



Hyatt Regency Boston  
*Hotel Information Sheet*

## Welcome to Hyatt Regency Boston

### Check-In & Check-Out

Our official check-in time is 4:00PM. Check-in prior to 4:00PM is based on hotel availability and cannot be guaranteed unless one (1) night's room and tax is paid for the prior night. Check-out time is 12 noon. Late checkout is also based on hotel occupancy and cannot be guaranteed. A fee, at the front desk's discretion, may be required for late check-out. Incidental charges require a major credit card that must be presented upon arrival. Guests not using a valid credit card must pay a \$50 per day deposit.

### Reservations

All reservations must be guaranteed for arrival, either against the master account or by credit card. Individuals may cancel their guestroom reservation by 3:00PM, 72-hours prior to arrival to avoid a one night's room and tax fee. No-shows result in a fee of one night's room and tax and the cancellation of the entire reservation.

The hotel will accept group rooming lists using an approved template, provided by your event sales manager. The list must be guaranteed by the group's master account and received prior to, or on the cutoff date by 5:00PM EST.

### Early Departure

An early departure fee of one night's room and tax will be assessed against any guest who departs earlier than the date confirmed at check-in. The fee will be automatically posted to the guest folio on or after departure. This fee will be waived only with 24-hour advance notice from departure date. Emergency and other special circumstance situations will be reviewed on a case-by-case basis.

### Rollaway Beds

Rollaway beds can be requested for the guest room at a charge of \$25/stay. Please note that the rollaway inventory is limited and based on a first come, first served basis. Please note that rollaway beds cannot be placed in a double bedded guest room.

### Gratuities/Porterage

For group room blocks, housekeeping gratuity can be pre-arranged through your event sales manager at the planner's discretion.

Porterage is available at \$10 (round trip) per person. For group arrivals, if guests are assisted during the check-in process, charges will automatically be applied for check-out. The bell staff will inform the guest of this and will provide contact details for when they are ready to check-out.



WELCOME TO HYATT REGENCY

### Room Drops/Welcome Letters/Gift Bags

Guestroom deliveries, welcome letters or gift bags provided at check-in can be arranged through your event sales manager at least 48-hours prior to group arrival and will be charged as follows:

- \$7 per room, for detailed drops (specific locations, personalized, etc.)
- \$5 per room for small gifts (non-personalized candy, gift bags, etc.)
- \$3 per room for marketing materials, door hangers or departure notices to be slid under doors or left outside of room.
- \$1 per reservation for generic letters given at check-in
- \$3 per reservation for personalized letters given at check-in
- \$1.50 per person for generic gift bags given at check-in
- \$3 per person for personalized gift bags given at check-in

### Parking

Hyatt Regency Boston is connected to the Pilgrim Parking Garage. The garage is owned and managed by Pilgrim Parking, yet can be utilized by Hyatt guests. Hyatt Regency Boston cannot discount self-parking.

**Self-Parking:** The rate for parking is \$40 for 12 to 24 hours. In-and-out privileges are not allowed. Self-parking cannot be charged to a guest room or master account.

**Valet Parking:** The rate is \$55 for three to 24 hours and includes in-and-out privileges. Valet charges can be posted on the guestroom folios or to a master account.

\*\*\*Please note: all parking rates are subject to change without notice. Hyatt Regency Boston is not responsible for theft or damage to automobiles. All incidents should be reported to Pilgrim Parking. For additional parking options, please contact your event sales manager.

### Smoking

Boston Public Health Commission regulations prohibit smoking anywhere on hotel property.

Smoking is not permitted in guestrooms, meeting rooms or terrace areas. Any guestrooms found to contain traces of smoke will be assessed a \$250 cleaning fee to the room bill.

### Billing

Account balances of less than \$10,000 are not eligible for direct billing. Upon approval from hotel's accounting department, balances over \$10,000 may be direct billed. The direct bill application must be submitted on the date as outlined in your contract.

A deposit may be required if the direct bill cannot be approved for the full amount of the estimated charges. In the event that direct bill is not established, a prepayment will be required prior to the event as outlined in the group sales contract. Prepayment may be made via credit card, certified check or cash.

