

# Hyatt Regency Savannah

## A-Z Convention Guide

*January 2023*

The Staff of the Hyatt Regency Savannah 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 memorable and successful.

We have organized this A-Z Convention 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 or Sales Manager.

Thank you for selecting Hyatt Regency Savannah for your event.

If you have further questions, we can be reached at:

2 West Bay Street

Savannah, Georgia 31401

912.238.1234 Hotel Line

912.721.4670 Sales and Events Department Line

### **Hotel History and Information**

Hyatt Regency Savannah opened its doors in 1981 and has since welcomed millions of guests to the historic district of Savannah, Georgia. Located directly on the beautiful Savannah River, the hotel boasts 351 guest rooms over seven floors, a garden terrace, a sun deck, restaurant/bar with outdoor patio, and plenty of lobby seating. Each guest room is adorned with flat screen televisions, coffee makers, refrigerators, and convenient desk space.

Hyatt Regency Savannah is close to many of the best stores, sweet shops, and restaurants in the area. The hotel is within walking distance of all 22 historical Savannah squares, made famous in literature and film. An elevator's ride downstairs is all it takes to reach River Street for views of the Savannah River, dining, entertainment, shopping opportunities, ferry rides, and so much more.

Welcome to the Hostess City of the South!

For detailed information regarding the city of Savannah and surrounding areas, please visit the following websites for information on attractions, entertainment, sports, theaters and much more:

[Visit Savannah Link](#)

[Savannah.com Link](#)

[Connect Savannah Magazine Link](#)

## SECTION ONE

### SAVANNAH

#### WEATHER

Seasonally, Savannah tends to have hot and humid summers with frequent (but brief) thunderstorms that develop in the afternoon. Although summers in Savannah are frequently sunny, half of Savannah's annual precipitation falls during the months of June through September. Winters in Savannah are mild and sunny with average daily high temperatures close to 60 °F. Spring and fall have mild temperatures ranging from 65-85 °F.

For the most current weather conditions or forecast, click on one of the following links:

[Local Weather Channel Link](#)

[Weather.com Link](#)

#### SAVANNAH CONVENTION CENTER

The Savannah Convention Center is located across the river from Hyatt Regency Savannah. Visit their Website at:

[Savannah Convention Center Link](#)

### TRANSPORTATION

#### AIRPORT INFORMATION

Savannah/Hilton Head International offers convenient nonstop destinations and countless connections to suit your travel needs.

##### Airlines

Allegiant..... 702-505-8888

Air Canada..... 888-247-2262

American Airlines..... 800-433-7300

Delta..... 800-221-1212

Frontier..... 800-432-1359

Jet Blue..... 800-538-2583

Sun Country..... 800-359-6786

United..... 800-864-8331

For more information regarding flights, arrival and departure times, and weather updates please contact your airline directly.

#### AIRPORT GROUND TRANSPORTATION

Savannah International Airport is located approximately 30 miles from Downtown Savannah; we suggest that guests give themselves at least 30 minutes to travel to the airport.

For a full list of transportation options from Savannah/Hilton Head International, please visit

[Savannah Airport Ground Transportation Link](#)

#### Charter Buses/Trolley Shuttles

The following companies can help arrange special charter buses:

Arrow Stage Lines..... 303-373-9119..... [Arrow Stage Lines Link](#)

Carolina Transit..... 843-681-3970..... [Carolina Transit Link](#)

Old Savannah Tours..... 912-234-8128..... [Old Savannah Tours Link](#)

**Taxi Service/Ride Share**

Yellow Cab Company.....912-236-1133  
Uber [Uber Link](#)  
Lyft [Lyft Link](#)

Taxi service between SAV and Hyatt Regency Savannah is approximately \$30 one-way. Ask the driver about Flat Rates.

**Limousine Service**

GMB Transportation ..... 912-660-4385  
Southern Comfort Limousine ..... 912-728-8641

**Car Rental**

Available at SAV International Airport:

- [Alamo](#)
- [Avis](#)
- [Dollar Car Rental](#)
- [Enterprise](#)
- [Payless Car Rental](#)
- [National](#)
- [Budget](#)
- [Hertz](#)
- [Thrifty](#)

**MISCELLANEOUS SERVICES**

**Beauty Salons**

[Roots Southern Salon](#) 912-239-5181  
[JW Salon](#) 912-236-7577

**Barbershops**

Barber Pole.....912-234-3831...110 Bull Street

**Nail Salons & Spas**

Envy Nail Bar.....912-777-3532  
Polished Beauty Lounge.....912-712-5138  
[Spa Bleu](#).....912-236-1490  
[Milan Day Spa](#)....912-236-4900

