

EXHIBITOR INFORMATION PACKAGE

Prior to Shipping

- The Hotel **will not** accept Cash-on-Delivery Packages (COD)
- The Hotel **will not** clear a shipment that belongs to a guest, group, or exhibitor through customs. If you are shipping anything to the hotel from outside of Canada, we HIGHLY recommend that you get in contact with a Canadian Customs Broker. A Customs Broker will help ensure that your materials arrive at the hotel safe and sound and without delay! They can also assist with advance storage and delivery to the hotel. **Cross Connect Customs & Event Logistics (CCCEL) Inc.**
 - Remy Perrot, Vice President, Sales at 604-505-5717 or remyp@crossconnectcl.com

Inbound Shipment to Hotel

- Ensure all packages are properly labeled using the hotel accepted Shipping Label (attached).

Hotel Receiving

Shipments - ALL couriers should be directed to the address below from Monday – Friday, 8am – 5:30pm no more than 3 days prior to Exhibit move-in date.

Sheraton Vancouver Wall Centre
c/o Shipping & Receiving
1001 Hornby Street
Vancouver, BC Canada
V6Z 2R9

Local Delivery – If bringing in your own items, all deliveries must be done only through the designated loading bay (located at the address above) and freight elevators. The usage of hotel lobbies is strictly limited to hand-carried items only. Dollies or flatbeds are strictly prohibited. Passenger elevators or escalators are designed for passenger use only and are not intended for freight of any kind. Once you arrive at the loading bay entrance, please call 604.893.7141 for assistance in reaching the exhibit/tradeshow floor. Exhibitors are not allowed to park in the loading bay and must move their vehicle as soon as shipment is dropped off.

Loading Bay Information

- The maximum height of the loading dock entrance is 12 ft. 5” and can accommodate 5-ton trucks. A 53’ trailer will not fit down the ramp into our loading bay. The height of the dock is 40” and can only accommodate 2 vehicles at a time. Please ensure your vehicle is within the maximum height and meets these requirements.
- Freight elevators are located up the ramp and to the left. Both will go up to the Pavilion and Junior Ballrooms. Only the elevator on the left will take you down to the Grand Ballroom.
- The Dimensions of the two elevators are as follows:

Elevator to Grand, Pavilion or Junior Ballroom (SE9)	Elevator to Pavilion or Junior Ballroom ONLY
Door dimensions: Height, 7’ Width, 3’9” Inside dimensions Height, 9’ Width, 5’8”, Depth 7’2” Weigh Max: 2270 kg	Door dimensions: Height, 7’ Width, 5’4” Inside dimensions Height, 7’3” Width, 4’6”, Depth 6’6” Weigh Max: 2270 kg

If a forklift is required to unload onto the dock, only a certified driver is able to use the hotel forklift. There will be a rental fee of \$250 for every 8 hours. If a driver is required, a certified hotel associate will be appointed for a \$50/hour labour fee for a minimum of 4 hours. If additional labour is required to load/unload, \$50/hour labour fee for a minimum of 4 hours per staff member required will be charged.

On-Site Receiving of your Package

1. The exhibitor shipment will be available for delivery to the floor during designated move-in times set by the conference organizers. Deliveries will **NOT** be made to guestrooms.

2. Onsite contact must be at booth to receive shipment. Please call 604.893.7141 for assistance if a hotel associate is not in the area.
3. Material handling fees are NOT included in your booth space. Handling fees include receiving, storing and delivery of shipment to exhibit/tradeshow floor along with reloading from the booth for outbound shipping. All shipments will be delivered to the exhibitor once onsite and payment will be collected at the time of delivery.
 - **SUMMARY OF CHARGES:** The following charges (plus applicable taxes) are a one-time fee and payment is required upon delivery of boxes/pallets via credit or debit card only. Hotel will not accept cash or guestroom charges for delivery fees
\$5.00 per Box
\$50.00 per Pallet (storage fees may apply for larger shipments)

Outbound Shipping from Hotel

- All outgoing Shipments must be accompanied by a completed way bill. If you do not have a Courier account number. Please see the links below for Purolator or Fedex to arrange pick up and create a waybill.
 - <https://www.purolator.com/en>
 - <https://www.fedex.com/en-ca/home.html>
- **If your package does not have waybills attached, it will be stored for 5 days and then considered abandoned and will be recycled or disposed.**
- On weekdays, items will be shipped the day of, as long as they arrive at the Shipping and Receiving Office before 2:30pm on the same day.
- On weekends/holidays items will go out the next business day; items will not be shipped out on weekends, no matter the priority.

All shipments and packages sent to or from the hotel fall subject to the following waiver

Hotel Shipment Waiver

The Sheraton Vancouver Wall Centre Hotel accepts no responsibility for lost or damaged packages after the courier has received the package. In the case the hotel believes dangerous or illegal goods are being shipped the hotel reserves the right to refuse shipment. Among items that cannot be shipped are any food products, perfume, alcohol, or any pressurized hair products. The hotel has the right to refuse shipment if there is a lack of information given or for whatever reasons the hotel sees fit. The hotel is not responsible for paying customs charges or insurance charges for any packages that are sent and will refuse any shipments requiring payment. The hotel reserves the right to open packages to inspect contents.

Please send all necessary information and questions to:

Your Name

Title

XXXX@wallcentre.com

604.893.XXXX