

SHIPPING & RECEIVING INSTRUCTIONS

At the JW Marriott Parq Vancouver & The DOUGLAS Hotel, we are committed to ensuring that you and your vendors have a seamless shipping experience with us. This document will guide you and your vendors on how to ship or deliver materials to our property for your event.

DELIVERIES

Please confirm the time and date of delivery with your Event Manager. Once we know those details, we will reserve a Loading Bay for your delivery. Should the size of your packages require the use of a freight elevator, please communicate this to your Event Manager.

The dimensions and weight capacity of our *Freight Elevator* are the following:

- 17'7" deep
- 7'6" wide
- 8' high inside the elevator
- 6'8" high at door opening
- 8,000 lbs weight load

Please ensure that each individual package has a shipping label with the following information:

- *Hotel Address:* 39 Smithe St. Vancouver, BC, V6B 0R3, Canada
- *Event Name*
- *Hotel Event Manager*
- *Event On-Site Contact*
- *Function Start Date*
- *Number of Packages* (i.e.: 1 of 2)

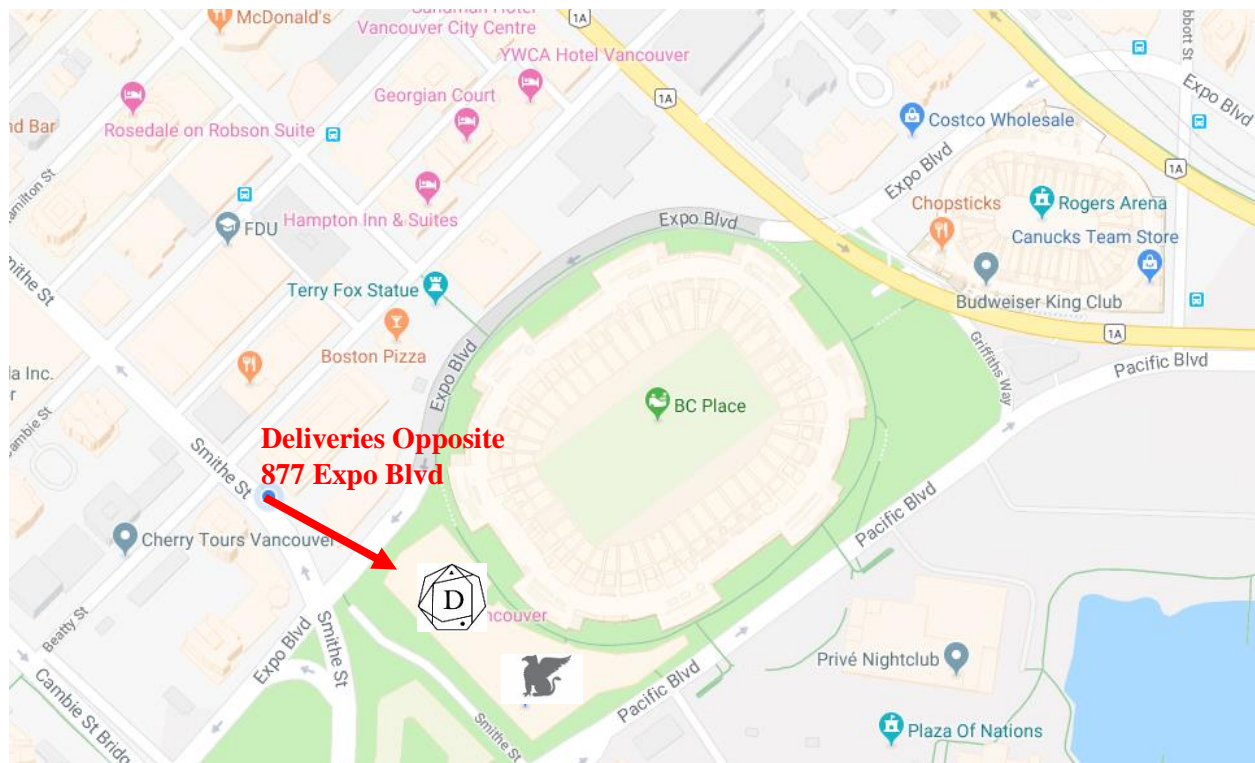
See suggested shipping label at the end of this document

LOADING DOCK

For large packages, please note the following measurements of our Loading Dock/Bays:

- Access road entrance maximum clearance is 15 feet
- Maximum height at Loading Bay is 18 feet
- Accessible for full size trucks and trailers

All packages must be delivered to the Loading Bays of the hotel located to the left of Expo Boulevard. No event packages will be accepted at the hotel lobby. Please see map below:



HOURS OF OPERATION:

The hours of operation of our Loading Dock:

Monday – Saturday: 7:00am to 4:00pm

Sunday: CLOSED

Please note that any packages delivered outside of these hours will not be accepted without the advance approval of your Hotel Event Manager. A minimum of (7) days' notice is required for all deliveries outside of our scheduled Loading Dock service hours



JW MARRIOTT
PARQ VANCOUVER

TIMELINES & ADDITIONAL INFORMATION

- We will accept all shipments within **72 hours** of your first scheduled event. Every pallet that arrives at our hotels outside of this (3) day window are subject to a **\$75 storage fee** per pallet. This storage fee will also apply if a courier does not pick up packages and pallets within **72 hours** of the conclusion of your event.
- Please bring any necessary tools for unboxing and set up of any booths (box cutter, scissors, tape, etc). For your safety, we do not offer these tools on-site.

SHIPPING FROM HOTEL TO ANOTHER DESTINATION

Step One:

Fill out (1) Shipping Label and attach to each individual box. You may use the suggested label found at the end of this document.

Step Two:

Connect with your chosen courier to fill out waybills (one per box), and schedule pick up of your packages. The hotel does not have regularly scheduled courier pick-up times. Please work directly with your courier to arrange a pick-up time for your packages. This time must align with the hours of operation of our **Loading Dock**. There will be no pick-ups at the hotel lobby.

*If you are shipping your package to the **USA or any other foreign country**, please include a **Commercial Invoice** on *each individual* package.

Pallets or freight shipments require a **Bill of Landing with your broker information.

Step Three:

Please connect with the on-site Event Concierge by phone to (604) 506-0298 once you have scheduled a pick-up time for your packages. This way, our teams will ensure *all of your packages* are ready for pick up at the **Loading Dock**.

It is the Client and Vendor responsibility to ensure all packages are labeled with the appropriate documentation. JW Marriott Parq Vancouver is not responsible for lost or delayed packages due to improper labeling



JW MARRIOTT

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the **DOUGLAS**

AUTOGRAPH COLLECTION[®]
HOTELS

JW Marriott Parq Vancouver
39 Smithe St.
Vancouver, BC
V6B 0R3
CANADA

EVENT NAME:	
EVENT MANAGER NAME:	
ON-SITE CONTACT NAME:	
FUNCTION START DATE:	
FUNCTION END DATE:	
FUNCTION SPACE NAME:	
NUMBER OF PACKAGES: <i>(ex.: 1 of 6)</i>	

JW Marriott Parq Vancouver
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