



LOADING DOCK PROCEDURES OUTLINE

The hotel is pleased to accept and store* all shipments required for scheduled meetings/programs.

The hotel's loading dock is a busy area serving the needs of the hotel operation, other outlets within the building as well as the Conference Centre. The procedures below are designed to ensure that all our guest's needs are met. Please share this information sheet with all of your attendees, vendors & exhibitors who may need to move items in or out of the Conference Centre.

To facilitate the delivery of your packages we recommend that all individual deliveries be arranged during the normal business hours outlined below. Please notify your Conference Services Manager in advance of the approximate delivery date and time, so that we can ensure we have sufficient staff available to assist as needed. Deliveries outside of these hours require advance notice.

Loading dock hours are from 8:00 am to 5:00 pm seven days a week

1. Loading dock usage is on a first come, first serve basis, and cannot be reserved.
2. Upon arrival at the carport, our Valet staff will greet you. Inform them that you have a delivery for the Conference Centre and they will direct you to the loading dock at the back of the carport.
3. There is a black phone on the left wall with a list of extensions to call for a Porter (dial "0") and or freight elevator assistance. The elevator does not have a "Call" button to the loading dock.
4. Pump carts, flat beds and/or carts are the responsibility of the delivery service. Should you require moving devices, every effort will be made to assist you, but is not guaranteed.
5. If you have a large number of boxes, and there are empty skids available, please feel free to load your boxes onto the skid for easier transport.
6. Please be patient with us, as other departments and outlets share the elevator.
7. Drivers are required to turn off their engine.
8. Make your delivery and move your vehicle as soon as possible so that others can access the dock.
9. No long term or overnight truck/car parking in the loading dock area will be permitted at any time.

LOADING DOCK SPECS

- The dock on the left side does not have a ramp; the dock on the right side has a ramp that will go from the dock to your truck.
- The height of the dock is 43 inches.
- We can accommodate tractor-trailers up to 53 feet long (PLEASE NOTE: there is a sharp right angle to the dock).
- The elevator size is 8' wide X 8' high X 19.5' long and has a maximum weight of 3400 kgs or 7480 lbs.

PLEASE CONTACT CONFERENCE SERVICES MANAGER FOR STORAGE FEES