



Lake Buena Vista

Disney Springs™ Resort area

Conference & Convention Package Procedures

The Wyndham LBV strives to provide our guests with an efficient method of receiving packages. A few important procedures must be followed in order to ensure 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 group, conference or convention
2. Dates of the group, conference or convention
3. The name of the person who will pick up the package
4. Charges for receiving & holding are:
\$10 per item (25# maximum) or \$125.00 per pallet

Shipments will only be accepted within 7 days of the group, conference or convention. Please do not indicate any employee name on the label.

SAMPLE LABEL:

Name of person with group claiming package
Wyndham Lake Buena Vista Resort
1850 Hotel Plaza Boulevard
P.O. Box 22202
Lake Buena Vista FL 32830-8406
HOLD FOR:

Name of group conference or convention
Dates of group conference or 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.

Fed-Ex and UPS are preferred in-bound shippers as they deliver directly to property. USPS packages are delivered off-site and will be delayed

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 24% 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

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