**Churches**

[Christ Church Episcopal](#).....912-236-2500  
[Lutheran Church of the Ascension](#)....912-232-4151  
[First Baptist Church](#).....912-234-2671  
[Independent Presbyterian Church of Savannah](#)...912-236-3346  
[Cathedral of St John the Baptist](#)...912-233-4709  
[Congregation Mickve Israel](#).....912-233-1547

**Medical Facilities/Urgent Care**

Urgent Care 24/7 ..... 210 Fahm Street..... 912-662-8645  
Memorial Health Hospital.....4700 Waters Ave.....912-350-8000

**Pharmacies**

CVS.....119 Bull Street..... 912-232-1129.....7 AM-10PM

## SECTION TWO

### INFORMATION FOR CATERING / EVENTS WITH FOOD & BEVERAGE

#### BANQUET STAFFING STANDARDS

The following are Hyatt Regency Savannah standards for catered events:

Plated breakfast/lunch.....	One (1) server per 20
Buffet breakfast/lunch.....	One (1) server per 40
Plated dinner.....	One (1) server per 15
Buffet dinner.....	One (1) server per 30
Host Bar.....	One (1) bartender per 75
Cash Bar.....	One (1) bartender per 100

Additional servers requested above the hotel standards will be charged at a rate of \$120.00 (plus tax) per server up to three hours.

#### BARS / BARTENDER FEES

Hosted and cash bars are available for all your catering events. A host bar is when the organization pays for all of the guest's drinks. A cash bar is set up for attendees to pay for their own beverages. Drink tickets are available upon request for those who want to limit host-sponsored drinks.

The hotel is the only licensed authority to sell and serve liquor for consumption on the premises, per Georgia State Liquor Law.

Bartender fees are \$150.00 (plus tax) per bartender, based on a three-hour maximum time period. Additional hours are \$75 per person, per hour.

#### BAGGED LUNCHES

Box lunches are available upon request. Ask your manager for menu options and pricing.

#### CATERING

Due to liability and legal restrictions, no outside food or beverage of any kind may be brought into hotel other than Wedding cakes for Wedding events.

#### CHEF ATTENDANT

Chef attendants are recommended and/or required at times required for interactive stations such as carving stations, pasta stations and omelet stations. A fee of \$150.00 (plus tax) per attendant, with a two (2) hour minimum, will apply. Additional attendants may be needed based on group size. These will be communicated on your Group Detail Report.

#### 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 inspections and flame testing by the Fire Marshal. The use of confetti, glitter, feathers, artificial snow and helium balloons is not permitted. Open flame devices and haze or fog machines are also prohibited. If any of these prohibited items are used during an event, a cleaning fee may apply.

## **GUARANTEES**

The final attendance must be received by 11:00am three (7) business days prior to the function. This number is the final guarantee and is not subject to reduction. National holidays are not considered business days and should be taken into consideration when submitting guarantees.

The hotel will be prepared to serve 0% more than the guarantee and cannot be responsible for service to more than 3% over the guarantee for groups of up to 300 persons. For groups more than 300 persons, a maximum of 3% overset will apply. If the guarantee is raised within the 72 hours, the 3% overset will no longer apply and the guarantee then becomes the set.

## **HOSPITALITY SUITES**

Events held in Hospitality Suites must end by 10:00pm, to insure the comfort and enjoyment of our guests in the surrounding rooms. Occupancy and noise levels may be monitored by Hotel Security.

Only a Hyatt representative is authorized to remove or rearrange furniture in a guestroom or suite parlor. All furniture movement or removal requests must be made 10 business days in advance of check-in.

JSAV Audio Visual, the in house audiovisual provider, can assist with any audiovisual needs. Please contact your Hyatt Event Sales / Event Planning representative for further assistance.

For power needs, standard outlets are available in each guestroom parlor with a maximum load capacity of 15 amps. For additional requirements, please contact your Hyatt Event Sales / Event Planning representative to initiate the request. Amplified sound is not permitted in the hospitality suites.

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 supervise and handle the delivery.

## **KOSHER/SPECIAL MEAL REQUESTS**

Should an attendee require a kosher or other special request meal for a particular event, we will be happy to accommodate the request. Kosher meals are available at 1.5 times the original selected menu price. A minimum (72) hour notice is required.

## **LINENS**

Basic table linens are available through the hotel at no additional cost.

The hotel's standard tablecloth color is white. Black is also available.

Available standard napkin colors are black, red, blue, or white napkins.

Specialty linens can be arranged by your Event Sales or Event Planning contact.

