

Small Package Concierge Service

Your guests will now be able to utilize the Small Package Concierge Service to unload or load privately owned vehicles from the East or West Connectors for your upcoming event.

Vehicles will pull into the East Connector, accessible off N. Third Street, or the West Connector, accessible off N. High Street and stop at the designated Small Package Concierge Service area, where they will be greeted by a concierge representative to explain the service:

- Unloading items onto a cart for \$40.00 per cartload
- The guest is given a claim check with a phone number that they can call or text after parking and arriving in the area for delivery
- Items are moved to the location and unloaded from the cart
- Loading service can be ordered at this time for the conclusion of the event for \$40.00 per cartload
- The guest will call or text the number from the previous claim check when they are packed and ready to be loaded onto the cart and a concierge representative will arrive to the location
- After loading the cart, the guest will drive vehicle to the East or West Connector to be loaded
- Once in the Small Package Concierge Service area, they will be greeted by a concierge representative and items be loaded into the vehicle

If guests wish to self-unload, the guest must unload from a parking garage or loading dock. The guest will be direct to the appropriate location if needed.

The East and West Connectors are reserved exclusively for guest drop-off, guest pick-up, and the Small Package Concierge Service.

Locations for guest material delivery are limited to the Greater Columbus Convention Center and Hyatt Regency meeting rooms.

Tell us if this is something you want offered to your guests.