



## A - Z Guide

### **MEETING AND CONVENTION PLANNING POLICIES AND PROCEDURES**

400 West Waterman  
Wichita, KS 67202

Hotel Main Line: (316) 293-1234  
Hotel Reservations Toll Free: (800) 233-1234  
Convention Services Phone: (316) 613-6277  
Convention Services Fax: (316) 613-6289

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This supplement to our contract defines the general policies and procedures of the Hyatt Regency Wichita, or the Hotel. All policies and procedures are current as listed as of November 10, 2008 and are subject to change without notice.

As you review them and consider their application to your unique needs, please feel free to contact either your Sales Manager or your Convention Services Manager with any questions or concerns.

### **AIRPORT AND AIRPORT TRANSPORTATION INFORMATION**

Wichita is serviced by:

Wichita Mid-Continent Airport: (316) 946-4700 or (316) 946-4790

It is approximately: six and one-half (6 1/2) miles or ten (10) minutes from the Hotel.

The Hotel offers complimentary transportation to and from Wichita Mid-Continent Airport for all Hotel guests. Transportation is provided by request between the hours of 4:30 AM – 12:00 AM every half hour on the half hour. The Hotel maintains a courtesy phone in the baggage claim area of the airport.

Pick-up location is at the courtesy vehicle pick-up, located across from the front entrance. The Hotel currently provides one van committed to this service alone depending upon daily arrivals and departures. Any additional information needed can be obtained by contacting the Hotel Bellstand.

Wichita offers various cab companies as well. Taxi Cab fare from Wichita Mid Continent Airport to Wichita Hyatt Regency range from \$12.00-\$13.00.

Best Cab phone #: (316) 838-2233

American Cab phone #: (316) 262-7511

### **AMENITIES & ROOM DELIVERY CHARGES**

The Hyatt Regency Wichita offers a wide variety of amenities to suit any occasion. Create the perfect gift by ordering wine, champagne, fruit baskets, cheese trays, milk and cookies, chocolates, chips and salsa, or we will be happy to design custom amenities for any occasion or price range. All food and beverage amenities are handled through our Room Service Department. Please contact your Catering/Convention Services Manager to order amenities.

### **Special Notes:**

- Special requests or large orders will require an advance notice of 48 hours. Once produced, these orders cannot be canceled and full charges will be assessed less delivery cost.
- Amenities that contain alcohol can only be sent to persons 21 years of age or older.
- The Room Service Department asks that you allow at least 30 minutes advance notice for delivery to a guest room.
- Fruits and berries are seasonal. Our Chef will select the freshest items available for your order.

Non-perishable items and items provided by organizations outside the hotel are subject to bellmen gratuities. We ask your assistance in organizing these deliveries at least 48 hours in advance. Your Catering/Convention Services Manager can arrange this service prior to your group's arrival.

### **AMERICANS WITH DISABILITIES**

The Hotel has ten (10) fully accessible rooms for the disabled that feature one (1) king bed, wheelchair accessible door, safety door chains and view holes, accessible closet shelf and clothing rod. Our bathrooms feature wide doors, wheelchair accessible sinks, bars near the commode and tub, hand-held shower fixtures, and non-grip sink faucet handles. (Four rooms are equipped with roll in shower facilities). The following list describes available equipment for a guest with a disability:

- KNOCK LIGHT - attaches to the inside of the guest room door and flashes when the door is knocked upon.
- ALARM CLOCK - features large numbers.
- SONIC ALERT - telephone signaler alerts to incoming phone calls by flashing a light signal using a lamp.
- STROBE ALARM - portable audible and visual smoke detector.
- PORTABLE BATHTUB BENCH – provides transfer surface for wheelchair users & people who cannot safely step over the rim into the bathtub.
- TELECAPTION - (caption decoder) allows hearing impaired to read the dialogue, narration and/or sound effects of a television program.
- TDD 2700 - allows telephone communication between hearing impaired individuals and their calling community.
- BRAILLE MENUS –available upon request.
- WHEELCHAIRS – (3) located in the Bell closet. PBX can notify Bell/Valet if one is needed, simply dial the operator.
- GRAB BARS – (4) that attach to bathtubs.
- TDD PHONE - located at the pay phone bank near the lobby restrooms.
- SIGNAGE - Braille translation on signage at eye level as well as guest room numbers and in the elevators, which have the bell that signifies if the elevator is going up (one chime) or down (two chimes).
- LOWERED CHECK-IN AREA - located at front desk for our guests in wheelchairs.
- AUTOMATIC DOORS - at the two front entrances.
- SERVICE ANIMALS- are welcomed.
- CHAIR LIFT - is available for access to the pool.

If a member of your Group requests any of the items listed, please notify the hotel's operator or your Catering/Convention Services manager with the guest's name and room number. This request could also be handled during an individual's reservation call to the Hotel.

### **ATTENDANCE GUARANTEE**

In order for the Hotel to have an adequate notice to order the product and schedule its staff correctly for the event(s), it is imperative your final guaranteed number in attendance is confirmed three working days (72 business hours) prior to your event. If your event is to be held on a Saturday, Sunday, or Monday, we must have your final guaranteed number on Wednesday. For Tuesday events, we will need your guarantee by Thursday, and so on. The Hotel will overset your room 3% over your guarantee at a maximum of 30 people, whichever is the lower number. Our culinary and banquet team will be ready to service your overset. The Hotel cannot be held responsible for your guest counts going higher than the overset. The Hotel cannot be responsible for service to more than three percent (3%), or a maximum of 30 people, over the guarantee of any size group.

## **AUDIOVISUAL EQUIPMENT AND SERVICES/CAPABILITIES**

For your convenience the Hotel has an in-house audiovisual department managed by Presentation Services. Presentation Services is a full service production company with full time management and staff on property.

