

# **Union Station Dallas at Hyatt Regency Dallas**

## **Frequently Asked Questions**

### **Who manages Union Station Dallas?**

Union Station Dallas is professionally managed and operated by Hyatt Regency Dallas. All contracted food and beverage services, event staffing, banquet operations, and hotel-related event operations are coordinated through Hyatt Regency Dallas.

### **What is the food and beverage minimum?**

The food and beverage minimum is the required minimum spend on food and beverage before service charge and tax. Minimums vary based on date, guest count, season, and event pattern. Typical starting minimums are subject to availability and existing bookings.

### **What is included in the venue fee rental?**

The venue fee rental includes access to the contracted event space during the agreed rental period along with standard banquet tables, chairs, house linens, setup and teardown of hotel equipment, and venue coordination services. Venue fee inclusions may vary depending on the scope of the event and contracted spaces.

### **Is Union Station Dallas exclusive to one event?**

Yes. Union Station Dallas hosts only one event within the venue at a time, allowing clients and guests to enjoy a more private and exclusive event experience.

### **What is a contingency?**

A contingency is typically calculated percentage of the projected food and beverage total and collected in advance as part of the estimated prepayment schedule.

The contingency is intended to provide flexibility for potential event additions or adjustments such as guest count increases, upgraded selections, additional bars, specialty rentals, or other event enhancements during the planning process.

Any unused contingency funds are credited back following final event billing and reconciliation.

### **What are the current service charge and tax rates?**

All applicable services are subject to a 27% taxable service charge and 8.25% Texas state sales tax. Taxes and fees are subject to change.

### **Is outside catering allowed?**

Hyatt Regency Dallas is the exclusive food and beverage provider for Union Station Dallas. Outside catering may be considered for specialized cultural or religious cuisine needs that cannot reasonably be accommodated by the hotel culinary team.

Special considerations may be extended on a case-by-case basis pending operational review, licensing requirements, insurance documentation, and applicable venue policies.

All alcohol service must be provided by Hyatt Regency Dallas in accordance with Texas Alcoholic Beverage Commission regulations.

### **Can Union Station accommodate cultural and multicultural events?**

Absolutely. Union Station Dallas proudly hosts a wide range of cultural, religious, and multicultural celebrations including multi-day wedding experiences and specialty ceremonial events.

### **How late can events continue?**

Food and beverage service and entertainment may continue until 1:30 AM, subject to contracted event timelines and operational approvals.

### **Are candles or open flames permitted?**

Yes. Enclosed candles and certain open flame elements may be permitted with advance approval and compliance with venue and fire safety regulations.

### **Are ceremonial fires, fog effects, or specialty production elements permitted?**

Certain ceremonial fire elements, fog effects, cold spark machines, and specialty production enhancements may be permitted pending approval by the appropriate fire marshal authorities and venue operations teams.

Any required permits, approvals, fire watch personnel, or fire marshal representation are coordinated directly through the appropriate governing authorities.

### **What are the security requirements?**

To help ensure a safe and seamless guest experience, security is required for all events hosted at Union Station Dallas.

Standard security staffing typically includes:

One officer during vendor load-in

Two officers during event hours

One officer during vendor load-out

Final security requirements are reviewed based on the specific needs and operational scope of each event.

Additional security personnel or off-duty police officers may be required for certain event types or large-scale productions.

### **Is parking available?**

Yes. Parking operations are managed by a third-party provider and may include self-parking, valet parking, and group transportation coordination.

Valet parking is not required but is strongly recommended for larger weddings and social events.

### **Is audiovisual included?**

Audiovisual services are not included unless specifically noted in the agreement.

Encore is the in-house audiovisual and Wi-Fi provider for Hyatt Regency Dallas and Union Station Dallas and assists with sound, lighting, staging, power distribution, screens and projection, and specialty production services.

Outside audiovisual vendors may be permitted depending on the scope of the program and venue requirements.

### **Is electrical included?**

Electrical access and power distribution may require an additional fee depending on the scope and production needs of the event.

