of equipment, displays, supplies, written materials, or other valuable items or items left in the meeting rooms, conference areas, public spaces, etc. by the group or its attendees. Accordingly, the group acknowledges that it will be responsible to provide security for any such above-mentioned items, and hereby assumes the responsibility of loss thereof. For additional security requests, please refer to your Event Manager for details and associated costs.

In-room safes that can hold a full-size laptop computer are in each guest room and should be used by guests to secure valuable items.

If you need emergency assistance, please call ext. 55.

SHIPPING AND RECEIVING / PACKAGE HANDLING

Special arrangements must be made for receiving any equipment, goods, displays, or other materials, which will be sent, delivered or brought into the hotel. Failure to do this may result in deliveries being refused or materials being unavailable when required. The hotel's receiving entrance is open from: 8:00 AM to 4:00 PM Monday through Friday.

Advance arrangements must be made through the Events office for weekend deliveries. Current package handling/delivery fees are \$10.00 per box and \$125.00 per pallet. Any materials being sent to the resort must be marked as follows:

1. Return address
2. Name of Group associated with
3. Meeting room and date
4. Group contact (Event Manager)
5. Name of person that will claim package
6. Date of that person's arrival
7. Number of boxes (Example: Box 1 of 2 and Box 2 of 2)

Hotel address:

Hyatt Regency Columbus
350 N. High Street
Columbus, OH 43215

Phone: 614-463-1234

Handling charges for packages are as follows:

<u>Weight/pounds</u>	<u>Charge</u>
Letter	Complimentary
0-49lbs	\$10.00 per box
Box to GCCC Meeting Room	\$50.00 per box
Pallet to Hyatt Meeting Room	\$125.00 per pallet
Pallet to GCCC Meeting Room	\$200.00 per pallet

*****Note: We do NOT accept COD packages unless previously arranged without payment*****

TAXES

Room rates are quoted exclusive of applicable state and local taxes (which are currently 10% occupancy tax, and 7.5% Columbus state tax) or applicable service, or hotel-specific fees in effect at the hotel at the time of the meeting.

Food and beverage purchases within the hotel are subject to and 7.50% sales tax. All food and beverage purchases from the Events Department are subject to a 25% service charge. Service fees are subject to sales tax (7.5%)

TAX-EXEMPT STATUS

To signify your group as tax-exempt, you will need to provide a tax-exempt status form from the State of Ohio. This would exempt your group from 7.5% state sales tax on guest rooms (on the master account) along with food and beverage items billed directly to the master account.

TRANSPORTATION

Group or individual transportation for events in the area or to/from the airports can be arranged directly with one of our preferred vendors:

Preferred Vendors: Cardinal Transportation (614) 274-2500

The closest airport to the hotel is John Glenn Columbus International Airport, approximately 10 minutes (about 7.6 miles) from the hotel.

The following additional transportation options are available:

Cab: approx. \$15-20 – each way

Uber/Lyft: approx. \$25 – each way