



Hyatt Regency New Orleans

Shipping Instructions

Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at **504.524.6048**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number)
c/o FedEx Office at **the hotel location**
(Hotel Address)
(City, State, Zip Code)
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center

Hyatt Regency New Orleans
601 Loyola Ave
New Orleans, LA 70113
Phone: 504.524-.6048
Fax: 504.524.6548
Email: usa5008@fedex.com

Operating Hours

Mon.–Fri.: 7:00 a.m. - 7:00 p.m.
Saturday: 10:00 a.m. - 5:00 p.m.
Sunday: 10:00 a.m. - 5:00 p.m.

Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

Package Delivery to Guest Suites/Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



Outbound Handling Fees

Please note that outbound handling fees are charged on a per-package basis determined by weight using the table below. These fees will be charged to your room unless other arrangements are made prior to checkout. Additional fees may apply if package requires repacking for shipping. By giving us your package at this time, you agree to pay all applicable handling charges.

Package weight	Dropoff by guest	Pickup by FedEx Office
Envelopes up to 1.0 lb.	\$4.00	\$7.00
0.0–1.0 lb.	\$4.00	\$7.00
1.1–10.0 lbs.	\$10.00	\$15.00
10.1–20.0 lbs.	\$15.00	\$20.00
20.1–30.0 lbs.	\$25.00	\$30.00
30.1–40.0 lbs.	\$30.00	\$36.00
40.1–50.0 lbs.	\$35.00	\$42.00
50.1–60.0 lbs.	\$40.00	\$50.00
60.1–150.0 lbs.	\$55.00	\$66.00
Pallets & crates*	–	\$250.00 or \$0.80/lb. > 312 lbs.

*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$250.00 or \$0.80/lb. > 312 lbs., which is applied to each pallet/crate handled.

Items that require extra handling, such as pallet/ crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services.

Three steps for a seamless exit



Shipping after the show is simple with FedEx Office. Just follow these 3 steps:



Step 1: Set up your account

Save time by setting up your FedEx shipping account. With our easy-to-use platform, you can manage everything in one place.



Step 2: Pick up supplies

Visit our onsite Business Center to get boxes, tape, and labels-everything- you need to pack up your booth.



Step 3: Schedule your shipment

Contact our onsite Business Center to schedule a pickup time that works for your breakdown schedule.



Make your post-show shipping hassle-free with FedEx Office.

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OR

- 1) If you already have your return labels, you can schedule a pickup with us the day before your Load Out. (This will avoid having to wait in line on load out day to create labels).
- 2) If you need labels, you can create them online before the day of Load Out, email them to us and we can print your labels. We recommend creating your labels at least 1 day in advance of your Load out.
- 3) All packages must be packed, ready to ship and labeled in order to schedule a pickup.
- 4) Handling fees are charged for all Inbound & Outbound packages based on their weight.
- 5) We accept all carriers: FedEx, UPS, USPS, Amazon, Etc.
- 6) If you are shipping out freight, we will need a copy of the BOL and the scheduled pickup time emailed to usa5008@fedex.com the day before load out. Pallets must be standard size, not packed over 6 feet high and not require a forklift. We do not pack or wrap pallets. Pallets must be ship ready for pickups.
- 7) Our Business Center is located on the 2nd floor across from Starbucks.
- 8) Business Center phone number is 504.524.6048 option 8. Email is usa5008@fedex.com.