



Conference & Convention Package Procedures

The Wyndham LBV strives to provide our guests with a convenient and efficient method of receiving packages. A few important procedures must be followed in order to insure that guest packages are accounted for and delivered promptly.

We ask that when labeling packages, the following details are provided on the label:

1. Name of conference or convention the package is to be held for
2. Dates of the conference or convention
3. The name of the person who will pick up the package
4. Current Charges for storing and delivering are \$5.00 per box or \$125.00 per pallet
5. All charges for boxes are posted only to the master account

Shipments will only be accepted within 7 days of the conference or convention. Please do not indicate any employee name on the label. This can cause your package to be "lost", since the shipper may try to deliver to an office or to a person who may be unavailable at that time.

SAMPLE LABEL:

**Name of person with group claiming package
Wyndham Lake Buena Vista Resort
1850 Hotel Plaza Boulevard
Lake Buena Vista FL 32830-2202**

HOLD FOR:

**Name of conference or convention
Dates of convention**

The hotel cannot be responsible for mislabeled packages. Special arrangements are necessary for any large (over 10 pieces) shipment – labor and storage charges will apply. All outgoing shipping will be handled through our Purchasing/Receiving Department. Charges will apply. Any other outgoing shipping arrangements are the responsibility of the shipper.

POLICIES

The following are the Banquet Department Policies regarding on-site functions.

- All banquet food and beverage functions are subject to 22% service charge.
- All banquet food and beverage functions are subject to Florida state sales tax. If your group is tax exempt, we will require a copy of your State of Florida Tax Exempt Certificate.
- All food and beverage items must be purchased from and consumed on the premises.
- Banquet and meeting facilities will be assigned by the Catering Department to accommodate your schedule of events. If attendance or requirements vary, we may reassign space accordingly.
- All displays and exhibits must conform to city code, fire regulations and Resort policy. Articles cannot be tacked, taped or fastened to walls, ceilings or fixtures.
- Delivering and storage of materials and equipment must be cleared through the Catering Department. Labor and/or storage charges will apply.
- Security may be required for groups whose size, program or nature indicates such a need. The acquisition of security is at the discretion of the Hotel and additional charges may apply.
- The Resort shall not assume responsibility for damage or loss to items left in the Hotel or set-up prior to functions. Arrangements may be made for security of exhibits, merchandise and related articles.
- Banquet menu prices are subject to change. Prices are guaranteed at confirmation of menu items.
- A Service Charge may be applied for all meals of 24 people or less.
- There are no signs or tripod easels allowed in the hotel lobby