

GRAND HYATT®

SAN ANTONIO



A – Z GUIDE FOR CONVENTION, MEETING, AND SPECIAL EVENT PLANNING

The Staff of the Grand Hyatt 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 Grand Hyatt San Antonio and the Alamo City for your event. If you have any further questions, we can be reached at:

**600 EAST MARKET STREET
SAN ANTONIO, TEXAS 78205
(210) 224-1234 HOTEL LINE
(210) 451-6430 EVENTS OFFICE
UPDATED: 2/1/2022**

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ACCOUNTING: BILLING AND CREDIT

To expedite the billing and payment process, The Grand Hyatt San Antonio requires that proper payment methods be established prior to your conference.

Credit Card, Wire Transfers, Cashier's Check, and Direct Bill are optional forms of payment. Grand Hyatt San Antonio will accept corporate or personal checks up to 14 business days prior to your event.

Direct Billing privileges will only be granted to approved applicants with estimated charges of over \$10,000.00. Groups wishing to Direct Bill are required to complete a credit application. The applications must be received at the hotel 120 days or more prior to the function date. The group must have at least two good hotel references within the past year. A good reference is one that has been paid within 30 days and is a similar dollar amount to the requested credit. If the client is not able to produce the necessary references, the hotel will ask for full prepayment of the estimated charges via credit card or check. The hotel credit terms are 30 days and are not negotiable. Direct Bill applications must be updated once a year.

If not paying via Direct Bill, all accounts, with a 20% contingency, must be paid in full 10 business days prior to arrival or services cannot be rendered.

Tax-Exempt Status

Some Groups or Organizations 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 or visit the following website to determine if and what taxes you may be exempt from.

http://www.window.state.tx.us/taxinfo/exempt/exempt_search.html

We will require appropriate documentation from the State of Texas before any exemptions can be honored. Documentation is not your certificate of exemption. Ask your Event Planning Manager for the form that must be signed each year stating your organization is exempt.

ACTIVITIES AND ATTRACTIONS

The following are a few recommendations of popularly visited sites in San Antonio. Please contact our Front Desk for any further recommendations or to inquire about group tours and activities.

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.

TheAlamo.org | 300 Alamo Plaza • San Antonio, TX • 78205 | (210) 225-1391

King William District: Texas' first residential historic district consists of 25 blocks of historic mansions set amid lovely landscaping.

OurKWA.org | 1032 South Alamo • San Antonio, TX • 78210 | (210) 227-8786

La Villita: What was once San Antonio's first neighborhood, is now a thriving art and crafts community.

LaVillitaSanAntonio.com | 418 Villita #900 • San Antonio, TX • 78205 | (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.

MarketSquareSA.com | 514 W. Commerce • San Antonio, TX • 78207 | (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.

TheSanAntonioRiverWalk.com

Group tours and excursions can be arranged to the many beautiful and historic sites in San Antonio and the Hill Country. Please contact your Event Planning Manager for arrangements.

AIR CONDITIONING

Air-conditioning will be provided during published event hours, in the staff office as needed, and registration area during open hours. The average meeting room temperature is set at 70°F - 72°F range.

To conserve energy, meeting space air conditioning will be set to temperature 30 minutes before each meeting. If you expect to be in any room before this time, notify your Event Planning Manager in advance to ensure the air conditioning is activated.

If the temperature is incorrect please utilize the Event Concierge App to let the hotel know how you would like the temperature adjusted.

Please remember that meeting room temperatures and personal comfort zones vary widely by attendees. Please recommend that your attendees bring a sweater or light jacket to the sessions.

AIRPORT INFORMATION

The San Antonio International Airport is approximately 9 miles from the Grand Hyatt 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 right onto Market Street. Stay in the middle lane and turn right at the next light. Veer left onto Highway 281 North and continue straight to the San Antonio International Airport exit.

AIRPORT TRANSPORTATION

Rideshare Services: Uber, Lyft, and Wingz are the rideshare companies that the San Antonio International Airport has approved for operations.

Taxi Cabs: Taxi cabs are available at the outer commercial curbside at Terminal A. For assistance, please see the Airport Ground Transportation employee (wearing a red shirt). Fares to San Antonio downtown areas start at \$24 – \$29 (U.S.) per vehicle. (Up to 6 may share a cab if both luggage and passengers fit safely.) Rates do not include greeting services or airport portage.

Yellow Cab: (210) 222-2222

National Cab: (210) 434-4444

*For Towncar and Limousine services, see the section titled 'Limousine Services'.

AMERICANS WITH DISABILITIES ACT (ADA)

The Grand Hyatt San Antonio meets or exceeds all requirements for the Americans with Disabilities Act. Hotel facilities including, but not limited to, meeting space, restrooms, dining areas, common areas, and sufficient guest rooms are reasonably accessible and usable by persons with special needs.

Wheelchair / Motorized Scooter Rentals: Tom's Wheelchair Rentals | (210) 223-7878 | tomswheelchairs.com

AUDIO VISUAL EQUIPMENT AND SERVICES

For your convenience, Grand Hyatt San Antonio has an in-house audiovisual company, Encore. It is a full-service production company, including full-time management and staff on property. It is important to communicate your audiovisual requirements to your Audio Visual Representative at least 45 days prior to your event so that space, set-up time, and cost needs will be met.

An audiovisual sales representative will be contacting you upon execution of the Group Sales Contract to begin discussing your needs. For specific information and questions regarding your audiovisual needs, we recommend that you discuss your needs directly with Encore at (210) 451-6185.

If you chose to use an outside AV provider a freight elevator operator is required at \$75 per hour with a (4) hour minimum for all load in/out. Depending upon the size of the load in/out, two staff members may be required. All outside vendors must adhere to the Vendor Policies and Procedures, including Carpet Care Requirements, and provide a certificate of insurance and damage deposit. Contact your Event Planning Manager for details.

Please note that any outside Audio Visual Company will be subject to prevailing electrical rates. Only Encore will receive preferential pricing.

Unless the group contact/meeting planner gives authorization, all production-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. Please ask your Event Planning Manager for a credit application in advance.

AUTOMATED TELLER MACHINES

An ATM is located in the lobby. As a reminder, we are a cashless property.

BALLROOMS

The hotel expects production companies to maintain 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 to comply with local enforcement of all national fire codes. At no time may cords be taped to walls.