Electrical services are coordinated directly through the venue and Hyatt Regency Dallas event operations team.

### **Are outside vendors permitted?**

Yes. Clients are welcome to work with licensed and insured vendors. Certain production-related services may require coordination with venue-approved partners depending on operational scope and venue requirements.

## **What are the load-in and load-out procedures?**

Union Station Dallas is a historic venue connected to an active transportation hub. All vendor load-in and load-out procedures must be coordinated through the hotel event planning team.

Vendor access times, loading locations, and operational guidelines are reviewed during the planning process.

## **Is a wedding planner or coordinator required?**

While not required, Hyatt Regency Dallas and Union Station Dallas strongly recommend securing a professional wedding planner or coordinator for weddings and large-scale social celebrations.

The hotel event team coordinates venue and hotel-related operations while planners assist with personal timelines, décor oversight, vendor coordination, ceremony execution, and guest experience.

## **Can guests stay at Hyatt Regency Dallas?**

Yes. Union Station Dallas is directly connected to Hyatt Regency Dallas through an underground corridor, offering convenient guest room accommodations for event attendees.

Preferred guest room rates and room block options may be available through Hyatt Regency Dallas based on event dates, availability and group size.

## **What spaces are available at Union Station Dallas?**

Available spaces include the Grand Hall, Frisco Room, Texas & Pacific Room, Conductor's Lounge, Station Masters lounge and additional support and reception spaces depending on event needs. Scaling over 23,000 Square feet

## **Can multiple events take place simultaneously?**

Union Station Dallas offers a variety of flexible event spaces. While the property is expansive, we do not host multiple private events at the same time within the contracted

areas. Each event is given exclusivity of its designated space, ensuring a private and seamless experience for you and your guests.

## **What makes Union Station Dallas unique?**

Union Station Dallas offers a rare combination of historic architecture, luxury hospitality, and downtown accessibility.

Highlights include historic 1916 architecture, direct connection to Hyatt Regency Dallas, flexible event spaces, multicultural event capabilities, extended event timing flexibility, downtown transportation access, and Hyatt hospitality and culinary support.

## **How do we schedule a tour?**

Private tours are available by appointment through the Sales & Events team. Tours may include Union Station Dallas event spaces as well as select Hyatt Regency Dallas ballroom and guest room offerings depending on the event needs. [dfwrdeventsus@hyatt.com](mailto:dfwrdeventsus@hyatt.com)

## **Where is Union Station Dallas located?**

Union Station Dallas is located in downtown Dallas and is directly connected to Hyatt Regency Dallas.

Address:  
400 S Houston Street  
Dallas, Texas 75202

The venue is conveniently accessible from:

- Dallas Love Field Airport
- DFW International Airport
- Major downtown highways
- DART Rail
- Amtrak services

Detailed arrival instructions, valet information, and event parking guidance may be provided prior to the event.

## **Is coat check available?**

Coat check services may be arranged for events.

Additional fees may apply based on attendance and operational requirements.

## **Can wedding couples earn World of Hyatt points?**

Eligible wedding and social events hosted through Hyatt Regency Dallas may qualify for World of Hyatt bonus points through participating Hyatt wedding and celebration programs.

Depending on the overall event spend and qualifying program participation, couples may have the opportunity to earn a substantial number of World of Hyatt points that can be used toward:

- Honeymoon stays
- Luxury resort experiences
- Complimentary hotel nights
- Suite upgrades
- Dining and travel experiences within the Hyatt portfolio

In many cases, qualifying celebrations may earn enough points for multiple complimentary honeymoon nights at participating Hyatt properties worldwide.

## **Can the kitchen be kosherized?**

Kosher kitchen accommodations may be considered pending event scope, culinary requirements, rabbinical supervision, operational approval, and advance planning timelines.

The kosherization of the kitchen must be coordinated directly with approved culinary representatives and supervising religious authorities.

Additional fees and operational requirements may apply depending on the level of kosherization requested.