



Hotel Guidelines and Policies For special events and meetings



Welcome to the Hyatt Regency Denver at Colorado Convention Center. In order to better serve you and ensure a successful event we have provided an outline of our policies and procedures. This will provide important information to help you plan your event in conjunction with your upcoming conference.

Details for events must be submitted a minimum 21 days prior to function.

Meeting Room Events

Details for your event held in hotel meeting room(s) will be coordinated with a designated Catering Manager.

Meeting room details should include:

- Room Set-up
- Audiovisual needs
- Phone/Internet requirements
- Food and Beverage
- Electrical Requirements

Banners/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 banquet space and must be approved by the hotel. Signs are not permitted in elevators or on guestroom floors.

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

If your organization intends on using a banner(s), please advise your Catering Manager so that they may reserve ample space for your banner(s) to be hung. Please note that Swank Audio Visuals, our in house audio-visual provider, must hang all banners and signs. Rates vary depending on banner location, banner size and number of banners.

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 gummed stickers or labels is strictly prohibited. For your convenience, the Hyatt Regency Denver has strategically located Daily Event Boards throughout the Hotel Facility.

Billing

In order to expedite the billing and payment process, the Hyatt Regency Denver requires that proper credit information be established prior to your event or conference. Your organization may establish a master account for expected total bills over \$5000.00.

- The hotel does not accept payment upon conclusion of event. Total estimated charges must be paid prior to event, unless a direct bill has been established.
- Cash, Credit card or Direct Bill are optional forms of payment. Hyatt Regency Denver will accept corporate personal checks 14 business days prior to your event.
- Direct billing privileges will only be granted to approved applicants and for those groups whose estimated charges are over \$5,000.
- Groups wishing to Direct Bill are required to complete a credit application. The applications must be received at the hotel 90 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 request credit.
- For a group that wants to establish credit, but has no previous hotel references, a Credit Card Authorization form may be completed as back up to establish an account and begin a credit history with us.
- If the client is not able to produce the necessary references, the hotel will ask for full prepayment of the estimated charges.
- The hotel credit terms are 30 days, and are not negotiable.
- Direct Bill application must be updated once a year.

Tax Exempt Status

In order for an organization to be considered tax-exempt, they must have a certificate of exemption from the State of Colorado and the City of Denver. Please review your potential tax-exempt status with your Catering Manager.

Catering

The Catering Manager can provide banquet menus if you wish to have food service for your function. Printed menus are only guidelines. Our Catering Staff will gladly customize menus to meet your specific needs. All prices are subject to change, based on market fluctuations. Your Catering Manager will confirm menu prices.

The Hyatt Regency Denver is dedicated to providing your event with exceptional services and facilities. To ensure the finest quality of service and cuisine, we require that all menu and wine selections be finalized with the Catering or Convention Service Manager three weeks prior to the event.

Due to liability and legal restrictions, **no outside food or beverage of any kind may be brought into the hotel.** The hotel is the only licensed authority to sell and serve liquor for consumption on the premises. Colorado law requires persons to be a minimum of 21 years of age to consume alcoholic beverages. The Hyatt Regency Denver reserves the right to refuse alcohol service to anyone.

Guarantees

The final attendance must be received by the Catering Manager no later than 11:00 a.m. three (3) working days prior to the function. This number will be considered a guarantee, not subject to reduction, and charges will be made accordingly. Please provide the guarantees on the following days*:

Day of Function:	Guarantee due on the preceding:
Saturday, Sunday, or Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

*National Holidays are not considered working days and should be taken into consideration when submitting guarantees.

The Hotel will be prepared to serve 3% more than the guaranteed number of attendees and cannot be responsible for service to more than 3 % over the guarantee for groups of up to 1,000 persons.

LABOR, STAFF AND RESET CHARGES

- Should you request the hotel staff to change the physical set up of a room that varies from the original instructions or diagram; a \$150-300 reset charge will be added to your billing.
- For all Bar Service, there will be a bartender charge of \$150.00 per bar.
- Chef Attendant is available at \$150.00 per attendant for two hours maximum. All Labor charges are subject to 8.1% sales tax.
- On all planned Plated or Buffet meal functions less than 50 Guests served, the following pricing applies:
 - Additional \$5 for Breakfast and Lunch service
 - Additional \$8 for Dinner service

A taxable 22% Service Charge and 8.1% state sales tax shall be added to all food and beverage.

Contracted Meeting Room Times

Due to the large number of events in the hotel, it is important that you adhere to the contracted times of your event. Functions may be scheduled before or after your event in the same location. Please consult with your Catering Manager immediately if additional time is needed in function space.

Décor

All drapes, curtains, table coverings and skirts, carpet or any materials used for décor, must be flame retardant and be tagged as such. All material is subject to inspection and flame testing by the Fire Marshall. The use of confetti, feathers and helium balloons is not permitted. Open flame devices are prohibited.

Hospitality Suites in Hotel Sleeping Rooms

Existing furniture in sleeping rooms cannot be removed as fixtures and furnishings are attached or built into the room.