Services/Equipment Provided:

- \* Audiovisual equipment and technical staff
- \* Video production
- \* Multi-image production and programming
- \* Projection and computer display equipment

It is important to let your Catering or Convention Services Manager know all of your audiovisual requirements for your event to ensure space, set-up time, and cost needs will be met.

A dedicated technician can be made available at the rate of \$45.00/hour for a minimum of four (4) hours a day.

For specific information and questions regarding your audiovisual needs, we recommend you discuss your needs directly with Presentation Services. They may be reached by telephone at (316) 262-4923 or by pager at (888) 973-6727. Their fax number is (316) 262-4936.

While PSAV is our preferred audiovisual partner, you have a choice of utilizing another audiovisual provider. Should you select another company, please be advised there are service standards that must be followed in order for them to conduct business within the Hyatt Regency Wichita. **Please advise your Hyatt Convention Services / Catering Manager (primary group contact) upon selection of your audiovisual company.**

All outside contractors will adhere to the Hyatt Regency Wichita, audiovisual service standards. Minimum service standards are as follows:

### 1. **Insurance:**

A. For your protection, as well as the Hotel's, a certificate of insurance holding Hyatt Regency Wichita, its employees, and guests harmless in the case of any incident involving audiovisual equipment or that company's employees, **covering liability of \$2,000,000** per occurrence. Please present your Convention Services / Catering Manager proof of insurance before commencement of any audiovisual set-ups.

B. A license to conduct business with the City of Wichita and the State of Kansas must be presented to the Hotel at least 30-days prior to the event.

### 2. **Timeline:**

A. Complete ***schedule of events*** is required 14 days in advance of arrival including load in, load out, schedule of audio testing, loading dock usage, ballroom power tie-in, disconnect schedule, and darkroom schedules. Please provide this schedule of events to your Convention Services / Catering Manager in a timely fashion.

B. Complete **set of diagrams** is required 21 days in advance of arrival that includes stage sizes, lighting plots with load weights, cable runs, and blue prints of any set pieces.

C. Copy of any **entertainment rider** should be sent to your Convention Services / Catering Manager before your Banquet Event Orders have been submitted for approval.

D. Requests for **set-up/strike** and move-in/out prior to and beyond the contracted times are subject to availability. The Group will sign off on, and be held responsible for, any and all additional charges, which may include additional meeting room rental.

### **3. Room Set-up and Service Staff Standards:**

A. **Dress code:** All production company staff must be identified by company name on shirts or stage passes prominently displayed. Dress code and grooming standards must be adhered to at all times. Any personnel with inappropriate appearance will be asked to change clothes or leave the property.

B. **Noise Levels:** For the consideration of other guests and/or attendees of the hotel, The Hyatt Regency Wichita retains the right to require the immediate cessation or reduction of noise determined to be a nuisance or otherwise interfering with the enjoyment of the hotel by guests or other groups. Such noise is to be determined by the hotel and its liaisons and includes, but is not limited to, music for set-up/tear-down crews, offensive or profane speech or music at any time, excessive volume testing which interferes with other functions in proximity, etc.

C. **Smoking** is prohibited at the Hyatt Regency Wichita except for in the designated areas. No smoking will be allowed in any other area while on hotel premises.

D. **Room sets** must consist of all screens having at least a bottom dress, carts and speaker stands being skirted, the front and side draping of all tech stations, the use of black extension cords and XLR that run only against the walls at 90 degree angles to their resting points and taped with the appropriate colored tape to match the carpeting of the room.

E. Any **storage** of audiovisual equipment will be subject to availability and the hotel's current room rental charges.

F. **House audio patches** will be made available in applicable rooms at a cost of \$50 per room per day. Dates, times, and locations of house sound requests must be sent to PSAV prior to the event.

### **4. Damage Control:**

A. **Security deposit** of **\$1,000.00** is required to protect the Hyatt Regency Wichita from any damages that may be incurred during the movement and/or operation of any audiovisual equipment. **Please make the check out to Hyatt Regency Wichita.** The check or credit card number must be delivered to your Convention Services / Catering Manager no later than **seven (7) days prior to arrival.** After the contracted audiovisual provider removes their equipment from the hotel, an inspection of the hotel's facilities is made by the Hotel's Service Manager and upon approval, the deposit will be refunded.

B. All outside Production/Audio Visual companies are responsible for all trash removal associated with their areas or they will be charged a cleaning fee not less than \$500.00.

C. Any outside company **utilizing lifts** must ensure tires and/or carpet or other flooring is sufficiently covered and protected. Under no circumstances will a portable lifting device be allowed to potentially damage any flooring or surface.

D. All **scaffolding** must have scaffolding jack feet attached. Bare piping is not allowed on any surfaces. All scaffolding must have at least ½ inch thick wood between it and any carpeted surfaces.

E. There will be **no nailing or screwing** into existing staging, flooring, or walls of the hotel structure for any reason.

5. **Safety:**

A. The use of **fog machines** will be allowed only by written permission. A complete schedule of times and dates of fog usage will be required in order to deactivate ballroom smoke sensors.

B. Hyatt Regency Wichita Security Officer must be scheduled and is required for fire watch while sensors are disabled. This will be charged at applicable labor rates.

C. Requests to bring **vehicles** into the ballroom (other than those powered by battery) must be received in advance and follow guidelines and permit requirements set by the Wichita Fire Marshall. Please notify your Hyatt Regency Wichita Convention Services / Catering Manager to expedite these requests. All cords, wires, cables, and equipment must be safely secured. All equipment must be placed in compliance with all applicable occupancy, OSHA, and fire regulation codes.

6. **Rigging:** All rigging performed within the meeting space will be designed per specification, installed and removed exclusively by our house recommended rigger. Under no circumstances will entry to any ceilings be granted to any person. All rigging equipment will be supplied or inspected exclusively by our house rigger.

For further rigging information, contact PSAV at 316-262-4923.