All décor items, props, and linens brought into the room must be flame retardant and must be accompanied by certificates of authenticity. The Fire Inspector may make impromptu visits and will flame-test items to verify compliance. Please copy your Event Planning 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.

BANNERS AND SIGNS

All banners and signs must be professionally printed or computer-generated and placed on easels. No hand-lettered signs or banners are allowed in the public areas of the Hotel. A limited number of easels can be arranged through the hotel. Banners and signs are only permitted in contracted banquet space and must be approved by the hotel. Signs are not permitted in elevators or on guestroom floors. The distribution of promotional “stickers”, any “gummed” materials, or “pins” is strictly prohibited.

Your Event Planning Manager will be happy to recommend companies that will assist you with producing banners and signs for your convention or meeting.

If your organization intends on using banners, please advise Encore so that they may reserve ample space for your banner(s) to be hung. Please note that Encore assistance is required when hanging any banners or signs and that Encore is the only entity authorized to hang banners and charges may apply.

Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture. Anything in connection therewith, necessary or proper for the protection of the building, equipment, or furniture, will be at the expense of the Group. For your convenience, Grand Hyatt San Antonio has strategically located Digital Reader Boards throughout the Hotel Facility.

The costs involved in removing or repairing any damage done in connection to any of the above will be passed on to the Group and added to the Group’s Master Account.

BANQUETS

All food and beverage arrangements must be made through the hotel. License restrictions require that only Hyatt purchased food and beverage may be served on Hyatt property.

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

Special meal requests are easily accommodated. Please let your Event Sales or Event Planning Manager know in advance if there is any vegetarian, vegan, kosher, low-sodium, nut allergy, gluten free, etc. meals. The hotel reserves the right to close any event serving alcohol and all bars for any infraction of applicable liquor laws, including but not limited to consumption by minors.

BARTENDER FEES

For hosted consumption bars and cash bars, there will be a bartender charge of \$300.00 for the first two hours and \$150.00 for every hour thereafter. Bartenders are scheduled 1 per every 100 guests for hosted bars and 1 per every 125 guests for cash bars.

BELL DESK

Our Bell Desk is responsible for the movement of your luggage and Guest Room Deliveries. Additional charges may apply for excess baggage or storage. See Luggage Storage for more information.

For information on delivery services and fees, see Guestroom Deliveries and Charges or call the Bell Desk at extension 52 (within the hotel).

BRANDING PRICING

All Branding Artwork, Set-Up and Tear-Down dates, and locations must be approved by the Hotel prior to confirmation.

The following is our current pricing for branding at the hotel. These prices do not include the cost of materials and installation labor. An additional discount will be applied to the Hotel's branding costs should you select FedEx Office for your services.

Hotel Key Cards (Completed through PLI only)	\$2 per contracted peak night room or actual pickup if higher than contracted peak night
Video Wall – Lobby Entrance	\$2,500 for peak nights of Convention
LED Screen in Lobby	\$1,500 (Screen provided by Encore at additional cost)
Easel in Lobby	\$500 (One easel per Convention, for the duration of)
Window Clings	\$4,000 per window
Front Desk Clings	\$2,000 per desk
Column Wraps (Exterior & Interior)	\$4,000 per column
Escalator Branding	\$2,500 per floor
Elevator Branding	\$4,500 per floor, per day - or - \$500 per elevator, per day
Dark TV Channel	\$1,500 per channel (up to 3 clients)
Floor Clings & Door Mats	\$2,500 per floor
Balcony Banner	\$5,000 per floor

CARPET CARE & FURNITURE CARE

It is the responsibility of the groups or outside vendors to provide 6 mil or better, plastic sheeting (Visqueen) for the protection of the carpets from the wheels of the machinery, carts, or dollies. This plastic sheeting will run the length of the path where the machinery, carts, or dollies will be operated or used. If Visqueen is not provided all equipment must be carried by hand and taken into Ballrooms or Meeting rooms.

After setup or breakdown, the 6 mil plastic sheeting must be picked up and taken to the trash by the group or outside vendor. This area will be vacuumed and all trash removed by the group or outside vendor during the setup or breakdown. They must provide their own vacuums. All tape must be removed from the carpet by the setup/teardown Vendors.

Only approved Mic Tape (poly-ethanol, non-residue) can be used to secure items to the carpet. (List of some of unapproved tapes: gaffers tape, duct tape, double-back tape, electrician tape, scotch tape, speed tape, floor marking, gorilla tape, filament, masking tape, etc.) ONLY APPROVED MIC TAPE can be used. This tape can be purchased through the company listed below:

Supply Innovations (210) 225-3194
107A Shooting Club Road <https://www.supplyinnovationsllc.com>
Boerne, TX. 78006
Susannah Herman susannah@supplyinnovationsllc.com
Reference Item Numbers:
REN-135-3 (Clear Tape)
REN-135-3BK (Black Tape)

A one-time service charge of \$500 will be charged for any violation of incorrect tape usage or vendor not removing the trash and tape from the area of a teardown. All vendors will use “Staff Use” only doors for setup and breakdowns located in the back of the House area, except for the breakout rooms inaccessible by the back hallways.

A majority of furniture inside our Suites and Guest Rooms is not moveable. Should you wish to move or remove furniture from the Suites and/or Guest Rooms please contact your Event Planning Manager for options and pricing.

CASHLESS HOTEL

This hotel only accepts credit cards, debit cards and, where applicable, other contactless forms of payment. It is a cash-free environment. Please feel free to contact the hotel prior to your arrival with any questions.

CHECK-IN AND CHECK-OUT

Check-in time is at 4:00 pm. *Early check-in is subject to availability.*
Check-out time is 11:00 am. *Please confirm a late checkout time with a Front Office Host.*

Without prior approval, a late check-out charge of ½ the guest room rate is assessed if a guest checks out after 11:00 am but before 3:00 pm. After 3:00 pm, the full group rate is charged.

If a reservation has been made for more than one night and the guest leaves before the scheduled departure date, an Early Departure Fee equal to one night’s stay will be assessed. This can be avoided by making departure date revisions at the time of check-in.

The Hotel requires that all reservations be guaranteed either by a credit card or check deposit for one night’s room and tax. Guarantee/deposit will not be refunded unless the individual reservation is canceled seventy-two (72) hours in advance of check-in.