Existing Furniture in Suite Parlor location options:

- All furniture movement or removal requests must be made 20 business days in advance of check-in. Please contact the primary Hyatt catering / convention representative to initiate the request.
- If furniture removal is requested, a connecting sleeping room must be reserved at the prevailing rate and paid for by guest/group, exclusively for the use of furniture storage. Due to Fire Code an overnight guest may not occupy these rooms.
- Some existing furniture pieces/fixtures cannot be removed; a list of furniture items approved for removal may be provided upon request.
- Only a Hyatt representative is authorized to remove or rearrange furniture in a guestroom or suite parlor.
- Some furniture pieces must be professionally dismantled in order to remove from the suite parlor. The Hyatt Regency Denver will charge \$150 fee to provide this service.
- If requesting to rearrange furniture within the same Suite Parlor space, arrangements must be made with the primary Hyatt catering / convention representative. The Hyatt Regency Denver will charge \$75 fee to provide this service.
- Existing flat screen TV's will not be removed from the guestroom or suite. The hotel is happy to provide you with black cloth should you wish to conceal the TV.
- The flat screen TV's in your suite are provided for your enjoyment of watching TV only. Unfortunately they do not have the ability to be used for any other purpose. While they have exposed inputs, they DO NOT WORK and can damage the TV. Swank Audio Visual, the in house audio visual provider, can assist with any audio visual needs. Please contact you Hyatt catering / convention representative for further assistance.
- Power Requirements: standard outlets are available in each guestroom parlor with a maximum load capacity of 15 amps. For additional power requirements please contact your Hyatt catering / convention representative to initiate the request.
- Delivery of shipments especially for use or set up in a suite parlor must be coordinated and delivered through the loading dock and service elevators. Hotel Staff to supervised and handle the delivery.
- In order to protect all parties, an Inspection is recommended for pre-move in and during move out to review the condition of the guest room or suite parlor.

Adding banquet furniture

Should you require additional furniture for the suite parlor during your stay, the Hyatt is happy to provide the following items at a one-time fee for the duration of the stay:

Additional requests for furniture as follows:

- \$10 per banquet chair
- \$25 per 6' x 30" banquet table
- \$25 per 6' x 18" banquet table
- \$75 per 6' round banquet table
- \$50 labor

Please note the hotel does not carry an inventory of additional guestroom or parlor furniture.

Service and Labor Fees

The following fees may accompany food and beverage service, based on the final arrangements in the hospitality suite:

Bartender:	\$150.00/each, maximum (4) hours
Chef Attendant:	\$150.00/each, maximum (2) hours
Server Attendant:	\$150.00/each, maximum (4) hours
Tray Pass Server:	\$75.00/each, maximum (2) hours

Timelines-advance orders

All food and beverage arrangements must be finalized a minimum of 10 business days prior to arrival.

All orders made within 72 hours will be assessed an additional \$150.00 charge, plus food and beverage costs.

Dial Catering at extension 4444 or Room Service at extension 54 for arrangements.

Outside Food & Beverage

All Food & Beverage served in Hospitality Suites must be arranged through the Hyatt Regency Denver Catering department or Room Service. **Food and Beverage from any outside vendor or catering company will not be permitted on hotel premises.**

Smoking

Please be advised that in accordance with the recently passed Colorado smoking ban, the Hyatt Regency Denver is a non-smoking facility and does not allow smoking in our restaurant, lounges, or guest rooms. The hotel will apply a \$250 cleaning fee to any guest room that violates this non-smoking policy.

Signs / Easels

Signage and Easels are not permitted on guestroom floors.

Noise

When entertaining guests and clients on guestroom floors (Levels 5 – 37), in hospitality suites, we kindly ask that all operations cease by 11:00 PM to insure an enjoyable stay for the surrounding guest rooms.

Parking

The hotel has limited on site, underground parking. Self-parking rates are \$6.00 for the first hour and \$2.00 for each additional hour up to 6 hours. Over 6 hours is maximum rate of \$21.00. Valet is also available at the rate daily rate of \$16.00 or overnight rate of \$26.00. Arrangements can be made with your Catering Manager if you would like to pay for parking for your attendees.

Room Deliveries/Amenities

For an extensive list offering guestroom food and beverage amenities, to schedule Hospitality Bar service or meal deliveries, please dial Room Service at extension 54.

Security

Hyatt Regency Denver cannot be responsible for the safekeeping of equipment, supplies, written materials or any other items left in the function rooms by the group or its attendees. Accordingly, the group acknowledges that it will be responsible to provide security for any such above-mentioned items and assumes responsibility of loss. Security supervision is required for load in and load out of production, décor and exhibits. Security supervision may be arranged through your Hyatt catering / convention representative at the advanced pricing rate of \$30.00 per hour, per guard. Arrangements should be confirmed 14 days prior to event.

Shipping

In some instances a Drayage (Freight) company has been designated by the host Convention. The hotel will not accept shipments, please direct all shipments through the selected company when applicable.

Please notify your Hyatt catering / convention representative of anticipated deliveries. Due to limited storage capabilities please do not ship materials more than 2 business days prior to your event. **A handling fee of \$10.00 per box and up to \$200 per pallet for incoming and outbound shipments will be assessed. Fees are for delivery only and do not include unpacking or assembly. Shipments received on pallets will not be delivered to hotel sleeping room or suites.**

Materials sent to the hotel should be labeled as follows:
Hyatt Regency Denver
Hold For: Guest Name & Arrival Date, Organization Name
Hyatt Catering / Convention representative Name
650 15th Street
Denver, CO 80202
(Box 1 of 2, Box 2 of 2 etc)

Please make sure a complete return address is also clearly labeled on the box.

The hotel does not have designated storage for empty boxes or containers. Make sure to bring tracking numbers with you to the hotel in the event your shipment cannot be located