*A. Rigging equipment rentals will include span sets, wire rope, shackles, skyjack, and any fasteners.*

**Power and rigging requirements must be stated in writing a minimum of two weeks prior to show install.** Rigging requirements can be sent directly to **PSAV** or routed through your Convention Services / Catering Manager. All power needs must be sent to your Convention Services / Catering Manager for approval. A detailed quotation will be provided at that time. Those who fail to submit power and rigging requirements by the deadline may be subject to an additional fee.

**Rigger Labor Rates: (1) Rigger = 1 to 10 Points, (2) Riggers = 11-18. 19 points and beyond will be quoted per event. Rigging rates are \$65.00/hr for a 5hr minimum. \* Does not include overtime and double time.**

**Rigging Points**

Points available @ \$45.00 per point

**Miscellaneous**

Chain Motor (1 ton) \$150.00 each

Truss (10'x12"x12") \$100.00 each

Steel \$5.00 per foot

1. *\*\*Please contact PSAV for rigging opportunities*

**BANNERS, DISPLAYS, & SIGNS**

No banners, displays, or signs shall be displayed in any part of the Hotel without the approval of the Catering/Convention Services Manager. All signs, banners, or displays submitted for approval must be

professionally produced. No handwritten materials may be used. It is further agreed that no sign, banner, or display will be affixed to any part of the Hotel. See Exhibit Service/Equipment Order Form for labor charges.

### **BANQUET AND MEETING ROOM ASSIGNMENTS**

The Catering/Convention Services Department assigns meeting rooms 72 hours prior to the start of your function. Event rooms are assigned according to the guaranteed number of attendees and the set-up requirements. If the number of the event attendees fluctuates, the Catering/Convention Services Department reserves the right to reassign your event rooms accordingly. If you need an event room assigned prior to this, please contact your catering professional.

### **BANQUET MENU SELECTION**

We request that banquet menus, room arrangements, and other details pertinent to your function be submitted to the Catering/Convention Services Department thirty (30) days prior to your event or convention. With the aide of the Executive Chef, your Catering/Convention Services Manager will be happy to custom design menu proposals especially for your group and assist in selecting the proper menu items and program arrangements to ensure a successful event.

### **BILLING AND CREDIT**

In order to expedite the billing and payment process, the Hotel requires proper credit information be established prior to your event or conference.

Your organization may establish a master account for expected total bills over \$10,000 by completing a "Direct Billing Request Form". This form must be filled out completely approximately three months (3) months prior to your convention.

Credit references are requested that have been used within the last eighteen (18) months. These references must equal or exceed the dollar amount of credit that is presently being asked for or a deposit will be required. Hotel references are preferred. It is very important to fill out this application completely for your credit references including all phone numbers and dates of stay.

Upon approval, a master account and number will be assigned per your organization's instructions. Final payment of the master account is due within thirty (30) days of receipt of the final bill. For expected total bills under \$10,000, your organization will need to use a credit card or pre-pay the anticipated bill.

To be tax exempt, the organization must provide the Hotel with a valid Kansas sales tax exemption letter.

Following is the acceptable method of payment of non-profit organizations and government agencies that have valid Kansas sales tax exemption letters:

1. Check or draft drawn on funds of a non-profit organization or warrants drawn on the State of Kansas funds or funds of the U.S. Treasury.
2. Credit cards issued directly to a non-profit organization or government agency. In accordance with Kansas State Law, credit cards reflecting an individual's name along with an organization or agency name will not be accepted. The individual usually makes the payment and is then reimbursed by the organization and/or the government agency.
3. Cash, cashier's check, or money orders will be accepted when supported by an invoice of billing to the organization, the U.S. Government, the State of Kansas, or any of its political subdivisions, and a signed claim of exemption showing the title and position of the signatory and the identity of the organization or governmental unit making the purchase.

All events not approved for direct billing and all social, political, religious and fund-raising events are to be paid in full seventy-two (72) working hours in advance of the event. In the event that a credit card will be used as payment, the credit card on file will be charged seventy-two (72) working hours prior to the start of the function.

### **BUSINESS CENTER**

Open 24 hours a day and located near the Grand Eagle Ballroom, this center offers a computer, color printer, copy machine and fax machine. Prices for the use of each of these products are listed below:

Computer	\$7.50/15 minutes	\$0.50/each additional minute
Printer	\$1.00/page black and white	\$3.00/page color
Copier	\$2.00 minimum/up to 8 pages	\$0.25/each additional page
Fax	\$3.00 minimum/up to 3 minutes	\$1.00/each additional minute

### **BUSINESS PLAN ROOMS AND LOUNGE**

The **Hyatt's Business Plan™** occupies two floors of the hotel to accommodate our business travelers and offer the "office away from the office." Open Monday – Thursday, 24 hours a day, closing Friday at 1:00 pm and opening Sunday at 5:00 pm. Each room is designed specifically for the business traveler with amenities that include:

- ◆ Two-line desk phone with complimentary phone access charges for "800", local, and credit card calls. Desk phone is also equipped with data port hookup.
- ◆ In-room coffee maker, hairdryer, iron, and ironing board.
- ◆ Access to **Business Plan™ Lounge** where two (2) computer workstations provide the frequent business traveler access to a laser jet printer, photocopier, fax machine, business supplies, wireless internet access, conversation or small meeting facilities for up to six (6), and a TV lounge area with complimentary coffee and bottled water.
- ◆ Complimentary Wireless Internet Access available through Guest-Tek. To access the service, your laptop must have a wi-fi card built in. If it doesn't one may be rented at the Front Desk. (Customer support is offered 24 hours a day.)
- ◆ Complimentary newspapers (USA Today, etc.) Monday through Friday.

Any hotel guest can request an upgrade to Business Plan accommodations for an additional cost (currently \$25 per night). Business Plan accommodations are always available, but access to the Business Plan Lounge and its complimentary coffee and bottled water is not available on weekends.