## **LIQUOR LAWS**

There are many Georgia laws that 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 beverage to anyone who is unable to produce adequate written proof of identity and age. Adequate proof of age and identity of an individual in Georgia is a document issued by a federal, state, county or municipal government including but not limited to a driver's license, Passport, Selective Service card or an Armed Services identification card.

It is unlawful for any person under 21 years of age to show or present false or fraudulent written identification other than his or her own to order, purchase, and attempt to purchase, receive, or serve alcoholic beverages.

It is the policy of the Hyatt Regency Savannah not to allow our servers to accept alcohol as a gratuity.

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 influence of another substance.

The Hyatt Regency Savannah does not allow any person or group to bring in liquor for use in banquet rooms, guest rooms or hospitality suites, without prior written consent from the Hyatt Regency Savannah based on met guidelines for non-profit groups. Serve Safe Staff will be required for all bars

See your Event Sales or Event Planning Manager for additional local and state information.

### **MINIMUMS**

For buffet or plated meal functions less than 25 guests, an additional \$100.00 service fee will apply to breakfast, lunch, and dinner functions.

### **PERSONAL PREFERENCE MENU**

An option designed to satisfy individual tastes and preferences, your guests can choose their own entrée in a banquet setting. A four-course meal is featured with a choice of four entrees. The planner chooses the appetizer, salad and dessert in advance. Please see your hotel representative for menu planning.

### **ROOM SET GUIDELINES**

#### **ROOM SET-UP STANDARDS / FIRE CODE / MEETING ROOM DIAGRAM GUIDELINES**

Hotel table sizes are:

- 72" banquet rounds of 10
- 6' x 18" School Room
- 6' x 30" for Conference or Hollow Square

### **VEGETARIAN & DIETARY REQUESTS**

For attendees requesting special dietary, gluten free, vegan/vegetarian meals, Hyatt is happy to accommodate the request. Alternative menus are predetermined based on the day of the week of the event. Please see the Catering Menu for the daily Vegetarian selection and Healthy Choice options. A minimum (72) hour notice is required for special meals however each buffet should include multiple vegetarian options.

### **VOTIVE CANDLES**

The hotel will provide three votive candles per table for your dinner function and one votive per table for your reception function. Additional can be provided at a charge.

## SECTION THREE

### A – Z

#### A

##### **ACCOUNTING - BILLING AND CREDIT**

In order to expedite the billing and payment process, the Hyatt Regency Savannah requires that proper credit information be established prior to your conference or event. Your organization may establish direct billing for expected total bills over \$10,000.00.

- Cash, Credit Card, or Direct Bill are accepted forms of payment. Hyatt Regency Savannah will accept corporate or certified checks 10 business days prior to your event.

- Direct billing privileges will only be granted to approved applicants and for bills estimated to be over \$10,000.00

- Groups wishing to establish Billing privileges are required to complete a credit application. The application must be received by the hotel 90 days or more prior to the function date. The group/organization is required to provide a minimum of three good hotel references within the past 18 months where similar amount of money has been spent. Valid bank information is necessary. A Duns & Bradstreet number is not necessary, but helpful. A good hotel reference is a previous bill 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 or credit is not approved, the hotel will ask for full prepayment of the total estimated charges. Payment is due within 30 days of receipt of final bill. Direct Bill applications must be updated annually.

##### **On-Site Cash Payout Requests**

Requests for on-site cash payouts can be arranged prior to arrival or on site with your Event Sales or Event Planning Manager. The hotel requires a signed and completed paid out request form. Your Event Services Manager will arrange the form to you via email or onsite.

##### **AFFILIATE EVENTS (IN CONJUNCTION WITH EVENTS)**

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 credit approval. The host convention or parent organization must also approve the affiliate event. Any group hosting an affiliate event is solely responsible for all charges and activities and is subject to the hotel's terms and conditions.

##### **AMENITIES**

Please contact your Event Sales or Event Planning Manager for the hotel's current selection of Room Service amenities.

##### **AMERICANS WITH DISABILITIES ACT (ADA)**

The Hyatt Regency Savannah 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.

The hotel has twelve (12) ADA accessible rooms reserved for guests with specific physical needs. Further information regarding the specifications of ADA guest rooms and additional services is available upon request. The hotel's meeting rooms are equipped with Hearing Assistance Listening Devices. Please ask your hotel contact for details.

##### **AUDIO SYSTEM**

The hotel's permanent audio system shall be accessed, operated and maintained exclusively by our in house audiovisual provider, Inspire Solutions. Outside companies are not permitted to interface equipment with hotel's house sound. The hotel reserves the right to limit sound levels to maintain a comfortable meeting environment for all guests. Audio and performance based sound checks must be coordinated in advance.

