

Hotel Information Sheet

CHECK-IN/CHECK-OUT TIME

Check-In time at Hyatt Regency Rochester is 3:00pm. The Check-out time is 11:00am, after which time guests will incur an additional night's charge. Requests for late checkout at no additional charge for individual rooms are evaluated based on length of extension and incoming demand for rooms. Room assignments prior to that time are on an availability basis. On the date of arrival, guests can call 1-800-CHECKIN (1-800-243-2546) to pre-register at the Hotel. The Hotel check-out time is 11:00am. Video check-out is available in all guest rooms for your convenience.

GUARANTEE POLICY

The Hotel requires that all reservations be guaranteed either by a credit card (American Express, Carte Blanche, Diners Club, Discover, JCB, MasterCard, and Visa) or by a cash/check deposit for one night's room and tax. Guarantee/Deposit will not be refunded unless the reservation is canceled more than 48 hours in advance.

EARLY DEPARTURE FEE

An early departure fee will be assessed to any guest who departs earlier than the date confirmed at check-in. The fee of one (1) night room and tax will be posted automatically to the guest folio on or after departure. Emergency or special circumstance situations will be reviewed on a case-by-case basis.

VALET PARKING OPTIONS

Valet parking is available via the Motor Court Entrance on East Main Street.
 Valet Charge: \$17.00 per car, per night with in/out privileges.

The height clearance in the garage is 7 feet. The hotel does not have any designated areas for bus or trailer parking. Please contact your Events Manager with specific questions or additional information. Please note that there are a limited number of spaces for vans and oversized vehicles. The Hyatt Regency Rochester is not responsible for theft from or damage to automobiles. All incidents should be reported to Riverside Parking.

PARKING

The Hyatt Regency Rochester is connected to the South Avenue Parking Garage. Hyatt Guests use the South Avenue Parking Garage, which is managed and operated by Riverside Parking. The current published rates for self-parking are:

Hotel Overnight Self-Parking Option

- Overnight guests receive a discounted rate of \$12.00 per night with in/out privileges.

Self-Parking Option-Non- Overnight Guests

It will be necessary to pull a ticket upon entrance and payment will be taken at the exit. All exit gates accept credit cards. One is marked and does accept cash.

The Daily Parking Rates are as follows:

Monday - Friday:		Saturday & Sunday:	
0-2 Hours	\$2.00	0-2 Hours	\$2.00
2-3 Hours	\$4.00	2-3 Hours	\$4.00
3-4 Hours	\$6.00	3-4 Hours	\$6.00
4-5 Hours	\$8.00	4+ Hours	\$6.00 (Daily Max)
5-6 Hours	\$10.00		
6+ Hours	\$10.00 (Daily Max)		

Note: If ticket is lost, you will be charged the Daily Max. Chart reflects price per ticket. There are not in/out privileges.

TAXES & ADMINISTRATIVE FEES

All taxes are subject to change. There is currently a 14% guest room tax applied to each room on a per room, per night basis. An administrative fee of 23% will apply to all food and beverage, audio visual and room rental charges.

ADDITIONAL FEES

Hyatt may impose additional fees for extra services, such as bartenders or culinary action stations and for buffets for less than 25 people. The 23% administrative fee is not a gratuity or service charge for wait staff, service bartenders or service employees. An 8% state tax is applied to all food and beverage and rental services.

Cleaning fee of \$500+ will be assessed for cleaning of wax, glitter and confetti, etc. The hotel reserves the right to assessed fees for excessive litter.

The above stated Hotel Information is subject to change without prior notification from the Hyatt Regency Rochester

FOOD AND BEVERAGE

The Hotel's Events Department will contact the Group's authorized representative approximately six (6) months prior to the Group's meeting to assist in the planning and actual details of producing the meeting. The Hotel cannot be responsible for service to more than three percent (3%) over the guarantee. Food and beverage menu prices will be guaranteed five (5) months prior to the Group's arrival. Food and beverage function space is reserved for the Group based on contracted attendance and the Hotel's current standard banquet menu prices.

In arranging for food and beverage functions, the final attendance must be received by the Catering Office no later than 11:00am, five (5) working days prior to the commencement of the function. This number will be considered a guarantee, not subject to reduction, and charges will be made accordingly. Due to the legal liability and licensing restrictions for all food and beverage served on the premises, hotel policy requires that only Hyatt purchased food and beverages are served on the hotel property.