### **CHECK-IN AND CHECKOUT**

Hyatt Regency Wichita check-in time is 3:00 PM or after. Room assignments prior to that time are based on availability. Unless otherwise specified through your Catering/Convention Services Manager, each guest will be required to supply a deposit (currently \$25.00) per night of stay upon check-in to be applied to any incidental charges (cash, check or credit cards accepted). Upon check-in, all guests will be asked to confirm his/her checkout date. Reservations are made for specific arrival and departure days. Departures that occur before the scheduled departure date are subject to an early departure fee (currently a full night's room and tax).

Checkout time is prior to 12:00 PM. For your convenience, Video Checkout and Voice Mail checkout are available in all guest rooms. Guests paying cash or being direct billed for their stay are unable to use the Video or Voice Mail Checkout. To access Video Checkout, push the green "Info" button on the left side of the television remote control and follow the instructions. To access Voice Mail Checkout, push #4444 on the telephone system and follow the instructions.

## **CONVENTION & VISITORS BUREAU**

The Greater Wichita Convention & Visitors Bureau can provide convention services to you – from promotion assistance, brochures, publicity, tours & activities, to registration assistance.

Phone: 1-800-288-9424

Link: [www.visitwichita.com](http://www.visitwichita.com)

This website also provides links to the various “happenings” in Wichita as well as Cultural Arts, Dining and Entertainment information that will make your planning a breeze.

## **DELIVERIES TO GUEST ROOMS**

Special deliveries and amenities may be sent upon request to a guest’s room. In addition to the charge of the item, there will be a service charge of \$1 plus state tax, which is currently 7.3% (taxes are subject to change), to place the item outside of the room and/or a service charge of \$2 plus state tax, which is currently 7.3% (taxes are subject to change), to place the item inside of the room. Unless otherwise instructed, these charges will be posted to the master account. In situations where the individuals will be responsible for these charges, portage will be posted to their folio and must be settled upon departure from the Hotel. For purposes of this section, "person" includes children of all ages.

## **DIRECTIONS TO HOTEL**

### **FROM MID-CONTINENT AIRPORT:**

Highway 54 (Kellogg) East to the Central Business District Exit; upon exiting, turn left (North) at Main Street (1<sup>st</sup> Stop Light); continue North until you get to Waterman (2<sup>nd</sup> Stop Light); at Waterman, turn Left (West); the Hyatt Regency Wichita is located at 400 West Waterman.

### **FROM THE WEST:**

Highway 54 (Kellogg) East to the Central Business District Exit; upon exiting, turn left (North) at Main Street (1<sup>st</sup> Stop Light); continue North until you get to Waterman (2<sup>nd</sup> Stop Light); at Waterman, turn Left (West); the Hyatt Regency Wichita is located at 400 West Waterman.

### **FROM THE EAST:**

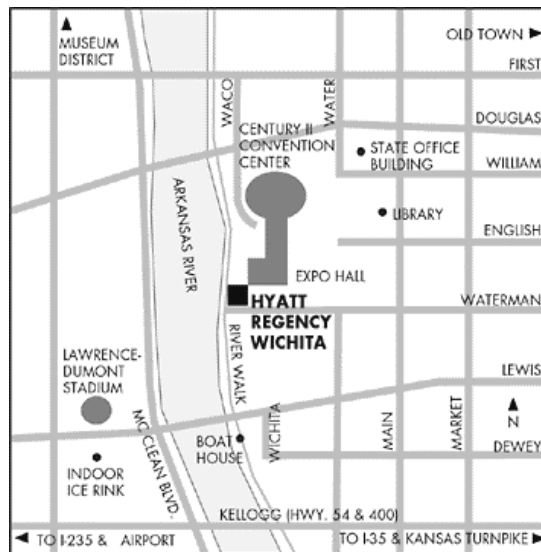
Highway 54 (Kellogg) West to the Central Business District Exit; upon exiting, turn Right (North) at Main Street (4<sup>th</sup> Stop Light); continue North until you get to Waterman (2<sup>nd</sup> Stop Light) at Waterman, turn Left (West); the Hyatt Regency Wichita is located at 400 West Waterman.

### **FROM THE NORTH:**

Interstate 135 South until you get to the Highway 54 (Kellogg) East exit; Highway 54 (Kellogg) West until you come to the Central Business District exit; upon exiting, turn Right (North) at Main Street (4<sup>th</sup> Stop Light); continue North until you get to Waterman (2<sup>nd</sup> Stop Light); at Waterman, turn Left (West); the Hyatt Regency Wichita is located at 400 West Waterman.

### **FROM THE SOUTH:**

Interstate 135 North until you to get highway 54 (Kellogg) West Exit; Highway 54 (Kellogg) West until you come to the Central Business District exit; upon exiting, turn Right (North) at Main Street (4<sup>th</sup> Stop Light); continue North until you get to Waterman (2<sup>nd</sup> Stop Light); at Waterman, turn Left (West); the Hyatt Regency Wichita is located at 400 West Waterman.



### **EARLY DEPARTURES**

Upon making a reservation, receiving a confirmation, and checking-in to the Hyatt Regency Wichita, guests will be asked to confirm the day of departure. At this time, any necessary changes can be made to the departure date. After checkout, a full night's room and tax fee will be charged should a guest choose to depart earlier than the agreed upon date without notifying the Front Office before or on the calendar day prior to the original departure date.

### **ELECTRICAL**

All electrical needs for meeting and exhibits must be confirmed with your Catering/Convention Services Manager before the event. The Hotel cannot guarantee availability of electrical resources without advance notice. Charges for electrical hook-ups range from \$25-\$150. For requests made at the show, fees are subject to an increased charge ranging from 15-25%. Prices will vary depending on the amount of power needed.

### **EMERGENCY SERVICES**

For any emergency, dial 55 from your guest room phone. An emergency response team will respond immediately.

