

Shipping & Receiving Procedures for Marriott on the Falls

Move In Procedures

- 1) All deliveries or unloading must come in through the Loading Dock on Livingston Ave. and must check in with Front Desk upon arrival.
- 2) Exhibitors are responsible to provide all necessary manpower and carts when unloading and loading equipment on Livingston Ave. loading dock.
- 3) All requirements for electrical, Audio Visual need to be secured through Presentation Services Audio Visual contact (905) 374-1300 or email ksadler@psav.com

Items Being Shipped In

- 1) Any items shipped in early, must be marked as follows:
Marriott on the Falls
Attention: Conference Manager's name (Conference name)
Company Name (individual picking it up)
Conference Name (Event Date)
6755 Fallsview Blvd,
Niagara Falls, ON,
L2G 3W6
- 2) Any convener or exhibitors sending displays, etc in advance or having the Hotel store it after the event, will be charged a handling fee and a storage fee. This will be billed directly to the conference master account for convener packages and vendor's guest rooms.
 - a. A handling fee of \$20.00 per box plus \$15.00 per day per box arriving prior to 24hrs to the beginning of the event plus applicable taxes.
 - b. A handling fee of \$100.00 per skid plus \$100 per day per skid arriving prior to 24hrs to the beginning of the event (maximum 3 days) plus applicable taxes.
- 3) Boxes over 50lbs need to be in a case with wheels, or on a skid for us to accept them for portability.
- 4) If vendors have large/ heavy (over 75lbs) cases or more than 2 cases we would need to know their storage requirements to ensure we can accommodate them if arriving before the event.

Move Out Procedures

- 1) Courier waybills need to be filled out completely to expedite your packages pickup by your chosen courier, if you have questions our Banquets staff have been trained in order to make this process easy and worry free for you.
- 2) In the event that your packages or conference materials require shipment to destinations outside Canada, you will be required to fill out a commercial invoice in detail to avoid customs delays. Banquets staff can answer questions or assist you in completion of these forms.
- 3) Guests are encouraged to call in their own items for pickup or fill out electronic waybills with your preferred shipping company and provide printed copies. this will automatically call in your pick up (FedEx and Purolator).
- 4) Unfortunate delays may occur in expedient pick up of your packages which we strive to minimize for our guests however this is not always possible, therefore packages being sent out sometimes will be picked up by couriers the next business day . We sincerely apologize if this causes inconvenience.
- 5) Please ensure that a phone number is available on the waybill in case of any further information that may be required. A credit card or courier account t# is required to ship out any packages.
- 6) Make sure all boxes are labeled and identified if part of a group shipment. This will prevent packages from being accidently shipped out with another order.