### Food & Beverage

For catered functions, the event sales office must receive a final guarantee number by 11:00AM, three (3) working days before the commencement of the function. This number will be considered a guarantee, not subject to reduction, and will be charged accordingly. The hotel cannot be responsible for service to more than three percent (3%) over the guarantee for plated or buffet meals. Left over food may not leave the hotel. Due to health code and insurance regulations, food products that are not purchased or prepared by the hotel may not be served in banquet rooms unless approved by the hotel under the agreement of a licensed caterer. No outside food and beverage is permitted of any kind and subject to \$500.00 fee.

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



### Service Charges & Taxes

Additional charges will be added to your final bill. A 15% service charge, to be distributed to waitstaff associates and service bartenders; a 9% administrative fee, which does not represent tip, gratuity or service charge for waitstaff, service bartenders or service employees and is retained by the hotel; and 7% sales tax (6.25% state and 0.75% local).

A 24% administrative fee will apply to all meeting room rental fees; a 7% sales tax (6.25% state and 0.75% local) will also be assessed.

Banquet service charges are subject to state, local and county tax. Food and beverage prices are subject to change and will be guaranteed six months prior to your function.

All buffets require a minimum of 20 guests. Parties with 20 guests or fewer are subject to a \$200 surcharge. No outside food or beverage is permitted and will be subject to a \$500.00 fee.

Massachusetts State Law regulates the sale and service of alcohol. Outside liquor is not permitted in the hotel. Hotel employees must serve all alcoholic beverages. Guests are encouraged to drink responsibly. Service of alcoholic beverages to anyone under the age of 21 or anyone who appears to be intoxicated is prohibited.

Any contracted discounts for food and beverage does not apply to alcoholic beverages per Massachusetts State Law. Service charges are not discounted.

### Tax Exempt Status

To signify your group as tax exempt, the ST-2 and ST-5 forms from the state of Massachusetts must be provided. The forms exempt your group from the 7% sales tax, including liquor.

### Bartender/Food Station Attendants

Bartenders and attendants are available for \$200 for the first three (3) hours, respectively. Each additional hour is \$50 (certain stations require attendant as noted on banquet menus). One (1) attendant and/or bartender will be required for each 75 guests, and a 72-hour notice is required for this service.

Fees imposed for bars and culinary stations are not a tip, gratuity or service charge for waitstaff, service bartenders or service employees.

### Keys

There is a \$3 per key distribution fee for groups to use custom key cards.

Copies of keys can be made for the all meeting rooms, **with the exception of the ballroom**, which does not lock. Charges for keys are \$10 each. Room lock-out keys are \$100 each.

### Coat Check

Coat check services may be obtained for any event, \$200 per attendant (for three hours); \$50 will be charged for each additional hour. One (1) attendant will be required for each 100 guests, and a 72-hour notice is required for this service. Request for coat check service within 72-hours is not guaranteed.

### Exhibit Hall

If ballroom or other banquet/function space is used as an exhibit area for tabletop displays, it is the responsibility of the group to have exhibit area clean and clear by the end of the scheduled closing date. This includes all trash, boxes, skids and miscellaneous items. In the event of excess of trash a service charge of \$250 will be incurred.

Security is **required** for exhibits set in the common areas (foyers, hallways) of the hotel. The hotel strongly encourages groups to hire security for all exhibit areas. See security section for full pricing details.

### Resetting Fees

When rooms are already set per a signed group detail report and alterations are needed, within 48-hours, to a new configuration the hotel will assess a fee of \$250 (\$500 for the grand Ballroom).

A 24% administrative fee will apply to all meeting room rental fees; including a 7% sales tax (6.25% state and 0.75% local).

### Audio Visual

A complete line of state of the art audio/visual equipment is available through the hotel's onsite audio/visual company, PSAV. To ensure availability of equipment, all orders must be received three (3) days prior to each function. Estimated costs will be provided by the hotel's onsite audio/visual company, PSAV, at the time the equipment needs are submitted. Arrangements will be made with third parties for items, which the hotel cannot supply.

No outside audio-visual equipment is permitted in any meeting room without prior written approval of the hotel. The PSAV audio-visuals team of professionals works as an extension of our hotel's operations staff to ensure a seamless and successful program for your organization's event. If you choose to utilize another audio-visual company, please be advised that there are additional guidelines that must be met in order for them to conduct business within Hyatt Regency Boston. Should you choose to use an outside company, there is a load-in and load-out outside fee starting at \$750 per day. Please refer to outside AV guidelines for further details or email Mark Gionet at [mgionet@PSAV.com](mailto:mgionet@PSAV.com) for more information.