The Hotel opened in September of 1997, so it offers a sophisticated safety system. Its fire alarm system features automated voice alarm, two-way fireman's communication, and pressurized smoke control of exit stairs, on-site standby electrical generator, and many other technical advantages.

Guests should familiarize themselves with the location of the nearest fire exit stairs on the map located on the back of the guest room doors. In the unlikely event of an alarm, guests should move quickly, but calmly, to the stairs. Guests should avoid the use of elevators, which will not operate during a fire.

### **EXHIBIT RENTAL COMPANIES**

The following are pipe and drape vendors available for service per client's choice:

Helgerson Flag Co. - Henry Helgerson, (316) 9431851 or (316) 264-9261  
 George Fern Co. – David Masterson (816) 221-0525

## **FAX**

Please use the number (316) 613-6289 when faxing information to the Sales, Catering, or Convention Services Departments. Guests can send and receive faxes through the Front Desk at (316) 293-1200.

## **FOOD AND BEVERAGE SERVICES**

All food and beverage items are subject to a 22% Service Charge in the Hotel or 30% Service Charge in Century II if held on the cement floor. These charges are in addition to the 7.3% Kansas State Sales Tax. (Alcoholic beverages also have an addition liquor tax of 10%). In addition to our Service Charge and State Taxes, a \$40.00 labor charge will be added to all Groups with catered functions guaranteeing less than twenty (20) people in attendance. (Please note Service Charge and Sales Taxes are subject to change.)

Should your guaranteed final food and beverage attendance be significantly larger or smaller than your preliminary count, the Hotel reserves the right to relocate your event to a more suitable room to better serve your guests.

There will be a charge for any group that falls below the minimum required for a buffet. The prices are as follows:

Breakfast: \$3.00 Per Person  
Lunch: \$4.00 Per Person  
Dinner: \$5.00 Per Person

Kansas State Law does not allow alcoholic beverages purchased outside the Hotel to be brought into our banquet facilities or restaurants. Due to health code and insurance regulations, food products not purchased or prepared by the Hotel may not be served in banquet rooms. No food or beverage is permitted to leave the Hotel or Century II.

## **GAMING RELATED FUNCTIONS**

Gaming related functions, such as Casino Parties, executed by groups will require at least 30 days advance notice to the Hotel without exception. Neither cash nor prizes can be exchanged for entry. The use of "play" money is acceptable. The Hotel will need to be notified of the specific games played and the number of each game played. The Hotel will also need to be notified if prizes will be given.

## **GUARANTEES**

In order for the Hotel to have an adequate notice to order the product and schedule its staff correctly for the event(s), it is imperative that your final guaranteed number in attendance is confirmed three working days (72 business hours) prior to your event. If your event is to be held on a Saturday, Sunday, or Monday, we must have your final guaranteed number on Wednesday. For Tuesday events, we will need your guarantee by Thursday, and so on. The Hotel will overset your room 3% over your guarantee at a maximum of 30 people, whichever is the lower number. Our culinary and banquet team will be ready to service your overset. The Hotel cannot be held responsible for your guest counts going higher than the overset.

## **GUEST ROOM KEYS**

Hotel guest rooms are equipped with ONITY door key system and dead bolts. There is a dead bolt lock on all connecting room doors. We also have a twenty-four (24) hour Emergency Response Team available by dialing 55 (Security) from any guest room phone.

Our guest security is further enhanced by ONITY key system on each guest elevator. The Hotel is particularly secure by only allowing access to floors of the Hotel with the use of a guest room key.

## **HEALTH CLUB / POOL**

The Hotel has an extensive health club facility provided complimentary for all Hotel guests. Its hours of operation are 5:00 AM – 11:00 PM, but Hotel guests requiring use of the facility during other hours can request accommodations by contacting the Front Desk Manager or our Security Manager.

The health club includes Stairmasters, Nautilus Equipment, stationary bikes, treadmills, and free weights. Each locker room is equipped with shower facilities, ample lockers, and towels. The pool area has an indoor pool and two separate hydrotherapy pools. There is no lifeguard on duty and supervision of children is required. The health club can be accessed on the “HC” level from the Hotel’s elevators without having to walk through the public areas of the Hotel.

## **HYATT GOLD PASSPORT**

Hyatt’s commitment to total customer satisfaction and personalized hospitality sparked the inception of our Gold Passport Program, offering special incentives to frequent guests. Benefits for Gold Passport members include:

- Personal preference profile
- 5-minute express check-in
- Upgrades when available
- Complimentary morning coffee or tea
- Complimentary newspaper in the morning
- Convenient business services

Earning points is easy! Simply present your membership card at check-in to receive five (5) Gold Passport points for each whole U.S. dollar or U.S. dollar equivalent spent by the member on Eligible Rates. You can quickly earn free Hyatt nights, airline, car rental, and cruise awards. Points can also be credited to your Frequent Flyer Miles on selected airlines. Points are not credited for negotiated rates.

*Guests may complete a Gold Passport Application at check-in with a Front Desk Agent or enroll online at <http://www.goldpassport.com>.*

## **HYATT MEETING DIVIDENDS**

Now meeting planners can mix business with pleasure with “Meeting Dividends”. When you book a meeting or a catering event at any Hyatt nationwide, not only do you benefit from our exceptional services, but you can also earn Gold Passport bonus points.

*Guests may complete a Gold Passport Application at check-in with a Front Desk Agent or enroll online at <http://www.goldpassport.com/HGPPRenroll>. You can also apply through your Catering/Convention Services Manager.*

### **IN-CONJUNCTION-WITH EVENTS (ICW'S)**

Groups meeting in conjunction with a conference, but not part of the official convention program, who require meeting space and separate billing, are subject to approval of the primary Convention Manager. All meeting space, if available, will be at the Hotel's normal prevailing room rental rates and will be subject to the Hotel's contract terms and conditions. A listing of ICW's should be sent to the Hotel no later than 90 days prior to the actual event so they can be contacted by the Catering/Convention Services Department to set up food, beverage, and billing arrangements.

