

PINNACLE HOTEL

HARBOURFRONT

Shipping Guidelines

Boxes, Freight, Customs Brokerage & Storage

We would be delighted to assist with the receiving, handling, and storage of shipped boxes. Due to limited storage space on property, please do not ship items more than 2 days prior to the start of your event. Please arrange for the pickup of any items immediately following your event as the Hotel is not responsible for the damage or loss of any articles left on the premises before, during or following an event.

All deliveries must be properly labeled with the Event Name and date and on-site company contact with specific instructions whether it should be delivered to a Meeting room (include Attention: Banquets) or Guestroom (include guestroom name, arrival date & Attention Front Desk for Guest Arrival). Please see the shipping label at the end of the document.

Our Receiving Hours are limited to 7:30 am – 3:30 pm, Monday – Friday. The Hotel will not accept deliveries made at the front door or make any COD payments. Any boxes that are sent from anywhere outside of Canada, please ensure they are shipped well in advance to avoid timely delays due to Customs. Your Event Manager should be given authority to approve any charges on behalf of the client and any customs or brokerage charge fees will be added to your bill with an additional \$35 handling charge (subject to tax).

Dimensions:

Loading bay

Max height of truck to reach our loading dock is 11ft

Loading dock is 4ft high

Scissor lift is in place for vehicles too high to reach the loading dock

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Service elevators

Door opening: 3 feet 5 inches x 7ft

Height: 7 feet 5 inches

Width: 5 feet

Depth: 7 feet

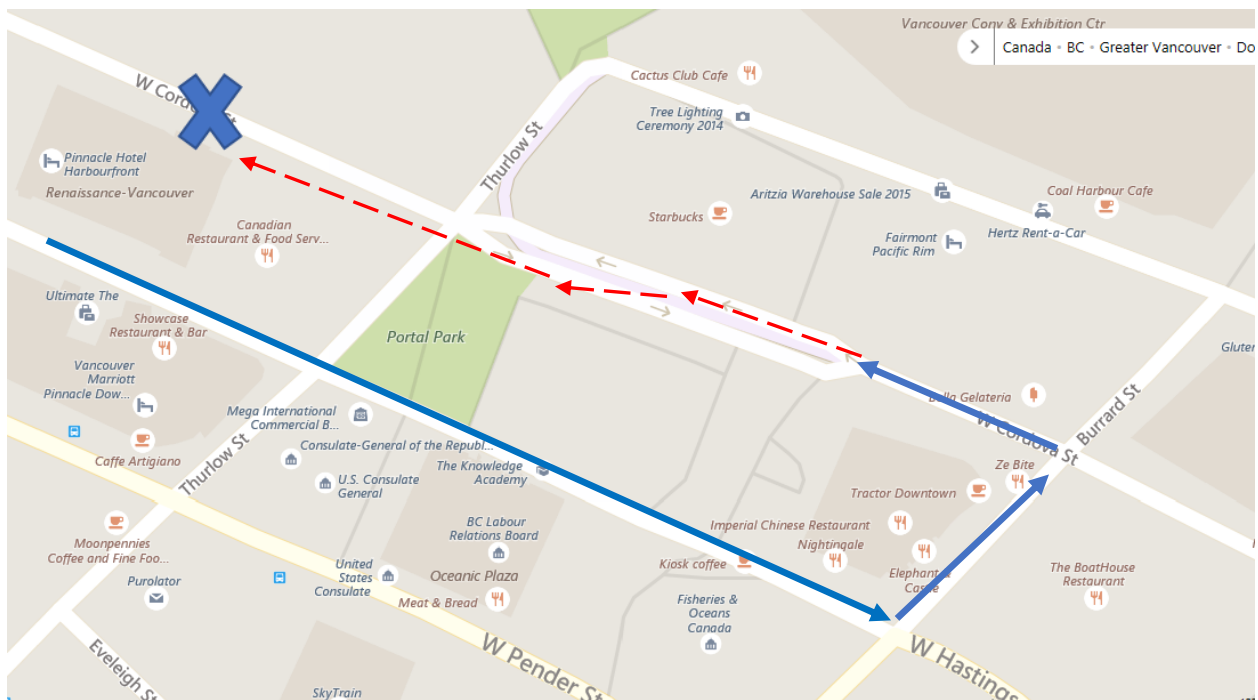
*Please note that the hotel elevators cannot accommodate regular size pallets these must be broken down and reassembled by the client in the loading bay.

*The hotel does not own a pallet jack, should one be required please arrange this with your courier.

Loading Bay Directions

Contractor Access: please access our underground loading bay from Cordova Street, Via Burrard.

Take the first access point on your left as you head down the ramp, hotel is at the far end.



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- From the front of the hotel, drive East on Hastings Street for two blocks to Burrard Street
- Turn left on Burrard Street to Cordova Street
- Turn left on Cordova Street, stay in the left lane
- About 200 meters on Cordova Street, the road splits into two lanes, go down the ramp towards Waterfront Road
- Halfway down the ramp turn left towards the tunnel.
- Enter the tunnel to the end for the hotel loading dock.



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BOX # _____ of _____

RECEIVER:

NAME OF CONFERENCE: _____

CONFERENCE DATE(S): _____

DELIVER TO CONFERENCE ROOM: _____

NAME OF EVENT MANAGER: _____

SENDER:

CONTACT NAME: _____

COMPANY NAME: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

For Hotel Purposes Only
This is NOT a Courier Shipping Label

Pinnacle Hotel Vancouver Harbourfront, 1133 West Hastings Street, Vancouver, BC, Canada, V6E3T3

(604) 689-9211