A \$50.00 service charge will be assessed for catering buffet breakfasts, lunches and dinner events of twenty five (25) people or less. All catered breakfasts; lunches and dinners are served at seventy-two (72) inch banquet round tables seating ten (10) people. A \$2.00 per person service charge will be assessed due to increased labor for the banquet rounds of less than ten (10) people.

State law regulates the sale and service of alcohol. As the holder of the liquor license for this Hotel, we do not allow liquor to be brought into the hotel unless a corkage fee is collected. Our standard fees are \$10.00 per bottle of Wine/Champagne, \$45.00 per bottle of Liquor, and \$2.00 per bottle of Beer. 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.

AUDIO VISUAL

The hotel has an on-site audio-visual company to handle your audio-visual requirements. Arrangements can be made with third parties for any equipment for which our on-site audio-visual cannot directly supply. In the event a client wishes to contract separately with a different A/V company, the Group agrees to pay an outside vendor fee in accordance with the Outside AV Service Vendor (exhibit A) available upon request.

PROMOTIONAL MATERIALS

Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture. Distribution of promotional gum stickers or labels is strictly prohibited. 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, the Hotel has strategically located daily event postings throughout the lobby and meeting room areas.

SIGNAGE

Signs and Banners must be approved by your Events Manager to avoid overlapping with other organizations. All signs and banners hung in the hotel must be professionally made. Consult your Events Manager for pricing. There is a \$100.00 fee to hang each banner without pipe and drape; banners should have grommets - the in-house audio-visual company that handles the pipe and drape needs for the hotel. Please ask your Events Manager for info and charges. Arrangements must be made ten (10) business days prior to the date of installation. Prices are subject to change.

SECURITY

The Group acknowledges that the Hotel cannot be responsible for the safe keeping of equipment, supplies, written materials, or any other valuable items left in function rooms by the Group. Accordingly, the Group acknowledges that it will be responsible to provide security for any such above-mentioned items, and hereby assumes responsibility of loss thereof. Additional security can be obtained by contacting your Events Manager for more information. The possession of firearms will not be allowed by the Hotel on hotel property unless by law enforcement agencies. Outside security agencies will not be allowed to carry firearms with the exception of Rochester Police Officers.

IN CONJUNCTION WITH

Client agrees to be solely responsible for all charges and activities in meeting rooms held for their use. Client's authorized representative will finalize all arrangements for meeting space directly with the Hotel's Events Department.

A group's meeting, in conjunction with a conference, but not part of the official convention program that require meeting space and separate billing, are subject to credit approval. Request for such space should be sent in writing to your Events Manager. All meeting space, if available, will be at the Hotel's normal prevailing room rental fees and will be subject to the Hotel's contract and conditions.

PACKAGE HANDLING

Any package being shipped to Hyatt Regency Rochester must be prepaid and labeled as follows:

Sender's Company & Return Address
 On Site Receiver's Name
Group Name / Convention Attending
C/o Event Managers Name
 Location of Meeting Room (if known)
 Hyatt Regency Rochester
 125 East Main Street
 Rochester, NY 14604

Special arrangements must be made for receiving any equipment, goods, displays or other materials that will be sent, delivered or brought into the Hotel. Failure to do this may result in deliveries being refused or materials unavailable when required. The Hotels receiving department is open 8:00 a.m. - 2:00 p.m., Monday - Friday.

The Hyatt Regency Rochester will not accept shipments of freight, crates, boxes, etc. from exhibitors or shipping firms exceeding one hundred (100) pounds. Arrangements for shipments to exhibit in excess of one hundred (100) pounds should be made through a drayage company. This would also include transporting of exhibit materials from the receiving area to the exhibit site and returned to the receiving area at the end of the convention.

The guest or group is responsible for filling out shipping labels for each package to include their credit card number, shipping account or hotel master account number.

The Hotel does not accept any liability for equipment, goods, displays or other materials that arrive or fail to arrive at the Hotel. The Group is responsible for insuring its property for loss or damage.

Any package being shipped OUT of the Hotel must be prepaid, addressed, labeled and ready for mailing. Your Events Manager will distribute Shipping Request Forms to be completed prior to the end of your meeting.

Below are the prices for letters, boxes and pallets shipped to and from the Hotel. All prices are subject to tax. Any Material shipped to Hyatt Regency Rochester for delivery to the Rochester Riverside Convention Center will be assessed a service charge at \$15.00 per delivery.

