



Boxes, Packages, Freight & Storage

The Delta Hotels Burnaby would be pleased to receive and assist in the handling of packages in advance of your event. Due to the limited storage on property, we can only accept shipments **1 business day prior** to your function unless special storage arrangements have been made. Weekend deliveries require advance coordination for loading bay access, as well as pallets and oversized items. Please ask your Event Manager for assistance for scheduling loading bay access for load in and load out.

Delta Hotels Handling Fees

Services Include: Handling of packages at loading bay during business hours (Monday through Friday, 8:00 am to 4:30 pm) and delivery to your function room.

- Boxes (under 30 lbs each) – \$5 plus tax per box
- \$75 plus taxes per pallet each way (\$150 round trip)
- Shipping assistance (boxing, labelling, packing) - \$35/hour labour (includes tape and plastic wrap)

Please address all packages in the following manner:

*Delta Hotels Burnaby Convention Centre -- Shipping Receiving Department
c/o your company (or Event Name), Event Manager Name, and date of function, meeting room
4331 Dominion Street
Burnaby, BC V5G 1C7
(Box 1 of 3)*

POLICIES:

- Packages must be received through the loading dock and transported through the freight elevators. Items received must not exceed 7' tall by 5' wide by 5' deep.
- Hotel will not receive packages through the front desk.
- Hotel will not receive or sign Cash-On-Delivery packages (C.O.D shipments), or be responsible for international duties. We recommend using a customs broker for international shipments.
- Outbound shipments require online waybills provided by the shipper, once packaged the Event Services Attendants will collect your package, and store with receiving for shipping the following business day. Please ensure the provider and waybills are clearly marked on the packages.
- Any packages left for more than 48 hours after an event, will be subject to freight storage fees by a third party vendor as your packages will no longer be stored on property.

LIABILITY:

The hotel is not responsible for damage to, or loss of, any articles left on the premises during or following an events. Any packages that remain in the function room past the contracted function rental time will be subject to Forced Freight, and applicable charges will apply by our preferred partner.

Packages received more than 1-day prior to your event will be subject to storage fees or turned away if locked storage is unavailable and not pre-arranged. Please contact your Event Manager in advance to coordinate.

Shipping and Receiving Department at (604) 453-0768. Hours of operation: Monday through Friday, 8:00 am to 4:30 pm.