



Dear Exhibitor,

Thank you for exhibiting at the Hyatt Regency Indianapolis!

Below are the answers to some frequently asked questions and the appropriate forms required for exhibiting at the Hotel.

Please send your completed electrical request form to the hotel by **Monday 2/11/13** in order to guarantee advance order pricing. All forms should be faxed or emailed to the Convention Services Manager, Melanie Cassetty, at 317.616.6079 or melanie.cassetty@hyatt.com.

**Question 1: If I need to ship boxes to the hotel, whom do I address these to and is there a handling fee?**

All boxes shipped to the Hyatt Regency Indianapolis must contain a label stating the following information:

*Hyatt Regency Indianapolis  
One South Capitol Avenue  
Indianapolis, IN 46204  
Disinfection and Public Health Conference  
CS Manager Melanie Cassetty*  
**Attn: Name of person claiming the boxes while on-site  
Company Name and Booth Number**

Packages shipped to the Hyatt Regency Indianapolis should not arrive more than three days prior to the start of the scheduled function. The Hyatt Regency Indianapolis is not responsible for the safe or timely arrival of any packages sent to the hotel by or for the group. It is the group's responsibility to check to ensure that the contents are intact. The Hyatt Regency Indianapolis accepts no liability for lost, stolen or damaged goods.

The Hyatt Regency Indianapolis Purchasing Department ships packages out of the hotel via FedEx (air only). Proper forms, shipping labels & billing information are required for all packages. **Any guest wishing to ship boxes out of the hotel using any other carrier besides FedEx must arrange the pick-up and delivery directly with the carrier company.**

Handling and Delivery Fees

Packages received at the Hotel are charged a handling fee. The fee structure is \$5.00 for up to 50 pounds, \$10.00 for 50-100 pounds, and \$50 for anything 100 pounds or more. Pallets shipped to the Hotel must be on a 42 x 42 flatbed and will be charged a \$75 handling fee.

Once the boxes are on property, there is a \$3.00 per box delivery fee to have your boxes taken to the meeting space and a \$10 pallet delivery fee to the meeting space.

Freight and Elevator Size

Please note that our freight elevators are smaller than your typical elevator, so please plan appropriately if sending freight and/or pallets to the Hotel. Pallets can only fit in the elevator with no overhang and without the pallet jack. Dimensions are as follows:

Elevator Frame: 7' high x 3.5' wide  
Inside Elevator: 8' high x 77.75" wide x 55.75" deep

**Question 2: What kind of Audio Visual equipment can the hotel provide?**

Presentation Services (PSAV), our in-house Audio Visual company, provides you with all of the audiovisual needs you may have, including internet service. Their office is located in the hotel so they can be easily accessible for questions or concerns throughout your event. Please contact them directly at 317.616.6145.

**Question 3: Does the hotel have high speed internet?**

High-speed Internet access is available for all of the function space in the hotel. We have a partnership with PSAV to provide T1 Internet access. Please contact PSAV directly at 317.616.6145. Wireless internet is available in the public areas and guestrooms through T Mobile. This service is not available in the meeting areas.

**Question 4: If I need electricity or at my booth, what do I need to do?**

For all electrical needs, please complete the attached electrical form with your requirements, company name & contact information, booth number, and billing information. This form should then be faxed to the attention of the Convention Services Manager listed below by no later than **2/11/13**.

**Question 5: When and where do I load in and out?**

All items must be loaded in and out of the Hotel through the Loading Dock, located on the corner of Capitol and Maryland St.

Please do not hesitate to contact me if you need further assistance.

Thank you and we look forward to welcoming you to our beautiful property!

At your service,



Melanie Cassetty  
Convention Services Manager  
Hyatt Regency Indianapolis  
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Indianapolis, IN 46204  
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317.616.6079 (fax)  
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