## **AUDIO VISUAL SERVICES**

For your convenience, Hyatt Regency Savannah has an in house audiovisual company. Inspire Solutions is a full service production company, including full time management and on property staff. They can assist you with all your audiovisual needs, from breakouts to full production. Services include:

- Pre-production design
- Computer data projection
- Theatrical and stage lighting
- Presentation management services

For specific information and questions regarding your audiovisual needs, Inspire Solutions, please contact your Event Planning Manager. If your organization wishes to contract with an outside audiovisual company, the hotel can provide the Facilities Guidelines for contracted vendors.

## **AUTOMATIC TELLER MACHINES**

There is an ATM machine located on the lobby level of the hotel in the Corner Pantry for your convenience.

Additional ATM Machines near the hotel include:

Bank of America.....22 Bull Street

Regions ATM.....15 Bull Street

SunTrust.....33 Bull Street

*(All located within a 5-minute walk in Johnson Square)*

## **B**

### **BANNERS & SIGNAGE**

All banners and signs must be professionally printed or computer generated. No hand-lettered signs or banners are allowed in the public areas of the hotel. A limited number of easels can be provided for signage placement throughout the hotel. The hotel must approve banner and signage placement. Lobby signage is restricted and must be approved by the hotel. Signs are not permitted in elevators or on guestroom floors.

Any banners or signage that requires hanging must be arranged through your Event Services Manager and will be charged at the prevailing rates for rigging services.

No items shall be posted on, taped, nailed, screwed, or otherwise attached to columns, walls, floors, guest room doors or other parts of the building or furniture. Use of duct tape and distribution of promotional gummed stickers or labels is strictly prohibited.

Approved for Air walls (Carpet Wall):

- Tacks
- Velcro
- Painter's/masking tape
- Pins

Approved for all other walls (Finished in wallpaper, paint etc.):

- Painter's Tape and Masking Tape only

For your convenience, the Hyatt Regency Savannah has strategically located digital Daily Event Boards throughout the hotel.



## **BELL STAND**

The Bell Stand is located adjacent to the hotel's front desk area on the lobby level. Bell Services can assist with specialized group luggage storage and must be arranged through your Event Planning contact. Pricing for this service will depend on the number of pieces and timing of events. This service will keep your group's luggage separate from the rest of the hotel in a specific room with your own personal bell attendant(s).

## **BUSINESS CENTER**

A self-service business center is also available with limited services seven (7) days a week in the River Lounge. If after hours or if a private event is being held, please proceed to the Front Desk for Assistance

## **C**

### **CASH/DEBIT CARD PAYING GUESTS**

In the event a hotel guest does not have a major credit card to secure their room, the Hyatt Regency Savannah will require full payment in advance for room and tax, along with a \$50.00 deposit for incidentals. If the guest does not wish to establish credit for incidentals, the guestroom phone will be restricted to in house calls. All other incidental charges will be restricted, including parking, internet and outlets.

### **CHECK-IN & CHECK OUT TIMES**

Check-in time is 4:00pm. Early check-in is subject to availability. Upon check in, all guests will be asked to confirm their departure date. Any guest who departs earlier than the departure date confirmed at check in will be assessed a departure fee of one night's room and tax. This fee will be automatically posted to the guest folio.

Checkout time is 11:00am. Late checkout requests will be based on hotel availability on day of departure.

Checkouts after 2:00pm will be assessed a half-day's rate and checkouts after 5:00pm will be assessed a full day's rate.

Self-service kiosks are available at the Front Desk for quick and efficient check in or check out.

### **COAT CHECK**

If you would like to arrange coat check services for your meeting or event, please contact your Event Sales or Event Planning Manager. An attendant fee of \$150 per attendant will apply to staff your coat check. For staffing of the coat check we recommend (1) attendant per (100) guests. Hotel personnel must staff coat checks.

### **CONCIERGE**

The Concierge is located adjacent to the hotel escalators on the lobby level.

The Concierge is available to provide guests with information on area activities, dining, entertainment, tours and transportation. The concierge can be reached at extension 51.

### **CREDIT CARDS**

The following credit cards are accepted at The Hyatt Regency Savannah for your convenience:

- American Express
- Carte Blanche/Diners Club
- Discover
- Master Card
- VISA

## D

### **DANCE FLOORS**

The hotel offers complimentary dance floors for use during your dinner, reception or dance events up to a size based on all in house groups. The flooring is available in 3' x 3' sections.

