

**EXHIBITOR SHIPPING INFORMATION PACKAGE**

Welcome to the Sheraton Vancouver Wall Centre Hotel. If you are shipping anything to the hotel, please read the following for important information.

**Inbound Shipment**

* Ensure all packages are properly labeled using the hotel accepted Shipping Label (attached).
* Inform the Conference Meetings and Events Manager (contact info found below) the details of your shipment *(# of pieces, arriving from, arrival date, shipping company used and any other important/specific information the hotel should be aware of*) a minimum of 10 business days prior to your packages estimated arrival date.

I**MPORTANT**: Shipments are received Monday to Friday 8am – 5pm and must arrive at the hotel within 3 days of start date and no earlier. The Hotel will NOT accept Cash-on-Delivery Packages (COD) and will NOT clear any shipments at customs on behalf of the exhibitor. Exhibitor is responsible for clearing shipments on their own and paying for any applicable custom charges. If you are shipping from a location outside of Canada please ensure that your package will clear customs. If you require assistance please contact our preferred Custom’s broker Davidson & Sons Customs Brokers Ltd: Remy Perrot, Director of Sales at 604-697-2595 or [remy@davidsonandsons.com](mailto:remy@davidsonandsons.com).

**SUMMARY OF CHARGES**: The following charges (plus applicable taxes) are a one-time delivery 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)

## On-Site Receiving of your Package

1. The exhibitor shipment will be available for delivery during designated move-in times set by the conference organizers.
2. All shipments will be delivered to the exhibitor once onsite and payment will be collected at the time of delivery.

**IMPORTANT**: Boxes will **NOT** be delivered to guestrooms nor to the designated exhibit area if the exhibitor is not present at their booth.

## Outbound Shipment

The Outbound Shipping Form must be completed and provided to a Banquet Captain with your shipment prior to departure (*Outbound Shipping Form will be provided by the Banquet Captain before the end of the conference*). All outgoing Shipments will be charged a $10.50 processing fee by our Shipping and Receiving Department.

1. If the shipment is NOT sent by FedEx Express, UPS, Purolator, or Canada Post, then the Exhibitor is responsible for arranging their own package pick-up during Shipping & Receiving business hours

**IMPORTANT**: Shipments will NOT be sent out unless all necessary paper work has been completed and given to the Banquet Captain prior to departure.

Please send all necessary information and questions to:

**Christina Stumpo**

**Meeting & Events Manager**

**cstumpo@wallcentre.com**

**604.893.7257**