### **INTERNET ACCESS:**

We offer Guest-Tek wireless high-speed Internet on all guest room floors, with an exception of the 8<sup>th</sup> floor which has wired access, as well. Customer support is offered 24 hours a day.

All Floors – Wireless Access – The wireless service is an additional \$2.95 ***per hour*** for High-Speed Light, \$9.95 ***per 24 hours*** for High-Speed Light (up to 256K connection), and \$14.95 ***per 24 hours*** for High-Speed Extreme (up to 20MB) paid directly on-line. To access the service, the guest must either have a wi-fi card built in to the laptop or have rented one at the Front Desk.

8<sup>th</sup> Floor – Wired Access –The cost is still \$9.95 per 24 hours and paid directly on-line. On the desk in the guest rooms is a “paperweight” used to connect a category 5 cable (kept in the desk drawer) to the guest laptop. The wired connection supports one device at a time.

### **LAUNDRY & VALET**

The Hotel has a full laundry and dry cleaning service available to guests Monday through Saturday. Same day service is available for orders called into Housekeeping by 8:00 AM and overnight service is also available. Items are picked up and hung in your closet if you are out at time of delivery.

### **LEFTOVER FOOD POLICY**

No prepared food or beverage may leave hotel property after a meal function. This includes, but is not limited to, Coffee Breaks, Breakfast, Brunch, Lunch, Dinner and Receptions. Leftover food, deemed salvageable by our chef, may be donated to a local food bank or shelter. It is the client's responsibility to contact the organization they would like to have the food donated to and arrange to have the food picked up from the Hotel by an authorized representative of the food bank or shelter. Leftover food must be picked up within 24 hours of the event. If food is not picked up within 24 hours, it will be discarded. Upon release of food items from the Hotel to the food bank, the representative must sign a waiver stating the food was delivered in safe and sanitary condition. In addition, the waiver absolves the Hyatt Regency Wichita, its management company, and its employees of any liability for improper handling of donated food items once they have left our control.

### **LIQUOR LAWS**

Kansas State Law prohibits individuals from bringing alcoholic beverages purchased outside of the hotel into our banquet facilities. All liquor must be purchased from the hotel by the use of cash or host bars or in our restaurants. The hotel reserves the right to refuse to serve alcoholic beverages to anyone who appears to be underage and cannot provide identification or to anyone who appears intoxicated.

## **LOST & FOUND**

All employees are instructed to bring Lost and Found items to Security. The items are tagged, placed in a clear plastic bag, and logged. If an item is left in a guest room or in an area of the Hotel that can be traced to a guest, the guest will be contacted. The item will then be shipped to the guest and will be payable either by COD or credit card.

Items that cannot be traced to an owner will be held as follows:

- Non-valuables: 30 days, due to space availability
- Valuable items: 90 days or longer based on the estimated value

The Hotel is not responsible for lost or stolen articles left in guest rooms or meeting/function rooms that are not secured. The Group must notify the Hotel if a meeting/function room needs to be secured.

## **MEDICAL FACILITIES**

The nearest medical facility is:

Via Christi Regional Medical Center, St Francis Campus.

Phone: (316) 268-5000

Address: 929 North St. Francis Street

Distance: 2.0 miles

Travel Time: 6 minutes approximately

## **MENU PRICES**

The enclosed menu prices will be guaranteed for the next six (6) months from date of receipt. For events scheduled more than six (6) months from receipt, they are subject to change.

If you choose to have more than one main course for a plated function, you will be charged the higher price for all main courses.

There will be a charge for any group that falls below the minimum required for a buffet. The current charges are: \$3.00 per person for breakfast, \$4.00 per person for lunch, \$5.00 per person for dinner.

## **NOISE**

Should the Hotel receive guest complaints regarding noise from guest rooms, the party at fault will only be given a single warning. The next complaint will result in the registered guest being asked to leave the Hotel. Guests are important to us, and their sleep is important to them.

## **PACKAGES AND STORAGE**

Please refer to sub-topic on ***SHIPPING & RECEIVING***.

## **PARKING**

The Hotel manages the five hundred (500) car-parking garage adjacent to our Conference Center and the Century II Convention Center. It is owned by the City of Wichita, but managed by the Hotel. For guests attending your events, the current published parking rates will apply:

Self Parking	Valet Parking
\$1.50 for first hour \$.75 each ½ hour after \$8.00 Max per day for guests	\$12.00

The parking garage is periodically monitored by walk-through checks by hotel security personnel. The entrance is gated and all garage users must enter/exit via the garage's gated lanes. The city also maintains over 2,000-metered outdoor parking spots within 3 blocks of the Hotel or Century II.

### **PETS**

The Hotel welcomes only pets used as ADA-assistance animals to the property. There is a \$75 non-refundable pet deposit. The pet must be in a kennel when the guest is not in the room. Guests with animals should not linger in the hotel lobby. Housekeeping must have access to the room daily. Any damage to the sleeping room or hotel will be charged to the credit card on file. If the hotel receives any complaints from guests or employees regarding the animal, the hotel reserves the right to act in its own interests and guest may be asked to relocate the animal from the premises.

There are certain situations that may come up which we may accommodate a non-ADA-assisting animal for one night until we are able to find shelter for the animal. Approval must go through the Rooms Executive or the Front Office Manager.

### **PIANOS**

The Hotel has one (1) baby grand piano available for use on a first come/first serve basis. The piano can be rented for \$100. (A labor charge of \$150.00 will be added should the piano need to be tuned) Tuning of the piano requires 72 hours advance notice. The piano cannot be placed on a riser by our hotel staff. An outside vendor would need to be hired to lift the piano. Please reserve the piano through your Catering/Convention Services Manager.