Our World of Hyatt App (available in iTunes and on Google Play) allows for contactless check-in and out while utilizing our Mobile Key feature. The app also allows guests to track their membership points balance and awards to your progress toward tier status and Milestone Rewards. Connect with member support via phone or direct messaging—with the touch of a button. Plus, view and print your recent hotel bills. Membership into World of Hyatt is free and guests can enroll at any time.

CHURCH INFORMATION

Below is a list of nearby churches. For exact directions, please see the Front Desk or by dialing 50.

First Baptist Church	515 McCullough	(210) 226-0363
First Presbyterian	404 N. Alamo	(210) 226-0215
Grace Lutheran	504 Ave E. at McCullough	(210) 226-9131
Highland Hills Seventh-day Adventist Church	2526 Goliad Rd	(210) 333-9206
San Fernando Cathedral	115 Main Plaza	(210) 227-1297
St. Mark's Episcopal Church	315 E Pecan St	(210) 226-2426
St. Mary's Catholic Church	202 N St. Mary's St	(210) 226-8381
St. Joseph's Downtown	623 E Commerce St	(210) 226-0126

CLIMATE AND WEATHER

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Temp Avg. MAX (°F)	62	67	74	80	86	91	95	95	90	82	71	64
Temp Avg. MIN (°F)	39	42	50	57	65	72	74	74	69	59	49	41
Avg. Humidity (%)	68	66	63	67	71	69	65	64	68	67	67	68
Avg. Precipitation (In.)	1.66	1.73	1.89	2.60	4.72	4.29	2.05	2.56	2.99	3.86	2.60	1.97

COMPUTER EQUIPMENT

Computers are available for rental through Encore.

CONVENTION CENTER

The Henry B. Gonzalez Convention Center is located next door to the Grand Hyatt San Antonio at 900 E. Market. Please contact your Event Planning Manager if you require any additional information or contact the Convention Center directly at (210) 207-8500.

DARK TV CHANNELS

The hotel has the availability of closed-circuit channels for the use of advertisement, promotions, and conference information to be displayed on guestroom TV Channels. DVD format only will be accepted and content must be viewed and approved by both the Grand Hyatt San Antonio and the host Convention, 30 days prior to arrival. This is subject to approval and the price is \$1,500 per channel.

DÉCOR & DESTINATION MANAGEMENT

For your convenience, the Grand Hyatt San Antonio has a preferred Destination Management Company, Goen South. They can provide creative itineraries and logistics management based on an in-depth knowledge of our destination city of San Antonio. They specialize in group tours, off-site activities, dine-around scheduling, floral and event design, entertainment, transportation, media production, and much more. Please let your Event Planning Manager know if you are interested in utilizing a Destination Management company.

Goen South | (210) 736-5006

Services include, but are not be limited to:

Specialty Linen Rental
Floral Arrangements & Centerpieces
Themed Event Design
Furniture Rentals
Media Production
Photography

Group Tours
Off-Site Activities
Dine-Around Scheduling
Transportation
Entertainment
Videography

If you chose to use a different DMC, a freight elevator operator is required at \$75 per hour with a (4) hour minimum for all load in/out. Depending upon the size of the load in/out two staff members may be required. Contact your Event Planning Manager for details. All outside décor/entertainment companies must adhere to the vendor policies and procedures and provide a certificate of insurance and damage deposit.

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 REQUIREMENTS

All electrical requests are to be submitted directly to Encore, (210) 451-6185. Requests are to be submitted (2) two weeks in advance to your Event Planning Manager and will be handled solely by the Hotel's exclusive Electrical Provider - Encore. 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.

- In the event of an actual emergency, calling the hotel's internal **emergency** number **55** will initiate the appropriate response. Should 911 be called, the hotel emergency response team is also notified and dispatched.
- The hotel has an emergency response team on site 24 hours a day. All members of our Security Department, as well as approximately 1/3 of our employees, are trained in CPR and First Aid.
- Paramedics, Fire Department, and Police Department are all located approximately 3-5 minutes from the hotel.
- Emergency evacuation routes and procedures are located on the backside of all guest room doors.

EVENT CONCIERGE APP

Our web-based, mobile-friendly application helps meeting planners make requests on-site during their meeting – whether they need tech support, room temperature changed, more coffee, or even help moving equipment. Make any on-site request from your mobile device, tablet, or computer without needing to leave the meeting or conference office. Requests will be sent directly and immediately to the appropriate department for your request and you will be able to communicate instantly with the hotel on the status of your requests. Contact your Event Planning Manager to learn more.

EXPEDITED PLANNING FEE

The Expedited Planning fee will consist of an additional \$5 per person, above and beyond the current banquet menu prices for any group that adds or makes significant changes to their menus within 24 hours.

EXPOSITION / DRAYAGE (FREIGHT) SERVICES

Freeman Company is the preferred partner of the Grand Hyatt San Antonio. They can assist you with all your exhibit, freight, and registration needs. Whether it be storage or shipping, Freeman's nationwide network provides seamless handling of your event from set-up to tear-down. For more information, please contact Freeman at 210-554-2008.

All load-in/out usage to the Hotel for Bands, outside audiovisual companies, and production companies must be supervised by hotel security. Their expertise is necessary to ensure that the integrity of our building is maintained. Security officers are \$75 per hour (minimum of 4 hours). A security officer is required to escort the vendor at all times during load-in and out. Loading Dock/Freight Elevator Usage Fees will also apply at the rate of \$75 per hour/4 hour minimum. For large product move in/out, two security officers may be required (one to operate the freight elevator and one to escort vendor in the space).

Our Loading Dock accommodates up to a 53-foot trailer with a standard cab (no sleeper cab or moose/cattle guards). Freight elevator dimensions are 101 inches wide and 213 inches long with the door opening of 94 inches tall and a maximum weight of 10,000 tons. If using Freeman for Expo services, only a freight elevator operator is required. No outside entity is allowed to operate the freight elevator at any time. Any outside company must also sign off on the vendor policies and procedures and provide a certificate of insurance and damage deposit.

If load-in or load-out times will exceed 1 hour, dock usage fees will be charged at \$150 per hour.

EXHIBIT REQUIREMENTS

The following basic guidelines are to be adhered to for all trade shows. The full outline of Exhibition Operational Policies can be found on the "Hotel Vendor Policies and Procedures", and must be agreed to in full. This is designed to assist and protect both you and the Hotel.

