



MARRIOTT LONDON GROSVENOR SQUARE

DELIVERY, ACCESS AND COLLECTION GUIDELINES

DELIVERY GUIDELINES

All deliveries must be made as individual boxes. Items weighing more than **30kg** must be delivered in suitable flight cases to ensure safe handling.

No deliveries shall be made to the Hotel more than **24 hours prior to the commencement of the Event**, unless otherwise agreed in writing by the Hotel. All packages, parcels, and event materials must enter the Hotel via the **George Yard side entrance or the loading bay located on George Yard**. The Hotel reserves the right to refuse deliveries made through alternative access points.

All deliveries must be clearly labelled in accordance with the requirements set out in **Appendix 1 Delivery Label**. The Client shall be responsible for ensuring that all parcels, packages, and materials bear the required information.

For security and operational reasons, the Hotel reserves the right to refuse, reject, or return any delivery that is incorrectly labelled, delivered outside the permitted delivery window, or otherwise fails to comply with these requirements. The Hotel shall not be liable for any costs, delays, losses, or damages arising from such refusal, rejection, or return.

IMPORTANT INFORMATION

Due to access restrictions within the Westminster Ballroom, the Hotel is unable to accept palletised deliveries. No external storage facilities are available within the loading bay area.

Any delivery arrangements, access requirements, or other logistical considerations must be discussed with and approved by the Event Manager prior to shipment.

ACCESS, DELIVERY AND COLLECTION TIMES:

The **George Yard Hotel Entrance (Side Entrance)** shall only be available between **08:00 and 20:00**.

The **George Yard Bay Door**, which provides direct access to the Westminster Ballroom, shall only be available for deliveries, collections, and event-related access between **08:00 and 20:00, Monday to Sunday inclusive**.

The Client, its contractors, suppliers, and agents shall ensure that all deliveries, collections, installations, dismantling activities, and access requirements are scheduled and completed within these permitted hours. Any access required outside of these hours shall be subject to the Hotel's prior written approval and may incur additional charges.

COLLECTION OF EQUIPMENT AND MATERIALS

The Client shall ensure that all equipment, boxes, materials, displays, and other items brought onto the Hotel premises in connection with the Event are removed no later than **09:00 on the day following the Event** unless otherwise specified by the Hotel.

Any items remaining on the Hotel premises after this time, without the prior written agreement of the Hotel, may be removed, stored, or disposed of at the Hotel's sole discretion. The Hotel shall accept no responsibility or liability for any loss of or damage to such items.

Where the Hotel has agreed that items may remain on site following the Event, the Client shall ensure that all such items are clearly labelled with the Event name, company name, contact details, and agreed collection date. Failure to adequately identify items may result in their removal, storage, or disposal by the Hotel.



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EXHIBITOR DELIVERY AND COLLECTION SCHEDULE

Where the Event involves multiple exhibitors, deliveries, or collections, the Client shall provide the Event Manager with the following information for each exhibitor, sponsor, supplier, or courier arrangement no later than the timeframe specified by the Hotel:

- Sponsor or Exhibitor Name
- Stand Number and/or Location within the Ballroom
- Contact Name (individual attending the Event or managing the delivery and collection)
- Mobile Number
- Email Address
- Number of Boxes or Items
- Courier Company Name for Delivery and Collection
- Delivery Date
- Delivery Time
- Collection Date
- Collection Time
- Collection Name as it appears on the boxes

The Client shall ensure that all boxes and items are clearly labelled with the relevant collection details. Collection labels must be affixed to all boxes and packages prior to collection. Failure to provide the required information or adequately label items may result in delays to delivery, storage, or collection, for which the Hotel accepts no liability.

COLLECTION GUIDELINES

All collection must be made as individual boxes. Items weighing more than **30kg** must be collected in suitable flight cases to ensure safe handling.

All collections must be arranged through the George Yard side entrance or the loading bay located on George Yard. The Hotel reserves the right to refuse collections attempted through alternative access points.

All items for collection must be clearly labelled in accordance with the requirements set out in **Appendix 2 Collection Label**. The Client shall be responsible for ensuring that all parcels, packages, and materials bear the required information and are ready for collection at the agreed time.

The Client shall be solely responsible for arranging all collection services and ensuring that couriers or collection agents are provided with the necessary collection details. The Hotel will not arrange collection services on the Client's behalf and accepts no responsibility for liaising with couriers, scheduling collections, or providing shipping documentation.

Any items left uncollected after the agreed collection period may be disposed of by the Hotel, without liability, at the Client's expense.



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Appendix 1 Delivery Label

FROM:

Name of Sender/Company Name _____

Event Date _____

Name of Event _____

Sender Contact Number _____

Number of Boxes in Shipment _____ BOX OF _____

F.A.O - BANQUETING TEAM
Side Entrance on George Yard
London
W1K 6JP



MARRIOTT
LONDON GROSVENOR SQUARE

Appendix 2 Collection Label

FROM: BANQUETING TEAM
Side Entrance on George Yard
London
W1K 6JP

F.A.O (Sender/Company Name)

Event Date

Name of Event

Sender Contact Number

Number of Boxes in Shipment

_____ **BOX OF** _____