### **DÉCOR & ENTERTAINMENT COMPANIES**

Décor companies can add elegance and a unique experience to your special event.

Please contact your Event Sales or Event Planning Manager for a full list of preferred vendors based on your needs. Additional fees apply. Your Event Sales or Event Planning Manager will also provide the guidelines for outside vendors in the hotel.

### **DELIVERIES**

Deliveries to the hotel must be received through the hotel's loading dock, located on River Street side of the hotel. The front drive cannot be used for the loading and unloading of items such as, but not limited to, convention materials, equipment, décor, floral arrangements or band equipment. A package-handling fee of \$100 per pallet or \$7.50 per box will apply.

### **DESTINATION MANAGEMENT COMPANIES (DMC'S)**

The following are preferred vendor partners for destination management services.

Savannah DMC  
[Savannah DMC Link](#)

RMC DMC  
[RMC Link](#)

### **DRAYAGE/EXPOSITION COMPANIES**

Conventions that have exhibits or will have a large amount of freight in the hotel must use a drayage company for the management and movement of freight. The hotel recommends the following companies to assist with your expo needs:

Host South Event Services  
[Host South Link](#)  
(843) 949-8887

## E

### **ELECTRICAL & ENGINEERING SERVICES**

All power requirements are managed and serviced by JSAV and must be submitted at least 10 days prior to the event. This would include, but is not limited to, production power, registration, group offices and Cyber Cafes

The hotel reserves the right to inspect all outside vendor equipment for safety and/or code compliance. All electrical equipment shall be "UL" listed and labeled. Exhibit hall electrical is handled by JSAV. Discuss your exhibit hall power requirements with your Event Sales or Event Planning Manager.

**Please contact your Event Planning Manager to include the Exhibitor Electric Order Form in your exhibitor kit.**

## **ELECTRONIC READER BOARDS**

The hotel has two (2) large electronic reader boards throughout the hotel with information regarding hotel meetings, hotel outlets, three-day weather forecast and Savannah International Airport flight schedule. In addition, electronic signage can be found outside each meeting room door.

The electronic signs have the ability to display your company or conference logo or media.

Requirements for digital sign files:

- Large electronic board files should be 752x1136 (pixels) horizontally oriented.
- Small electronic door sign files should be 1015x593 (pixels) horizontally oriented.
- The resolution should be 96dpi for both files.
- Acceptable file formats include JPG, GIF, and SWF, PDF.
- Files should be under 1MB for best performance.
- No video files of any type

Pricing for the digital signs are \$100.00 per day for the large boards and \$50.00 per day for the door boards. Please give 21 days' notice if you would like to display your company's logo.

## **ELEVATOR CLINGS**

The hotel has three guest room elevators that are available as a sponsorship opportunity. Rates are \$200.00 per elevator, per day. Contact your Event Planning Manager for additional details.

## **EXHIBITS**

Please refer to Facility Guidelines for requirements if using hotel meeting space for exhibits. Tabletop exhibits are \$100.00 per table per day and are subject to hotel inventory. Exhibit Displays of 30 or more table tops require the use of a drayage/exposition company. All table tops are covered with drop cloths (not skirting) and include 2 chairs and a wastepaper basket. All booths are subject to prevailing state and local taxes, currently these equal 7%.

## **F**

### **FIRE CODES/REGULATIONS**

Compliance with all federal, state and local fire and building codes is required for all group activity. 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 emergency. No furnishings, decorations, or other objects shall be so placed as to obstruct exits. All walkways must remain unobstructed. Doors shall not be propped open with doorstops or other means.

Please see your Catering or Event Planning Manager for detailed information as outlined in the Facility Guidelines.

### **FLAGS**

For your convenience, the hotel can provide a United States Flag and Georgia State Flag upon request.

### **FLAMES (OPEN)**

Candles are permitted on tables if securely supported on a non-combustible base. Candle flames must be protected using a votive holder or other non-combustible containers. Open flames of any other type are not permitted.

### **FLORISTS**

If you need centerpieces for your banquet or displays for the stage, the florists listed below can customize your floral design needs:

**Kato Floral Design, Maria Kato, 912-508-1166**  
**Garden on the Square, 912-233-7227**

## G

### **GOBO LIGHTING**

Gobo lighting consists of a glass or metal cutout placed inside a lighting fixture that has a design or graphic, such as a company logo, which can then be projected on a wall or designated area. The hotel will have final approval for use of the hotel's gobos. There is a flat rate charge of \$250.00 per day, per location for use of gobo lighting, which does not include template production. JSAV Audio Visuals is the exclusive installer of gobo lighting.