Package Size	Incoming (3 Days Before Arrival)	Outgoing (3 Days After Departure)
Fed Ex /UPS Letter	\$7 each	
Box	\$7 each	\$7 each + Shipping Charges
Pallet	\$125.00 each	\$125.00 each + Shipping Charges
Storage	\$7 per box per day / \$125. 00 per pallet per day (2 days are free, after that this charge will start to apply)	

TABLETOP EXHIBITS

There is a flat fee of \$25.00 / table which consists of a 6'x30" draped and skirted table with 1-2 chairs. Electrical hook-up, audiovisual, and shipping are available for a fee. Your Events Manager will be happy to provide an order form for your exhibitors. Please provide the hotel with your tabletop needs at least 45 days in advance.

ELECTRICAL AND TELEPHONE REQUIRMENTS

Installation and usage of electrical services and special telephone lines will be incurred at Group expense. All requirements must be directed in writing to your Events Manager at least one (1) month in advance of the meeting to ensure adequate time for installation orders to be processed. Please consult your Events Manager for pricing and order forms. Electrical services are provided exclusively by Hyatt Regency Rochester, and no other outside vendors may be contracted to provide electrical service without prior written approval through our on-site Engineering Department.

EXHIBIT SPACE

The Hotel will provide clean and suitable space to accommodate the number of exhibits outlined in the Contract. It is the responsibility of the Group to return this space to Hotel in an "as was" condition at the conclusion of the exhibit program. We suggest you contract with your Drayage Company to provide cleaning service. Should it be necessary for Hotel to clean the exhibit area, there will be a \$0.10 per gross square foot charge assessed to the Group's Master Account. Should damage be caused to floor, doors, ceiling or walls of the exhibit area as a result of your program, Group will be responsible for the expense of repair and any lost rental time of said area, if applicable.

INTERNET

Guestrooms

High-Speed Wireless Internet access is available in all of our 343 guest rooms complimentary.

Meeting/Function Space

The Hyatt Regency Rochester can provide either wireless or wired internet options in the meeting/function space based on the following charges:

Wireless Internet Connectivity	
1-15 Users	\$10 per user
16-50 Users	\$150 total
51-100 Users	\$200 total
100 + Users	\$300 total

Hardwire Internet

Standard hardwire connection is \$150 per day per room connection. **Hardwire is highly recommended for the speaker for any live presentations during meetings, plenary sessions, or large live gatherings!** We can offer independent IP addresses at same price.

SMOKING AND SUITE POLICY

The Hyatt Regency Rochester is a non-smoking building in all areas. There is no smoking anywhere in the hotel. Smoking is prohibited in guestrooms, suites, and in all areas in the hotel. If you, or any member of your group, do choose to smoke in a suite or guestroom and/or if extraordinary cleaning is needed then an additional cleaning fee of \$250.00 will be charged to the guestroom folio. Our suites are located on floors on which other guests are staying and are unsuitable for loud parties, events or entertaining groups. If behavior or noise results in a noise complaint or any violation set forth by the City of Rochester laws and ordinances, you will be asked to leave with no refunds given. The use of a heat source and or cooking of any kind are strictly forbidden. Any such items discovered can be confiscated by the hotel and will be returned upon checkout.

TAXES & TAX EXEMPT

To be tax exempt the organization must provide Hyatt Regency Rochester with a valid New York State (ST-119) Sales Tax Exemption Certificate. Organizations that are exempt from sales tax including occupancy and food and beverage taxes are:

1. Employees of New York State of any political subdivisions, and employees of the United States government when they are on official business.
2. The United Nations and any international organization of which the United States is a member
3. Certain religious, charitable or educational organizations, organizations of past or present members of the armed forces of the United States, certain Indian tribes or nations, health maintenance organizations, and rural electric cooperatives, which have received exempt organizations certificates from the New York Department of Taxation and Finance.
4. Diplomatic missions or personnel who hold a Tax Exemption Card authorized by the United States Department of the State.

Only New York State tax exemption documents are acceptable. Organizations that are exempt from other states must acquire exempt status from the State of New York. Individuals from exempt organizations are not tax-exempt when paying for their own charges. New York State requires the payer of record to be the organization itself and does not accept third party payments. Even if the individual is being reimbursed by an exempt organization or is attending a function of an exempt organization but is paying on their own, New York State requires that taxes be collected.

Public Room Rental, or Place of Assembly rooms used by a group for meetings, recreation, education, business or religious purposes, is exempt from tax. The room or suite of rooms is not a place of assembly if it contains sleeping accommodations or is used as living quarters. Banquet administrative fees are subject to tax as they are used to offset administrative expenses for the supervisory sales and banquet personnel and allow the hotel to pay its food and beverage services staff a competitive hourly wage.

 Authorized Signature

 Date