



## **Foodpro23 by BC Food & Beverage**

### Shipping and Receiving Instructions

JW Marriott Parq Hotel Vancouver



## SHIPPING & RECEIVING GUIDLINES

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.

### DELIVERY INFORMATION

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.

Due to limitations in secured storage space, **please schedule your shipment(s) to arrive a maximum of 72 hours prior to Event Start Date.** Please ensure that each individual package has a shipping label with the following information to prevent package routine delays.

**Please note that any packages or deliveries 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**

EVENT/GROUP Shipments – Label Standard

Affix a label with the following information (in addition to the air bill)

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

*\*See suggested shipping label at the end of this document\**

### HOTEL RECEIVING HOURS OF OPERATION:

Monday – Saturday: 7:30am to 3pm

Sunday: CLOSED

## LOADING DOCK

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:



## PACKAGE HANDLING AND STORAGE FEES

### Package Handling

Up to 10 boxes within 72 hours of event

10+ boxes within 72 hours of event

### Pallet Storage

### Room Delivery

Complimentary

\$5 per box

\$75 per pallet/per day

\$5 per package

*\*Please note that Additional storage fees will apply for packages and pallets courier does not pick up packages and pallets within **72 hours** of the conclusion of your event.*



## OUTBOUND PACKAGES - SHIPPING INSTRUCTIONS

### *Step One:*

All outbound packages must have a completed courier waybill affixed to each package. Please 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 Parq Vancouver and the DOUGLAS

39 Smithe St. Vancouver, BC V6B 0R3 CANADA

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