### Internet Services

In a Hyatt world, Wi-Fi is complimentary in all guestrooms and public spaces. Stay connected at Hyatt Regency Boston with fast and reliable Internet service. See below for types of access and availability. Wired high speed Internet access is available only in select guestrooms.

Standard Internet Services:

- Complimentary standard service wired and wireless Internet
- Unlimited number of devices

Upgrade to premium service for \$12.95/24 hours

- Unlimited number of devices
- Complimentary for all Gold Passport Elite Members, including Platinum, Diamond, Diamond Premier and Courtesy Card holders

Please note internet access does not transfer to the meeting room. If you would like to provide this service for your attendees during their stay, your event sales manager can arrange for these charges to be billed to the master account.

Internet service (wired) starts at \$350 for high-speed service.

### DID Phone Lines/House Phones

Most of the meeting rooms have a standard house phone in place. For additional house phones to be added, Hyatt Regency Boston charges \$50 per phone, per day.

Any added direct dial phone lines, are \$150 per day, plus actual phone call charges.

Fax machines, Polycom speakerphones, printers and other office equipment can also be arranged through PSAV.



### **Electrical**

All electrical needs for meetings and exhibits must be confirmed with your event sales manager before the event. The hotel cannot guarantee availability of electrical resources without advance notice. Please consult your event sales manager for pricing and order forms.

### **Meeting Room Temperature**

Standard meeting room temperature will be set at 71.5 degrees Fahrenheit, unless otherwise requested by the group. Please communicate any special requests regarding meeting room temperature to your event sales manager.

### **Signs and Displays**

No signs, banners or displays shall be displayed or affixed in any part of the hotel without the approval of the event sales manager. All signs, banners or displays submitted for approval must be professionally produced. No hand-written materials may be used. All banners & signs must be hung by PSAV. Group will be charged a hanging fee of \$175 per banner up to 12 ft. long and \$225 per banner over 12 ft. long.

The hotel has several Interactive Reader Boards for daily postings of meeting room and registration information throughout the public areas of the hotel. Contact your event sales manager to provide the correct posting of your event. Custom logos can be displayed for a fee of \$250 per day per board.

### **Packages, Deliveries and Storage**

Hyatt Regency Boston shares our loading dock with attached businesses. Special arrangements must be made for receiving any equipment, goods, displays or other materials, that will be sent, delivered or brought into the hotel.

The hotel's receiving entrance is open from 8:00AM to 4:00PM, Monday through Friday. After hours deliveries are possible with advance notice.

Box handling charges will apply at the rate of \$10 per box or \$250 per pallet. Additional charges will apply for large shipments, etc. Please ask your event sales manager for details.

The hotel does not accept any liability for equipment, goods, displays, or other materials, which arrive unmarked or failed to arrive at hotel. The group is responsible for insuring its property for loss or damage.

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

1. Hold for arrival: Attn.: Guest's name, organization name
2. Complete return address
3. Hyatt Regency Boston event sales manager's name
4. Number of boxes (Example: box 1 of 2 and box 2 of 2)

**\*\*Any trucks entering the loading dock area must be under 12' high and under 44' long. A completed loading dock form allowing trucks must be returned to event sales manager, 48-hours prior to delivery\*\***

## Security

The Hotel is not responsible for the loss of or theft of articles left in guest rooms or meeting/function rooms that are not secured. The group must notify the hotel if a function room needs to be secured. Safety deposit boxes are available at the front desk at no charge to the guest. Valuables should not be left in meeting/function rooms or guest rooms.

Hotel guest rooms are equipped with a secure key card system, dead bolts and chain locks. There is a deadbolt lock on connecting room doors. We also have a 24-hour manager on duty and emergency line (dial 29). Security is available 24-hours a day.

If additional security is needed for your event, Hyatt Regency Boston will assist in hiring/scheduling officers for you at the rate of \$75 per hour, per non-armed security guard. Your event sales manager can make these arrangements for your event.

- **Hyatt Regency Boston reserves the right to alter these Policies and Procedures without notice. Check with your event sales manager to determine current Policies and Procedures prior to your event.**

## Client Signature

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## Date

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