- All exhibit floor plans must adhere to fire codes and must be submitted at least (60) days before your meeting
- All floor plans prepared by drayage companies must have fire marshal approval.
- Boxes should be sent through our preferred drayage company.
- If boxes and materials are sent to the hotel, additional charges will be posted as outlined in the separate "Exhibit Hall Policies and Procedures."
- All box and display delivery and pick-up are to be directed through the loading dock.

- The hotel can handle no more than 20 tabletop exhibits; anything larger needs to be serviced by our preferred drayage company - Freeman.
- Charges on all exhibit tables to be \$100 per table, charged to the Master Account. Payment from vendors is the responsibility of the Group.

FED EX OFFICE

FedEx Office operates a Shipping and Business Center conveniently located on the third level adjacent to the guest elevators and escalator. For hours of operation and pricing for services please contact the store directly at (210) 212-8640.

The Business Center offers:

Photo Copying Services	Office Supplies
On-Site Computer and Software Use	DSL (High Speed Internet)
Facsimile Services	Shipping / Postal Services
Desktop Publishing Services	Signs, Banners, and Graphics
Secretarial / Writing Services	

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

Hold for Guest: (Guest Name) (Guest Cell Number)
 c/o Fed Ex Office at Grand Hyatt San Antonio
 600 East Market Street
 San Antonio, Texas, USA 78205
 (Convention/Conference/Group/Event Name)
 (Box ___ of ___)

Ask your Event Planning or Event Sales Manager for full FedEx Office Shipping & Receiving Information. Please notify your Event Planning or Event Sales Manager of all anticipated deliveries.

FIRE CODES AND REGULATIONS

The following are some general regulations that fall under our local fire authority specifications. These codes should be considered when planning and coordinating space, decorations, etc. in the ballroom, exposition, and meeting space.

The following items may not be used:

- Use, display, or storage of LPG (Propane or Butane)
- Flammable liquids of gas
- Barbeque grills
- Straw, sawdust, or wood shavings
- Welding or cutting equipment for demonstrations or cooking purposes
- Gas-fired appliances for demonstrations or cooking purposes
- Salamander stoves for demonstrations or cooking purposes
- Exposed Flamed Lit candles and lanterns for demonstration purposes
- No Class B or C Fireworks of any type are allowed without a permit issued by the Fire Marshal's office
- Oil-based Hazers/Fog Machines

Walk-through conducted after normal work hours, weekends or holidays will be at the expense of clients unless instructed otherwise. The after-hours rate is set by the City of San Antonio; check with the Special Events Coordinator for the current rate.

Every required exit, exit access, or exit discharge shall be continuously maintained free of all obstructions or impediments to full instant use in the case of fire or other emergencies. The travel distance within any booth or exhibit enclosure to an exit access aisle may not be greater than 50 feet. No furnishings, decorations, or other objects shall be so placed as to obstruct exits, access thereto, access therefrom, or visibility thereof. Upon discovery of a fire, one should dial the Hotel Emergency ext. 55 from the nearest house phone.

All meeting requirements, including registration and special set-ups, must meet the existing fire codes and ordinances of the City of San Antonio. To facilitate this, we require that a copy of all diagrams and floor plans be submitted at least sixty (60) days prior to your meeting. Please see your Event Planning Manager for more information.

Other Inspections

Vehicle checks: Vehicles will be inspected **prior to** entering the building at every event. Vehicles will be checked at no charge during regular business hours, 7:00 am to 5:00 pm Monday thru Friday. Vehicles arriving after hours, on weekends, or on holidays will be inspected at an Overtime rate.

Food Booths:

- Will be inspected after show set-up, to assure that Food Booths are Code compliant.
- Will be checked no charge during regular business hours, 7:00 am to 5:00 pm Monday thru Friday.
- Set up after hours, on weekends, or on holidays will be inspected at an Overtime rate.

Floor Plan Review

All shows, exhibits, conventions, displays, or other special events utilizing convention facilities will be required to submit a floor plan to the Fire Marshal's Special Events Coordinators Office 15 days prior to the event. All floor plans will be reviewed using the following schedule:

Up to 5,000 square feet	\$275.00
5,000 square feet and above	\$425.00

Contact: (210) 207-3695 | Fax: (210) 704-6315 | firespecialevents@sanantonio.gov

FITNESS CENTER

Our complimentary StayFit gym is open 24 hours a day and features the latest Life Fitness cardio equipment with touch-screen LCD Life Fitness Cardio and Signature Series Strength Training equipment, free-standing abdominal board, large yoga and stretching room, exercise balls, headsets, chilled towels, and water. This facility is located on the 5th floor with a view of downtown San Antonio.

GIFT SHOPS

Located on the lobby level of the Grand Hyatt is Travel Traders. Some of the items carried are as follows: drug store supplies, diapers, jewelry, cosmetics, travel items, socks, ties, souvenirs, sunglasses, magnets, hats, purses, books, magazines and more. Hours of operations may vary based on day and occupancy levels. Additional gift shops are located along the River Walk and at the River Center Mall.

GROUP DETAIL REPORT (GDR)

You will receive a GDR from your Event Planning Manager for review and approval. The GDR will represent all of your food and beverage arrangements, physical setup requirements, audiovisual, and other miscellaneous information pertinent to your special event or meeting. This must be approved and signed prior to arrival. The GDR is vital to Hotel operations as it tells each department how to prepare for your group's functions.

GROUP 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 PAY OUTS

In the event that a meeting planner would like to receive cash paid out for tipping purposes, they will be provided with tip cards that they can utilize instead. A report will be collected as to how much and who they would like to tip and this will be posted to the master account and the tips processed in their payroll using the proper payroll codes. Meeting planners requesting cash for attendees should provide a rooming list and credits can be applied to the guest room, with the offset posted to the master. If you are needing cash for other reasons, please reach out to a local bank for assistance. See section "Local Banks" for locations and contact information.

GROUP POSTINGS

Digital reader boards throughout the hotel display function information for your group. Information on your group's daily activities will also be posted on our in-house television channel.

GUARANTEES

It is requested that your Event Planning Manager be notified with an estimated attendance figure seven business days prior to your event(s). A group's final attendance guarantee(s) for banquet food/beverage events are due by 11:00 am three (3) business days prior to the event or the original attendance estimate will be utilized. This will be considered a firm guarantee from which you will be charged if fewer guests attend. The Grand Hyatt San Antonio cannot be responsible for identical services to more than three (3) percent over the guarantee for parties up to 1,000 guests. For parties over 1,000 guests, a maximum overset of fifty (50) guests will be available.