### **GREEN INITIATIVES**

Hyatt Regency Savannah is committed to reducing our impact on the environment. Recycle bins can be found in all public space. A linen reuse program is in effect in which we change linen only on the third day for standard rooms. A full list of our green initiatives is available upon request.

### **GUEST ROOM DELIVERIES AND CHARGES**

Deliveries to guestrooms are coordinated directly through Guest Services; however, your Event Sales or Event Planning Manager should also be advised. The Guest Services department will make guestroom deliveries for all non-food and beverage items (i.e. gifts, flyers, newspapers, magazines etc.). Under door, deliveries are not an option due to the smoke strip seal at the bottom of the guest room door. Please discuss delivery of food and beverage amenities with your hotel contact. All group deliveries must receive prior approval from both the host convention and the hotel.

Current delivery charges are as follows:

Outside Door Delivery.....	\$3.00 per generic item.....	\$4.00 per personalized item
Inside Room Delivery.....	\$4.00 per generic item.....	\$5.00 per personalized item

### **GUEST ROOM LOCKS**

The Hyatt Regency Savannah utilizes an electronic locking system on all guestroom doors. This locking system requires the use of a MIFARE 1k Classic key card, and the lock is re-coded each time a guest checks out. The key is only programmed with the room number and check in/out date for key operation. Items NOT programmed on keys include guest name, credit card number, address, phone number, guest history and other pertinent data.

### **GUEST ROOMS & SUITES**

The Hyatt Regency Savannah consists of 351 sleeping rooms. All guest rooms offer flat screen TV's, refrigerator, portable workspace, in room safes, and wireless internet. Prices are subject to change without notice.

## H

### **HAZARDOUS MATERIALS**

The group is responsible for the removal of all hazardous waste and must comply with all federal, state and local regulations regarding the handling and disposal of said materials. Hazardous waste includes materials that are toxic, corrosive, reactive, ignitable or bio-hazardous. Material Safety Data Sheets (MSDS) must be provided.

## **HEALTH CLUB**

The hotel offers a complimentary 6,700 square feet Fitness Center. Features include exercise bikes, treadmills, free weights, and changing facilities. The health club is located on the hotel's P1 level. The Fitness Center is open 24 hours and is accessible with your guestroom key. An indoor heated pool are also available and will be open daily 6:30am-10:00pm.

## **HOURS OF OPERATION FOR HOTEL SERVICES**

Concierge Desk.....9:00am to 7:00pm (times may vary)  
Fitness Center.....24 Hours  
Laundry.....8:45am pick up, return after 5:00pm  
Pool.....6:30am to 10:00pm  
Security.....24 hours  
Corner Pantry.....24 hours  
Valet Parking.....24 hours  
Moss & Oak.....Hours will vary

## **HOUSEKEEPING**

The following items are available from the Housekeeping Department upon request (as available).

- Cribs
- Emergency toiletry kits
- Turndown service
- Roll-a-ways
- Heating Pads
- Humidifiers
- Make up mirrors

Please reference the "Hyatt Has It" card in your guest room for a full list of items available for our guests.

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

## **INTERNET**

All guestrooms and suites feature free standard wireless and wired internet access.

1st floor public areas, including the Moss and Oak and the Lobby feature complimentary Wi-Fi.

Our meeting facilities include an enterprise-grade network utilizing the hotel's Internet connection. The network allows for fully customizable wired and wireless solutions within the hotel's meeting space. Network/Internet services in the meeting space are exclusively contracted and supported through JSAV. All service inquiries should be directed to an Event Manager.

## **INSURANCE REQUIREMENTS**

All contractors hired by the group for labor and/or services are required to submit a certificate of insurance. Those companies would include but are not limited to general contractors, production companies, staffing providers and décor companies. Client shall carry and maintain comprehensive general liability insurance in a minimum amount of \$1,000,000 and name Hyatt Corporation.

This insurance will be primary and not contributory with any insurance by Hyatt.

## **INTERPRETATION SERVICES**

For assistance with language services for international attendees during your conference or event, please call the Front Desk at Ext. 50 for assistance

## **K**

### **KEYS**

Meeting room keys are available for offices or storage and can be arranged through your Event Sales or Event Planning Manager. Key issuance ensures that the room is locked, but not secured.

The Hotel will not be held accountable for items left unattended or unsecured in any meeting or function space.

Based on arrangements in advance, the hotel will provide up to five complimentary keys for arranged event space; and additional keys are charged at \$50 per key. Failure to return hard keys will result in extra charges.