### **PORTERAGE**

For large luggage pulls, porterage charges are mandatory per the Hotel's union contract for all groups, and are currently established at \$4 per room upon check-in and \$4 per room upon checkout plus state tax which is currently 7.3% (taxes subject to change). Unless otherwise instructed, these charges will be posted to the master account. In situations where the individuals will be responsible for these charges, porterage will be posted to their folio and must be settled upon departure from the Hotel. For purposes of this section, "person" includes children of all ages.

On an individual basis, the amount is left to the discretion of the guest, but \$2.00 per person, per day, is recommended.

### **PRE & POST CONVENTION MEETINGS**

In order to introduce our clients to the key contacts of the hotel, we would like to arrange a pre-convention meeting a day or two prior to your group's main arrival day. Please advise your Catering/Convention Services Manager as to whom should represent your organization with a time that is convenient for you to meet. Meeting time ranges from one to one and a half hours.

We encourage post-convention meeting with your Convention Services Manager and hotel staff. We welcome any feedback and suggestions you may have regarding our services.

### **PROPERTY DAMAGE**

Registered guests will be responsible for any damage to Hotel property. Any guest who has a registered complaint against them by another guest may be liable for that guest's room and tax due to the disruption of their stay.

## **REFRIGERATORS and ROLLAWAYS**

There are both refrigerators and rollaways available for guest use. Rollaways are not allowed in a room with two (2) double beds. A \$10 fee per night will be charged for the use of the refrigerators.

## **RESERVATION METHOD**

You have the option of providing the Hotel with a complete rooming list to include each attendee's room preferences, arrival/departure dates/times, and credit card guarantees, or allow each attendee to make their own reservation and guarantee. Either way, your Catering/Convention Services Manager reserves the right to proof your reservation form before you begin to use it. We can provide sample forms that meet all of the specific policies and procedures of our sophisticated Hyatt reservation and accounting systems. Our managers will double check your forms to ensure all contractual information (i.e. rates, dates, cut-off, etc) is correct, and that all other necessary attendee needs are being asked and determined via your form.

It is possible to arrange for an on-line reservation process through Passkey, as well. A link can be created from your website to make these reservations. Contact your Catering/Convention Services Manager for more information.

## **RESTAURANTS AND ROOM SERVICE**

Please see page 21 for Room Service and hotel restaurant information and hours of operation.

## **SAFE DEPOSIT BOXES**

Safe deposit boxes are available at the Front Desk at no charge to the guest. Valuables should not be left in meeting/function rooms or guest rooms.

## **SERVICE CHARGE**

All food and beverage is subject to a 22% service charge and 7.3% sales tax. Meeting room rental is also subject to the 22% service charge fee, but the 7.3% sales tax is only charged on the service charge, not the meeting room rental itself. (Service Charge and Sales Tax are subject to change)

There will be a \$75 charge for each bar set-up for your event. This is in addition to our 22% Service Charge. (Service Charge and Sales Tax are subject to change)

A \$40 labor charge will be added to all groups with catered functions guaranteeing less than 20 people in attendance. This is in addition to our 22% Service Charge. (Service Charge and Sales Tax are subject to change.)

## **SECURITY**

In case of emergency, dial 55 from your guest room phone. An emergency response team will respond immediately.

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 officers of the Wichita, Sedgwick County, or Kansas Police Department.

**SHIPPING & RECEIVING**

Arrangements can be made to ship packages out of the Hotel. A method of payment for the shipping must be arranged. The Hotel will arrange for DHL, UPS, or Federal Express to pick up any packages for shipping. Packages to be shipped by UPS must be to the Security Office before 2:00 PM for same day shipping. Packages to be shipped by Federal Express must be to the Security Office before 5:00 PM for same day shipping. Any packages to be shipped must be properly packaged and labeled for delivery prior to giving them to Security. All packages should be clearly marked with a return address. Please see the attached Rates and Guidelines Form for additional information (page 16).

The Hotel does not accept any liability for equipment, goods, displays or other materials shipped from the Hotel. The Group is responsible for insuring its property for loss or damage.

Special arrangements must be made with Security 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 being unavailable when required. The Hotel's receiving entrance is open twenty-four (24) hours a day, seven (7) days a week. Any materials being sent to the Hotel must be marked as follows:

*Client's Name*  
*Company Name & Convention*  
*Arrival Date: 00/00/00*  
Hyatt Regency Wichita  
400 W. Waterman  
Wichita, Kansas 67202  
*Number of Boxes (Ex: Box 1 of 2, Box 2 of 2)*

Packages will not be accepted more than seventy-two (72) hours prior to set-up time (without an additional drayage charge of 100%). \*\*All major exhibits to be held in Century II should arrange shipping C/O Century II Convention Center, **NOT the Hotel.** \*\*

**Hyatt Regency Wichita Shipping and Receiving**

**Rates and Guidelines**

<b>Handling &amp; Storage Charges</b>		
<b>SIZE</b>	<b>INBOUND</b>	<b>OUTBOUND</b>
Letter (or any item under 1lb)	No Charge	No Charge
Box/Case	\$5.00	\$5.00
Pallets/Crates	\$100.00	\$100.00

Items are stored complimentary for 48 hours prior to the function and 48 hours following the function. If items arrive or remain later than 48 hours Boxes and Cases will be charged \$5.00 per day and pallets will be charged \$50.00 per day as a storage fee.

The Hyatt Regency Wichita will not accept palletized items or items in excess of 200 lbs. without prior notification. Please contact the Security Office for details and note that there will be additional charges for items over 200 lbs.

The charge for guests shipping from the Hyatt without their own account is the standard DHL, UPS, or FedEx rate plus the above handling charges.

Handling charges are subject to change without notice.

Due to limited storage space, additional Storage Charges will be applied to packages stored more than three (3) business days.

On the *label* or *air bill*, please include a telephone number of the *from address*. In the event of a problem, this will help us contact you.