Should your guaranteed final attendance be significantly less than your tentative count, the Grand Hyatt San Antonio reserves the right to relocate your event to a more suitable room to better serve your guests.

GUEST ROOM LOCKS

The Grand Hyatt San Antonio utilizes an electronic locking system on all guestroom doors. This locking system requires the use of a credit card type key or World of Hyatt mobile app. The lock is re-coded each time a guest checks out. Hyatt Hotels PMS system only programs the room number and check-in/out date on the magnetic strip for key operation. Items NOT programmed on keys include guest name, credit card number, address, phone number, guest history, and other pertinent data.

GUEST ROOM DELIVERIES

Deliveries to guestrooms are a service that is coordinated directly through your Event Planning Manager. The information will be relayed to the Front Office, 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 as follows for January 1st, 2022 through December 31st, 2022:

- Delivery (Placed in Room) is \$7.00 per generic item / **\$7.50 per Guest Name-specific item**
- Delivery (Slid under Door or Hanging) is \$5.00 per generic item / **\$5.50 per Guest Name-specific item**
- Multiple items will be charged \$8.00 per room
- Welcome Packets handed out at the Front Desk will be **\$2.00 per generic item / \$3.00 per Guest Name-specific packet**

** For 2023 and beyond pricing contact your Event Planning Manager*

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.

HOSPITALITY DESK

Your Event Planning Manager is happy to arrange a Hospitality Desk for your group. Hospitality desks may only be located in foyer areas near meeting rooms. Phones may be arranged in advance with either in-house extensions or direct dial numbers. Hospitality desks may not be located in the lobby to keep the public space free of obstruction. Should you require a larger area for an office, storage or hospitality, please consult your Event Planning Manager for space availability. Easels, computers, and other equipment may also be obtained for an additional fee. Handwritten signs and flip charts are not allowed in any hotel public areas. Professionally printed signs may be ordered in advance.

HOSPITALS, EMERGENCY CARE, AND PHARMACIES

Closest Hospital:

Baptist Medical Center | 111 Dallas St. | (210) 297-7000

Other Downtown Hospitals:

Methodist Metropolitan | 1310 McCullough Ave. | (210) 757-2200

Christus Santa Rosa Children's | 333 N. Santa Rosa St. | (210) 704-2011

Pharmacies Downtown:

Walgreens | 300 E. Houston St. | (210) 424-3462

CVS | 300 E Commerce St. | (210) 228-9483

Closest 24 Hour Pharmacy:

Walgreens | 4703 W. Commerce St. | (210) 434-5566

HOUSEKEEPING

The following items are available from the Housekeeping Department upon request by dialing extension 57:

- Cribs and Rollaway Beds
- Emergency Toiletry Kits
- Turndown Service

Should you require a specific time your guestroom should be serviced, for VIP convention attendees, or due to hospitality events scheduled, please arrange all special requests with your Event Planning Manager.

INTERNET SERVICES

All Guestrooms, the Lobby Level, Pool, and Fitness Center are equipped with complimentary Wireless High-Speed Internet Access.

Internet access on the meeting levels must be arranged through Encore. Due to the complex and technologically advanced nature of the hotel, Encore is the exclusive provider and handler of all Internet needs. Under no circumstance can an outside entity provide this service.

KEY REQUESTS

For all conferences and meetings, it is highly recommended not to leave personal items in the meeting room during lunch breaks, 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. Security services are required for all exhibit halls 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 (4) hour minimum. Any request inside of (30) days will increase rates by 30%.

KEY SPONSORSHIP AND MARKETING

If you would like to produce personalized guestroom keys for your conference or organization, please contact your Event Planning Manager for information regarding the Hotel's Vingcard RFID system and the charges for this service. Custom key cards can be purchased by the group from PLI. All charges to manufacture the keys are

at the expense of the group. The Hotel must approve a proof of the key appearance, and receive and test a sample key prior to the arrival of the group to make sure they work with our system.

PLI | (800) 752-1017 | plicards.com

LAUNDRY, VALET, ALTERATION, AND DRY CLEANING SERVICES

Valet Bags are located in each guestroom. Same-day laundry and dry cleaning services are available Monday through Friday with pick up at 8:45 am and delivery at 6:00 pm by dialing extension 58. Same-day service is not available on Saturdays, Sundays, or Holidays.

LIMOUSINE SERVICES

For your convenience, the Grand Hyatt San Antonio has a preferred transportation partner, Elegant Limousine. They can provide transportations for your VIPs and group attendees with airport arrivals and departures, hourly transportation services in a wide range of vehicle from town cars, limousines, sprinter vans, mini busses, motor coaches, and more.

Elegant Limousine | (210) 225-5466 | elegantride.us

LIQUOR LAWS

Texas Alcoholic Beverage Commission laws prohibit the sale, purchase, and distribution of alcoholic beverages to anyone under 21 years of age. In order to prevent sales and/or service of alcoholic beverages to individuals under the age of 21, the licensee, agent, or employee has the right to refuse to sell or serve alcoholic beverages to anyone unable to produce adequate written proof of identity and age.

It is the policy of the Grand Hyatt San Antonio not to allow our servers to accept alcohol as a gratuity. It is a violation of our liquor license for any patron or guest of the Grand Hyatt San Antonio to consume liquor not purchased in our establishments. The licensee, agent, or employee has the right to refuse to sell or serve alcoholic beverages to anyone who they feel may have already had enough to drink or may be under in the influence of another substance.

Per Texas Law, the Grand Hyatt San Antonio does not allow any person or group to bring in liquor for use in banquet rooms, guest rooms, or hospitality suites. See your Event Planning Manager for additional local and state information.

LOCATION

Directions To The Hotel From Every Interstate

Coming from Austin and Dallas (I35- South)

Take I-35 South to I-37 South and exit on Commerce Street. Take Hemisphere Plaza/Institute of Texan Cultures Ramp. Take a slight right onto E. Commerce St. Turn left onto Losoya. Turn Left on Market St. The hotel is on the right-hand side.

Coming From Houston (I-10 West)

Take I-10 west to I-37 North and exit Durango Blvd toward AlamoDome. Turn left onto W. Cesar E. Chavez Blvd. Turn right on S. Alamo St. Turn right onto E. Market Street. The hotel is on the right-hand side.