### **KEY SPONSORSHIP & MARKETING**

If you would like to produce your own logo guestroom keys, please contact your Event Sales or Event Planning Manager for information regarding the hotel's key card system. All charges to manufacture the MIFARE 1k Classic key cards are at the expense of the group and the hotel implements a **\$1.00 per key fee** for all keys supplied to the Hotel. This fee covers the integration prior to arrival, and removal / destruction of keys upon departure. The Hotel must test a sample key prior to arrival of the group to make sure they are in working order. We recommend ordering a quantity of two keys per room on peak night. Keys will be distributed at the front desk registration to your convention attendees. Key cards will only be distributed at the front desk. PLI is the only approved vendor for customized key cards.

PLI (Plasticard-Locktech International)..... 800-752-1017

Please allow 4-6 weeks for production

PLI can also create custom door hangers for your sponsorship or conference. In addition to productions charges, a \$3.50 per room delivery fee will apply.

## **L**

### **LAUNDRY, DRY CLEANING & ALTERATION SERVICES**

Laundry bags with item tickets are located in each guestroom. Same day laundry/dry cleaning service is available Monday through Saturday with pick up at 8:45AM and delivery after 4:00PM. Same day service is not available on Sundays or holidays. Alteration services are also available through the laundry department upon request. Please call the hotel operator to coordinate a laundry/dry cleaning pick up/drop off.

### **LOGO**

Neither the Group nor the Hyatt Regency Savannah 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 Hyatt Regency Savannah advertising materials should be directed to your Event Sales or Event Planning Manager.

### **LOST & 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 Georgia 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 remains unclaimed it is returned to the finder.

Guests are responsible for shipping charges on all returned items.  
Inquiries can be made regarding lost and found items 24 hours a day by calling the hotel operator.

## N

### NEWSPAPER

As Hyatt goes green, we have eliminated newspapers from guest room delivery.

Savannah's local newspaper is the Savannah Morning News. For up to the minute news about the city please go to:

[Savannah Morning News Front Page](#)

## O

### OFFICE MACHINES

Please reach out to our in house AV Company, JSAV, to rent computers and other office equipment for your meeting.

## P

### PARKING

Underground, on-site valet parking is available at Hyatt Regency Savannah for personal vehicles. Maximum height for vehicles is 6' 9".

Current rates are as follows and are subject to change:

Valet Parking

0-4 Hours..... \$15

4-8 Hours..... \$21

8+ Hours or Overnight.....\$40

\*Additional fees will apply after 3:00pm

Parking for large vehicles should be arranged in advance. Please contact your Event Planning Manager for additional information regarding off-site parking facilities. Bus parking information can be found on the City of Savannah's [website](#).

### PETS

We welcome pets to the Hyatt with the following considerations:

- Pet information card must be filled out at check-in with the front office host.
- A Non-refundable \$150.00 cleaning fee will be added to guest account at check in (for stays of 1-6 days). (7 plus nights will be a total charge of \$300)
- Certain Rooms designated on the 3rd Floor have been assigned as being 'pet-friendly.
- Canines must always be kept on a leash while on property and they are not allowed in the restaurant area. Pets are allowed on Garden Terrace and Sun Deck.
- Canines may use the square (located directly in front of the hotel valet drive) for any bathroom needs.
- Guests need to be mindful of others and are responsible for cleaning up after their pet.
- Additional Amenities for our Canine friends:
- Guest rooms can be prepared for their special canine companion for reservations made 72 hours in advanced.
- Pet hanger must be used at all times and will be handed out at check in.
- PET special must be added to the reservations for housekeeping.
- Pet policy applies for all dogs 50 pounds or lighter and non-aggressive breeds.

## **PHOTOGRAPHY/VIDEO SERVICES**

Hyatt Regency Savannah recommends the following

Ale Santana.....[www.alesantanaphotography.com](http://www.alesantanaphotography.com)  
Christine Hall.....[www.christinehallphotography.com](http://www.christinehallphotography.com)  
Kelli Boyd.....[www.kelliboydphotography.com](http://www.kelliboydphotography.com)  
Hopkins Studios.....[www.hopkinsstudios.com](http://www.hopkinsstudios.com)  
Heritage Video.....[www.heritagevideo.biz](http://www.heritagevideo.biz)

## **R**

### **RECYCLING**

Trash and recycling receptacles can be found throughout the hotel, including guest rooms and meeting space.

### **REGISTRATION DESK/OFFICE/STORAGE**

The Hyatt Regency Savannah has one registration desk with an adjacent office, located on the second floor next to the Regency Ballroom. If you have a need for registration desks, office and/or storage space, please contact your Sales or Event Planning Manager to make arrangements.