### **SMOKING . . . or NON-SMOKING**

The Hotel and Century II Convention Center are both non-smoking buildings in all public areas including our meeting rooms. This includes banquet rooms, foyers, restrooms, and hallways. As a courtesy to our guests, smoking is permitted on the Meade Exterior Terrace, located on the east side of the hotel. Additionally, ninety-eight percent (98%) of the Hotel's guest room floors are non-smoking. There is a \$250 charge for guests who smoke in a non-smoking room. Table tents are located in each room describing the charge.

### **SUITES**

The Hyatt Regency Wichita offers 4 suites for guest use. Their amenities are listed below:

1. **Meadowlark Suite** - (also referred to as the Vice Presidential Suite) This suite on the 17<sup>th</sup> Floor has a lovely living room area, a large desk working area, a full bath and one bedroom. Should you require a second bedroom for this suite, the connector has two double sized beds.
2. **The Cottonwood Suite** – Located on the 5<sup>th</sup> floor, this parlor area includes a large sofa sectional and large desk working area. This suite is comparable to 3 regular sleeping rooms. Two sleeping rooms are connected on either side and each offer one King size bed.
3. **The Sunflower Suite** – Located on the 4<sup>th</sup> floor, this parlor area includes a large sofa sectional and large desk working area. This suite is comparable to 3 regular sleeping rooms. Two sleeping rooms are connected on either side and each offer one King size bed.
4. **The Bluestem Suite** – Located on the 3<sup>rd</sup> floor, this parlor area includes a large sofa sectional and large desk working area. This suite is comparable to 3 regular sleeping rooms. Two sleeping rooms are connected on either side and each offer one King size bed.

### **STAGING/PLATFORMS**

Staging can be an important enhancement to meetings. As a customer benefit, both Convention Services and Presentation Services will be pleased to help design staging that will make your meeting a success.

### **TAX-EXEMPT STATUS**

If you are a tax-exempt organization, a certificate must be provided for the accounting department with all billing information.

## **VAN TRANSPORTATION**

The Hotel offers complimentary transportation to and from Wichita Mid-Continent Airport for all Hotel guests. Transportation is provided by request between the hours of 4:30 AM – 12:00 AM every half hour on the half hour.

In addition the hotel van will transport guests to Old Town as well as any locations within the boundaries of – Ridge Road (W), Washington Street (E), Central (N), Lincoln Street (S).

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[www.visitwichita.com](http://www.visitwichita.com)



**OLD TOWN** – This red brick warehouse district of early Wichita is located about six blocks from the hotel and has been resurrected as one of the City’s most popular shopping, entertainment and dining areas. Come to Old Town to shop, eat, wander, relax, and revel. Come to Old Town and go historical!

[www.OLDTOWNWICHITA.COM](http://www.OLDTOWNWICHITA.COM)



**THE WARREN THEATER COMPLEX** – At the north end of Old Town, this newly opened theater complex and bar area has state of the art viewing and first run movies! [www.warrentheatres.com](http://www.warrentheatres.com)



**THE MUSEUM OF WORLD TREASURES** – From Ancient Egyptian mummies to Roman coins, you will find that and so much more. Located in the Farm and Art Market area of Old Town, this museum is approximately 5 blocks from the hotel. [www.worldtreasures.org](http://www.worldtreasures.org)

**MID-AMERICA ALL INDIAN CENTER** – The site of frequent Indian Pow-Wow’s, it hosts a gift shop offering authentic arts and crafts. It is also the home of a 44-foot sculpture named “Keeper of the Plains”. Donations accepted.



**BOTANICA GARDENS** - Home to formal gardens, wildflowers, waterfalls and woodland walks. Guided tours are available from March 15<sup>th</sup> through the end of October. Entrance fee. [www.botanica.org](http://www.botanica.org)



**LAWRENCE DUMONT STADIUM** – Home of the Wichita Wranglers, the Kansas City Royals AAA Team! The stadium is also home to the National Baseball Congress every August. This features the best of collegiate and amateur baseball talent in America. (1 block from the Hotel) Ticket prices vary.

[www.wichitawranglers.com](http://www.wichitawranglers.com)



**EXPLORATION PLACE** – Located on the scenic banks of the Arkansas River with unique sweeping architecture, exhibits and theaters. Explore the people and places of Kansas, human life and health, flight, a children’s fantasy story land, a special simulation theater and Cyberdome with a special area for toddlers. Café and Explore Store hours vary. (Approximately 5 blocks from the hotel.) Entrance fee varies, depending on number of activities purchased. [www.exploration.org](http://www.exploration.org)



**ICE SPORTS WICHITA** – Public ice-skating complex offering both hockey and figure skating rinks. Skate rental available. (2 blocks from the Hotel.) [www.icesports.com](http://www.icesports.com)



**OLD COWTOWN** – Located on 17 acres along the Arkansas River, this historical recreation of life in Kansas in the 1870’s with 30 fully furnished buildings, shops, hosted tours, specialized programs, historical plays and stories adds to the fun. Home to several Hollywood productions! [www.old-cowtown.org](http://www.old-cowtown.org)

**OTHER MUSEUMS IN THE AREA** – Wichita Art Museum is located across from the Mid-America All Indian Center. The Society of Decorative Painters is also located between Exploration Place and the Indian Center on McLean Blvd. These museums are within approximately 6 to 8 blocks of the hotel. The Wichita/Sedgwick County Historical Museum is less than 2 blocks from the hotel.



**SEDGWICK COUNTY ZOO** - The 247-acre Sedgwick County Zoo opened in 1971 and has been ranked among the best zoos in the world. Displaying over 2,000 animals of 436 species, it is the number one tourist attraction in Kansas.

**SHOPPING** – Come join us in New Market Square, Bradley Fair, Town West and East Square Malls and the shops at Old Town. If you love to shop – you’ll love Wichita. From antique and specialty shops to outlet stores and shopping malls - Wichita offers a wide variety of shopping! All these choices make Wichita one of Kansas’ premiere shopping spots. Take a look at all that Wichita has to offer!