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

Take I-10 east to I-35 North. Take Exit 569C toward Santa Rosa St./Downtown, straight onto N. Laredo St. N. Laredo St becomes N. Pecos-La Trinidad St. Turn left onto Dolorosa St. Dolorosa St becomes W. Market Street. Follow Market St. and Hotel is on the right-hand side.

Coming from Laredo (I-35 North)

Take I-35 North and exit W. Cesar E. Chavez Blvd. Turn left to S. Alamo St. Right on E. Market St. Hotel is on the right-hand side.

Coming from Corpus Christi (I-37 North)

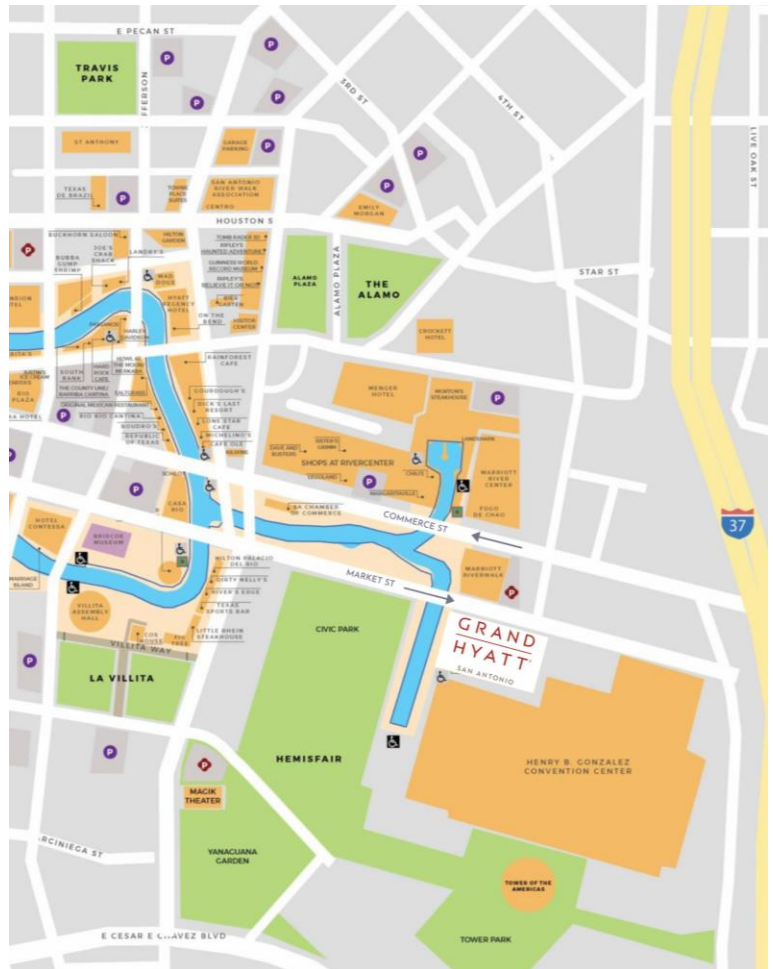
Take I-37 North and exit Durango Blvd toward Alamo Dome. Turn left onto E. Cesar E. Chavez Blvd. Turn right on S. Alamo St. Turn right on E. Market Street. The hotel is on the right-hand side.

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. Take Commerce Street exit. Take Hemisphere Plaza/Institute of Texan Cultures Ramp. Take a slight right onto E. Commerce St. Turn left onto Losoya. Turn Left on Market St. Hotel is on the right-hand side.

Coming from Del Rio (Highway 90 East)

Take highway 90 to I-35 North. Take Exit 569C toward Santa Rosa St./Downtown, straight onto N. Laredo St. N. Laredo St becomes N. Pecos-La Trinidad St. Turn left onto Dolorosa St. Dolorosa St becomes W. Market Street. Follow Market St. and Hotel is on the right-hand side.



LOCAL BANKS

Chase Bank | 512 E Highland Blvd | (210) 531-2093

Frost National Bank | 111 W. Houston Street | (210) 220-4011

Wells Fargo | 109 N San Saba | (210) 224-2261

LOGO

Neither the Group nor the Grand Hyatt San Antonio will use the name, trademark, logo, or other proprietary designation for the other party in any advertising or promotional materials without the prior written approval of such party. The Group's request for Grand Hyatt San Antonio advertising materials should be directed to your Event Planning Manager.

LOST AND FOUND

Non-valuable items: When an item is found in a guestroom or elsewhere in the hotel, it is turned into the Housekeeping Department and kept there for 30 days. After 30 days, if the item is unclaimed, it is returned to the finder.

Valuable items: According to Texas Law any item that is found in the hotel that is of value, must be turned into the Security Department and kept there for 90 days. After 90 days, if the item is unclaimed, it is returned to the finder.

Guests are responsible for all returned shipping charges.

Inquiries can be made regarding lost and found items at the following website: www.ileftmystuff.com

LUGGAGE STORAGE

Luggage storage is available for all guests through our Guest Service department located adjacent to the Front Desk. If you prefer, Guest Services can pick up and store luggage, by calling the Bell Stand at extension 52. Fees will apply for bag-pull services.

If you request to have a private space set aside specifically for your group's luggage on either arrival or departure, meeting space may be used. A charge of \$2.50 per guest will be placed on the master account. See your Event Planning Manager for rates on the rental of meeting space. A charge of \$300 per bellman per (2) hours, for every 100 guests, is required for private luggage storage. Additional hours may be provided for \$25 per hour.

MAIL SERVICES

FedEx Office located on the 3rd Floor manages all mail, shipping, and receiving. Charges apply. All boxes arriving for your conference will be held in our FedEx Office. Please call FedEx Office at (210) 451-6180 when you are ready to have your boxes delivered to your meeting room or shipped out after your conference. For additional information and pricing information please see Shipping and Receiving.

The United States Post Office is located at 615 E. Houston 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 Grand Hyatt and surrounding area can be provided through the Front Desk.

MEETING ROOM EQUIPMENT

It should be noted that any equipment that you may require, that is not in the hotel's existing inventory, must be rented at the Group's expense.

