

SHIPPING AND RECEIVING

SHIPPING BOXES

OPTION 1 - Shipping and handling of material 48 hours prior to event or less:

All material shipped through courier or by mail to Fairmont Le Château Frontenac must be pre-paid. Also, all material will be accepted only 48 hours prior to the event. A minimum fee of \$100 per day will be charged for any material storage more than 48 hours of the event. All client or supplier material left behind in the hotel after the conclusion of the event will be kept in "lost and found" for a maximum of three months. If items are not claimed after three months, they will be disposed of.

Boxes labelling:

Fairmont le Château Frontenac 1, rue des Carrières Québec, QC G1R 4P5 Nom du congrès ou événement / <i>Name of convention or event</i> Nom du destinataire / <i>Name of the recipient</i> Nom de la salle où la marchandise doit être livrée (si exposant, le numéro d'exposant devrait aussi être inclus) / <i>Name of the room where merchandise should be delivered (in the event of exhibit, booth number should be included as well)</i> Ref : <u>Contact services congrès</u> / <i>Convention services contact</i>

OPTION 2 - Shipping and handling of material more than 48 hours prior to event: Labeling of

boxes/shipments:

All material with delivery scheduled more than 48 hours prior to the event needs to be sent to *Dolbec International*. Please make arrangements with them directly.

DOLBEC INTERNATIONAL INC

T : 418.688.9115 | F : 418.688.3399 | gblouin@dolbec-intl.ca | www.dolbec-intl.ca

Please note that service fees apply. Those will be determined by *Dolbec International*. Please advise your Convention Services Manager of the existence of these shipments and their scheduled arrival time(s). Arrangements for pickup of the material should be made with *Dolbec International* directly.

Material coming from outside of Canada – Customs

If your material is coming from outside of Canada, it is subject to Canadian customs standards. The Government of Canada is available to offer assistance to groups bringing exhibit, display, convention materials, etc into Canada. Such items, when not being used for resale, can enter country duty free, if the convention is registered.

For more information, please contact: Canada

Border Services Agency (CBSA)

International Events and Convention Services Program (IECSP) 191

Laurier Avenue West

Ottawa, Ontario K1A 0L8

IECSP-PSEIC_QC@cbsa-asfc.gc.ca Tel: 613-941-4965 or 613-797-1065

Custom brokers will be of valuable assistance in your effort to get material into Canada. Please consult the *Greater Quebec Convention and Visitor Bureau* member's directory for listings or consult your Convention Services Manager.

CUSTOM FEES

It is the client responsibility to pay for all custom fees at shipping. Fairmont le Chateau Frontenac will refuse all request to pay for custom fees.

LOADING DOCK

It is necessary for convention/meeting organizers/exhibitors to provide labor and equipment for: truck unloading, material handling inside the hotel and truck loading at the conclusion of the meeting/exhibit. Installation or handling of the material is not the *Fairmont le Château Frontenac*'s responsibility. The hotel can provide some help and labour fees will be charged. Please advise your Convention Services Manager regarding your needs.

Please note that the loading dock does not possess any pallet truck and does not allow unloading from ground level. Therefore, your vehicle should be equipped with appropriate ramp. A limited number of trolleys can be placed at your disposal.

Upon arrival at the loading dock, please identify yourself to the security agent on duty. It is required that you wear an identification badge while circulating through the hotel's back of house.

The exterior arch of the loading dock is 11'6" high. The elevator has the following dimensions:

- 7' high, 6' 5" large, 5' deep
- Door : 6' high, 4' large
- Maximum capacity of 3 000 pounds

STORAGE

Fairmont Le Château Frontenac has an extremely limited amount of lockable storage space therefore we cannot guarantee the security of shipments received in advance, maximum of 48 hours prior to your meeting/convention. Also, it is the responsibility of the convention/meeting organizer/exhibitors to provide a storage place for their material, empty boxes, lights, containers, etc. It is strictly forbidden to store any merchandise on the shipping/receiving dock and in the back of the house corridors. We recommend, in the event that you have a large amount of material or if such material is valuable and must be pre-shipped, that a moving company be engaged. Arrangements for storage and movement of your packages can be made with them. Please advise your Convention Services Manager of your plans and decisions in this regard.

DEPARTURE

It is the client/supplier/exhibitor's responsibility to make arrangements ahead of time for shipping back their material after the event. No boxes or any other equipment can be left behind in the hotel once the event is over. Furthermore, the hotel will refuse any request for material storage after the event, should it be during the night, weekends and/or holidays. We invite you to make arrangements beforehand with Dolbec International (see page 1) in the event that you require help and/or storage for your boxes and equipment after the program. All material left behind in the hotel after the conclusion of the event will be kept in "lost and found" for a maximum of three months. If items are not claimed after three months, they will be disposed of.