### **RESERVATIONS**

All guest room reservations must be accompanied by a one night's deposit or a credit card guarantee. Cancellations must be received 72 hours prior to arrival date to receive full refund of the room reservation deposit, unless otherwise noted in contract. In the event of a no-show, guest will be charged for one night's room and tax.

## **S**

### **SAFETY DEPOSIT BOXES**

In-room safety deposit boxes are available for all hotel guests on a complimentary basis. They are recommended for the storage of valuables.

### **SECURITY**

The hotel's engineering department covers security measures 24 hours a day, with a dedicated security guard in the evening and overnight. The hotel cannot be responsible for the safekeeping of equipment, supplies, written materials or any other valuable materials left in meeting space by individuals or groups. To make arrangements for the security of exhibits, ballrooms or other areas please coordinate with your Event Planning Manager.

Security staff and Off Duty Savannah Police Officers are also available for hire at \$55 per hour with a minimum of 4 hours. Please coordinate with your Event Planning manager for the most up to date rate. Security should be ordered 14 days prior to event and pre-ordered security cancelled within 48 hours of event will be charged in full.

Groups are allowed to hire outside security but approval must be received by the Director of Security and a certificate of liability must be provided from the outside security company.

### **SHIPPING/RECEIVING**

The hotel's receiving department will coordinate receipt and delivery of small packages/pallets to guest rooms and meeting rooms in conjunction with the bell stand. Packages should not arrive more than 3 days prior to date required. Shipments arriving more than 3 days prior may be refused or subject to an additional storage fee.



Handling fees of \$7.50 per box and \$100.00 per pallet apply for in bound handling. Guest is responsible for bringing pre-paid shipping labels for outbound shipping. A drayage company must be contracted for groups with exhibits or excessive show materials.

Materials sent to the hotel must be labeled as follows:

Company or Name: Hyatt Regency Savannah

Contact: Guest Name

Address Line 1: 2 West Bay Street

City: Savannah

State: GA 31401

Reference #1: Group Name

The hotel cannot transfer boxes received at the hotel to the Georgia Convention Center. Bell carts, hotel carts or pallet jacks cannot leave hotel property to transport goods to the convention center. Please contact the Event Manager at The Georgia Convention Center for details and fees.

### **SHIPPING/OUTBOUND**

Hyatt Regency Savannah's preferred shipping vendor is FedEx. Outbound shipping will be handled by the hotel's shipping department and bell stand.

All materials must be sealed and properly labeled. The appropriate prepaid shipping forms must be completed and attached to each box and/or pallet. Any remaining unlabeled boxes are considered trash and will be disposed of.

Blank shipping labels can be found at the Bell Stand.

### **SMOKING**

Hyatt Regency Savannah is a smoke free hotel. Smoking is not permitted in the hotel. Discovery of smoking in guest rooms, will be assessed a \$250 cleaning fee.

### **SPONSORSHIP OPPORTUNITIES**

Several sponsorship opportunities are available thorough out the hotel.

Refer to Banners & Signage, Electronic Reader Boards, Gobo Lighting, Guest Room Deliveries and Charges, Key Sponsorship & Marketing, Elevator Clings.

### **STAFFING SERVICES**

There is a local conventions staffing service available to assist with your registration and staffing needs. Please see Destination Management Companies for a list.

### **STAGING/RISERS**

The hotel has a limited number of 6ft x 8ft risers that can be adjusted to 12"and 24" high. The hotel does not permit stacking of risers for multiple tiered staging. If a production quality stage is required for your function, we recommend working with a professional staging company.

i

## **T**

### **TAX EXEMPT STATUS**

In order for an organization to be considered tax-exempt, they must have a certificate of exemption from the State of Georgia **and** the City of Savannah.

The hotel's finance department must confirm exempt status for a group or organization in advance. Tax exemptions for individual guests require very specific guidelines including method of payment, location of organization, reason for exemption and appropriate documentation.

### **TAXES**

Current Taxes as of 1/1/2019: **13%**

City Hotel Fee: **\$1 per night**

State Hotel Fee: **\$5 per night**

Restaurant/Banquet Tax: **7%**

## **TELEPHONES**

House phones are available in most meeting rooms. These telephones are limited to in house calling. Additional phones requirements are managed and arranged through the hotel in-house audiovisual provider, INSPIRE. Calls will be charged accordingly.

Direct Inward Dialing (DID)

Wireless Speaker Phone

Conference Speaker Phones

Conference Call Services

Please consult JSAV or your Event Planning contact for applicable fees and scheduling. A minimum of 14 days advance notice is requested

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