Standard inventory within the hotel consists of:

- 72" rounds
- 6' x 30" and 6' x 18" rectangular tables
- Cocktail rounds at 2 ½ feet and 3 ½ feet heights
- (23) Standing and (1) Tabletop Podiums
- (32) 6' x 8' staging riser panels (heights: 16", 24", and 32")
- Stairs and (1) ADA Ramp
- 4' x 4' Parquet dance floor sections
- Texas and U.S. Flags

Depending upon the extent of the set-up requirements, i.e. staging and power, additional charges may be incurred. Please contact your Event Planning Manager for miscellaneous/electrical charges and pricing sheets. All meeting rooms are non-smoking. Your Event Planning Manager is happy to work with you to specialize meeting room amenities for your group attendees.

MEETING ROOM OVERSET FEE

The meeting room overset fee will apply for groups requesting a room be set over the contracted 3% contracted guarantee. A fee of \$5 per chair/person will be assessed as a setup fee, plus taxes and service charge.

MEETING ROOM RESET FEE

Any meeting room set changes within 48 hours of the program event date will be subject to a minimal fee of \$250.00 up to \$1,500.00 based on the extent of the setup change requested.

MENUS

All food and beverage arrangements must be made through the hotel. License restrictions require that only Hyatt purchased food and beverage may be served on Hyatt property.

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

Special meal requests are easily accommodated. Please let your Event Sales or Event Planning Manager know in advance if there is any vegetarian, vegan, kosher, low-sodium, nut allergy, gluten free, etc. meals. The hotel

reserves the right to close any event serving alcohol and all bars for any infraction of applicable liquor laws, including but not limited to consumption by minors.

Current hotel menus are available online at the below links. To receive a copy of the menus that will be utilized for your event, contact your Event Planning Manager.

Spring: April 1 – September 30 | GrandSanAntonioSpringSummer.HyattMenus.com

Fall/Winter: October 1 – March 31 | GrandSanAntonioFallWinter.HyattMenus.com

NOISE CURFEW

The hotel has a 10:00 pm noise curfew to ensure guests a comfortable stay. No amplified music is allowed on Theater Plaza or Pool Terrace overlooking the Riverwalk at any time.

OCCUPANCY

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

OFFICE MACHINES AND SUPPLIES

Encore, our in-house audiovisual company, can handle all of your office machine and supply requests.

OFF-SITE VENUES AND CATERING

Should your group wish to have an event off-site, the Grand Hyatt San Antonio is able to cater events at The Alamo, La Vista Terrace, and the Jack Guenther Pavilion at the Briscoe Western Art Museum. Ask your Event Planning or Event Sales Manager for more information on off-site catering.

PARKING

Self-Parking is \$40 plus tax and Valet Parking is \$52 plus tax, both are for 24 hours. Prices include in/out privileges. Due to height restrictions, we do not accept oversized vehicles, toppers, or trailers. Prices are subject to change without notice. Valet Parking can be reached by dialing 53.

ACE Parking | (210) 451-6464

For bus parking, please contact the Comfort Suites at (210) 227-5200, located at 505 Live Oak, San Antonio, TX. Costs range from \$50-\$100 per vehicle, per day.

PADS AND PENS

For any meetings requesting pads and pens preset at each place setting, there will be a \$3.00 per place setting fee assessed.

PRE-CONVENTION AND POST-CONVENTION MEETINGS

Should you request a pre-convention meeting a day or two prior to your main group arrival to introduce you and your team to the key contacts of the hotel, please advise your 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 and can be conducted in several different ways)

As a means to gain feedback to better serve our guests, we would be delighted to host a brief post-convention meeting. This meeting allows for your Event Planning Manager to receive comments and feedback directly from your key contacts as to how the convention came to fruition.

PORTERAGE

Porterage is \$10.00 roundtrip. \$5.00 per room, checking in and \$5.00 per room, checking out. Other luggage storage and porterage fees may be required for group arrivals.

PUBLIC TRANSPORTATION

Our local transit system, VIA METROPOLITAN TRANSIT, runs all day, every day, all over the city. For bus and route information call (210) 362-2020 or visit viainfo.net. Please check with our Front Desk for the current fare.

RADIOS

Nextel direct-connect radios may be rented from Encore, our in-house Audio Visual company. Please contact Encore at extension 6185 or talk to your Event Planning Manager to make prior arrangements.

REGISTRATION ASSISTANCE

Should your group need registration assistance/staffing, temperature checking, door monitoring, badge checking, etc. Visit San Antonio recommends:

Burnett Staffing | (210) 341-8400 | Ashlee Steele, AshleeS@burnettspecialists.com

REGISTRATION DESK, OFFICE, AND STORAGE

Grand Hyatt San Antonio does not have a dedicated office or storage space. If you need registration desks, office, and/or storage space, please contact your Event Planning Manager to make arrangements.

RESERVATIONS

We are pleased to provide your group with our complimentary automated online reservation system powered by Hyatt.com, our preferred booking method for all groups. Ask your Event Planning Manager for your group-specific web link.

Reservations are also accepted via individual call-in and a rooming list. Ask your Event Planning Manager for a rooming list template that will upload directly into the Hotel's registration systems.

All reservations must be made by the 'cut-off date' noted in your sales contract. The hotel cannot guarantee that name changes, dates changes, and additional reservations can be made after this cut-off date.

RESTAURANTS AND OUTLETS

Perks Coffee and More is available on the lobby level. Perks has Starbucks beverages, snacks, pizzas, and other grab-and-go items. Perks is open 24 hours per day.

Bar Rojo is on the lobby level with breakfast, small bite items, and beverages.

Breakfast Hours: Weekdays 6:30am – 11:30am | Weekends 6:30am – 12pm

Bar Hours: Weekdays 4pm – 12am | Weekends 12pm – 12am

Ruth's Chris is the Hotel's in-house restaurant on the river level, open 4pm – 10pm. Contact Ruth's Chris' Sales Department for private dining room information at (210) 227-8847.

RIGGING

Due to Insurance liability reasons, all rigging will be designed per specification, installed, and removed exclusively by our house rigger. Under no circumstances will entry to any ceilings be granted to any person. All rigging equipment will be supplied and inspected exclusively by our house rigger, Encore. Encore can provide a custom quote for any rigging you may require.

SAFES

All guest rooms are equipped with in-room safes. We strongly recommend that any valuables be placed in the in-room safe.

SALONS AND SPAS

There are a variety of beauty salons and spas in the area that will accept appointment services either at their location or in your guest room.

