



HYATT REGENCY TRINIDAD 2008 CATERING POLICIES AND PROCEDURES

Please be advised that the policies included in this guideline for the Hyatt Regency Trinidad referred to as “the Hotel” may be subject to change when deemed necessary. All prices quoted below are in US dollars. If you have any questions, please contact your Catering Manager for clarifications.

Audio Visual: Audio Visual Services at the Hyatt Regency Trinidad are available through an outsourced company. Groups providing their own audiovisual services will need to coordinate this with their Convention Services Manager and Presentation Services. Please contact the Catering Manager for assistance.

Meeting Space Policies and Procedures:

1. No smoking in meeting rooms, corridors or sound booths. Smoking is permitted in outdoor areas only.
2. All electrical wiring must be approved by the Hotel and must comply with safety procedures.
3. No hammering or drilling into surface finishes.
4. No tape is to be applied onto surface finishes or walls.
5. No cords taped in doorway thresholds.
6. Equipment stored inside the rooms must be kept no less than 2 feet from any wall.
7. Emergency exits must remain clear at all time.
8. Contractors are responsible for removal of packing and transportation materials, pallets, crates trash, etc.
9. The Hotel engineering staff shall make all high voltage connection arrangements; additional power may need to be ordered from an outside vendor.
10. Damage assessment will be made at the close of each production. Decorator, staging and production companies will be responsible and held liable for any damage caused by their agents, contractors, employees and staff.

Banners/Signs: The Hotel reserves the right to approve all signage. All signs must be professionally printed. No signs are allowed on the guestroom levels, elevators and main lobby areas of the hotel or building exterior unless approved by your Catering Manager. Printed signs are permitted outside function rooms and should be free standing or on an easel. The Hotel will assist in placing all signs and banners. Depending on the labor and equipment involved a charge for the service may apply. The Engineering department will hang up any banners. The fee for hanging banners depends on the size. Please contact the Catering Manager for assistance.

Bell Services: The Bell Services Department is responsible for the movement of you luggage and the delivery of all non-food and beverage room amenities. In-room delivery is \$3.00 per room. Our Bell Services Department coordinates “Luggage Pull” from rooms but is not responsible for the movement of “Personal Items” such as cameras, lap top computers, jewelry, etc. Portage charges, if billed to the master account, are currently \$3.00 per person. Please note that Portage does not include valet parking or front drive services.

Billing/Credit: The hotel requires that proper credit information be established prior to the event and conference.

Cash Deposits: The Hyatt Regency Trinidad has specific procedures for our cash paying guests. We require full payment in advance for room and tax, and a refundable deposit for incidentals (such as phone and in-room movies). The deposit is \$100.00 each day, per guest stay.

Food and Beverage: The Hotel’s Convention Services and Catering Departments will contact the Group’s authorized representative, approximately nine-months prior to the group’s meeting to assist in the planning and details of producing the meeting. These details include specific food and beverage arrangements, program revisions and room set-ups. Food and beverage prices for the Group’s functions will be confirmed four (4) months prior to the group’s arrival.

At that time the group will inform the hotel of their approximate Food and Beverage budget. The Hyatt Regency Trinidad is responsible for the quality and freshness of the food served to our guests. Therefore, no food brought in from outside sources will be served.

All food and Beverage charges are subject to Service Charge (currently 10%) and Value Added Tax (currently 15%).

The minimum charge for all buffets is 10 guests. If the number of guests falls below 10, a chef charge of \$150.00 will apply.

The Republic of Trinidad and Tobago West Indies and the Customs & Excise Division regulate all alcoholic beverage sales. The hotel, as licensee, is responsible for the administration of these regulations. Hyatt Regency Trinidad employees must dispense all alcoholic beverages.

Check-In: The hotel's check-in time is 3:00pm. Room assignments prior to that time are based upon availability. Early check-in may be available but cannot be guaranteed.

Check-Out: Check-out time is 12:00pm.

Early Departure Fee: Upon checking into the Hyatt Regency Trinidad you will be asked to confirm your day of departure. At this time you may change your departure date without penalty. Please be informed that this does not apply to meeting planners who have signed for a minimum of guest rooms.