DASA Spa, Hyatt Regency San Antonio	123 Losoya St	(210) 224-4340
Contessa Spa, Hotel Contessa	306 W Market St	(210) 229-9222
Mokara Spa, Mokara Hotel	212 W Crockett St	(210) 396-5800
Matador Men's Grooming	315 E Commerce St #102	(210) 222-9858
Twirl Salon	118 Blue Star #2	(210) 781-4198

SECURITY

Grand Hyatt 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 Event Planning Manager for the security of exhibits, merchandise, or audio-visual equipment at \$75 per hour per Security Officer, with a (4) hour minimum). Seven-day advance notice is required. Grand Hyatt only employs off-duty San Antonio Police Department employees as our Security guards. Please note that due to insurance liability; only hotel security can be contracted/used. The cost of this is \$75 per hour, with a (4) hour minimum. Any request inside of (30) days will increase rates by 30%.

SERVICE CHARGES

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

Service Charge: For all events in the hotel, a 25% service charge will be added to your bill, plus any applicable state and/or local taxes. This service charge is not a tip or gratuity. It is retained by the hotel to offset administrative and other operating expenses. If you are particularly pleased with the level of service provided, a voluntary gratuity can be added and will be distributed in its entirety to the wait staff employees who worked your event.

Chef Fees: For each cooking or carving station at banquet functions, a chef is required at \$300.00 each for (2) hours. Each additional hour is \$150.00 per hour. Cooking stations are available for indoor and outdoor functions.

Bartender Fees: Bartenders are available at \$300.00 each for (2) hours. Each additional hour is \$150.00 per hour.

SERVICE RECOVERY FEE

This fee is applied to all occupied rooms on a nightly basis automatically when the night audit occurs. Our hotel charges \$2.54 per night and \$0.46 occupancy tax. Please note that it is a fee instead of a tax, all tax exempt groups or individuals are not exempt from such fee.

SMALL GROUP BANQUET FEES

Any Breakfast, Lunch, or Dinner for less than 25 people, will incur a \$10 per person small group fee. This fee is not subject to service charge or tax.

SPECIAL MEAL REQUESTS

Please consult with your Event Planning Manager for any special meal requests. Grand Hyatt San Antonio's Executive Chef is pleased to accommodate your requests to the best of his abilities. A minimum of (5) business days notice is requested. Examples include Kosher, Vegetarian, Vegan, Gluten-Free, and Various Food Allergies.

SWIMMING POOL

A heated outdoor lap pool is open daily 6:00 am - 10:00 pm on the 5th floor of the hotel.

TAXES & FEES

- Texas Sales Tax is 8.25 %.
- San Antonio Tourism Public Improvement District Fee is 1.25%.
- Hotel Occupancy Tax is 16.75%.
- Service Recovery Fee is \$3.00 per night.
- Meeting Room Rental Tax 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 Groups or Organizations 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 or visit: http://www.window.state.tx.us/taxinfo/exempt/exempt_search.html to determine if and what taxes you may be exempt from. We will require appropriate documentation from the State of Texas before any exemptions can be honored. Documentation is not your certificate of exemption. Ask your Event Planning Manager for the form that must be signed each year stating your organization is exempt.

TELEPHONES

House Phones or Registration Desk Phones

House telephones are available for use in most meeting rooms. These telephones are “restricted” to in-house calling only. House telephones may be unrestricted, by making prior arrangements with Encore.

Direct Inward Dialing (DID)

A DID line can be dialed directly from outside the hotel to the extension, without going through the Main hotel line. To dial out, press “9”, followed by the number. For a DID line please allow (2) weeks advance notice.

T-1 Line

Our meeting facilities are permanently wired with a Cat5E switched Ethernet network with a dedicated DS3 connection to the Internet. The network allows for complex networking solutions within the Hotel meeting space as well as Internet connections up to 800 times faster than standard dial up. Encore is the Hotel’s exclusive provider, and you can contact Encore at (210) 451-6185. In many instances, Encore will contact you directly once the sales contract has been executed to initiate proceedings. Please note that a Modem/Analog Line can be used with any computer or fax machine and can be set up in any meeting room.

Speakerphone/Conference Phones/Polycom

Speakerphones can be connected to any extension. Because of a limited number of Speakerphones, please contact your Encore Sales Manager in advance to arrange setup.

Access Charges for calls:

In-house	No charge
Local	\$1.00 per call (plus applicable zone charges)
Long Distance	\$1.00 per call, plus \$.25 per minute, plus appropriate AT&T charges
International	\$2.50 per call, plus \$.60 per minute, plus appropriate AT&T charges

All phone rentals are based upon availability and there are a limited number of extensions per meeting room. Please contact your Event Planning Manager as soon as possible to reserve.

TRANSLATION SERVICES

Barinas Translation Consultants, Inc. | (210) 545-0019 | info@barinas.com
Deaf Interpreter Services, Inc. | (210) 545-2946 | info@deaf-interpreter.com

VEHICLE DISPLAYS

Vehicles to be displayed must adhere to strict Hotel guidelines. Arrangements must be made at least 60 days in advance, and the pre-approved location must not be altered. This is due to structural engineering load capacities on all floor space. In all instances, the vehicle fuel level shall be no more than 1/8 of a tank upon arrival at the Hotel. The battery must be disconnected after the vehicle is in place. Any damage to any part of the hotel,

including stains on carpets, damage to walls, etc. will be charged to the Group's Master Account at the cost plus labor needed to repair the damage. All vehicle displays will be charged a \$500 move-in and a \$500 move-out fee and must be approved by the Fire Marshal. Additional charges to the Fire Marshal may apply. Your Event Planning Manager will provide you with further details.

WORLD OF HYATT

World of Hyatt™ benefits and awards are designed to make stays at Hyatt even more rewarding. Members are welcome to any available standard room when booking a free night award with no blackout dates. Plus, members experience even more rewarding benefits upon achieving elite status. If you are not currently a member of the World of Hyatt™ program, please join by visiting world.hyatt.com.

Our World of Hyatt App (available in iTunes and on Google Play) allows for contactless check-in and out while utilizing our Mobile Key feature. The app also allows members to track their points balance, awards, progress toward tier status, and Milestone Rewards. Connect with member support via phone or direct messaging—with the touch of a button. Plus, view and print your recent hotel bills. Membership into World of Hyatt is free and guests can enroll at any time.