Fire Codes: Local fire codes should be considered when planning decorations and exhibits in all meeting spaces. Every exit must be free of all obstructions or impediments in the case of fire or other emergencies.

Any furnishings, decorations, and stage settings shall be fire retardant treated. All meeting requirements, including registration and special set-ups, must meet the guidelines of existing fire codes. To facilitate this, we request that an approved copy of all diagrams and floor plans be submitted at least thirty days prior to your meeting for approval.

Any lasers, fog, smoke or other chemical or substance in use will require a Fire Marshall on duty to release and disable the Fire Alarm System. It is the responsibility of the production company or the Group to hire the Fire Marshall when utilizing this type of equipment. Hotel must be informed of the use no less than one month prior to arrival.

Guarantee: Your final attendance guarantees for banquet food and beverage event are due no later than 11:00 am, three working days prior to the function. This will be considered a firm guarantee from which you will be charged even if fewer guests actually attend.

Should your guaranteed final attendance be significantly less than your tentative count, the Hotel reserves the right to relocate your event to a more suitable room to better serve your guests. Furthermore, should the reduced attendance cause the group to be under their contracted food and beverage minimum, the hotel will charge the difference towards rental fee. You may also choose to add alternatives in food and beverage that will bring you back to the agreed minimum revenue figures for the function.

The Hotel will overset five percent (5%) over the guarantee for parties up to 499 guests. For parties over 500 guests, an overset of three percent 3% will be available.

Lost and Found: When any article is found (i.e. jewelry, passports, or money), it is turned into the Security Department. The item is held for six months. To make inquiries about a lost item, please call Security at (868) 821-4030. Guests are responsible for all shipping charges to return any claimed articles.

Medical Facilities/Emergencies: In the event of an emergency, our Security Department can be reached at extension 4030,4031, 4032 or through the Hotel Operator. If a guest requires emergency medical assistance, they will transport to West Shore Medical Clinic.

Packages: Prior arrangements must be made for receiving any equipment, goods, or other materials, which will be sent, delivered or brought to 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 from 8 am to 3pm Monday through Friday. Any materials being sent to the Hotel must be marked with the complete address, number of boxes and addressed to the Hotel as follows:

Hold for Arrival: Guest's Name, Organization Name, and Arrival Date
UDECOTT for Hyatt Regency Trinidad
Level 1 Albion Court
61 Dundonald Street
Port of Spain
Attention: Hyatt Convention Services Manager's Name

Items should not be scheduled to arrive more than one (1) week prior to the Group's conference start date. Packages to be held for group staff/planner's arrival should be marked with conference name, dates and the meeting planner's name. .

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

Groups who have contacted the services of a drayage/exhibit services company should furnish the appropriate shipping instructions to their vendors/attendees regarding shipment of exhibit materials to said drayage/exhibit services company. Shipments if this nature should not be sent directly to the hotel. A copy of this policy will be furnished to you drayage company.

Parking: Hotel Guests may use the Car Park opposite the hotel. At this stage, parking fees are not yet in place. The Car Park is not owned or managed by the hotel and future charges cannot be posted to your room or master account.

Internet access: Wired and Wireless Internet access is available in the guest rooms and public areas in the hotel. Wired and wireless Internet access can also be arranged in the meeting rooms upon request only. This service can be obtained through Intertouch. The charges are \$14.00 for 24 hours.

Security: The Hyatt Regency Trinidad is not responsible for the safekeeping of equipment, supplies, written materials, or any other valuable items left in function rooms by the group, unless in the presence of a security guard. Accordingly, the group acknowledges that it will be responsible to provide security for any such above mentioned items and hereby assumes responsibility of loss thereof. Be advised that the Hotel Security Department does not permit any security officers to be armed. Any other outside security agency hired by the client must have the approval of the Hotel's Director of Security.

Taxes: Following are the current tax rates that will be applied to your billing. They are non-negotiable and current to change.

- 10% Service Charge for all food and beverage functions
- 15% Value Added Tax
- 11% Guest Room Rental Tax

Tax Exempt Status: In order to be considered tax-exempt, you must present a tax exemption certificate valid for the state of Florida. You must pay with funds from the exempt entity, usually in the form of a check, or from a federal government agency credit card. Cash payments cannot be tax exempt.

Signature

Print

Date