LABELING OF BOXES/SHIPMENTS

In order to avoid confusion or misplaced materials shipped for a convention or exhibit, all items being sent to the Hotel should clearly be identified as follows:

1. Name of the Hotel
2. Name and dates of the convention/exhibit
3. Complete address
4. Name of the CSM
5. Name of the sender
6. Meeting room name

Example:

Fairmont The Queen Elizabeth
Name of conference: ____________________
Date of conference: ____________________
900 René-Lévesque Blvd. West
Montreal, Quebec H3B 4A5
Client Name: __________________
C/o :   <CSM>
Meeting room: ________
Booth #____
Box # ___ of ____

The Hotel reserves the right to refuse any shipments improperly identified and without complete mention of the above information. In addition to this, any C.O.D. shipments will be refused.

CUSTOMS

If your material is coming from outside Canada, it will have to clear Canadian customs. Custom brokers services will be valuable assistance in your effort to get materials into Canada. It will greatly facilitate foreign shipping and accelerate the clearing through customs process. Here’s a company specialized in that type of transaction:

Mendelssohn
276 St-Jacques St. West, Suite 906
Montreal, QC, H2Y 2G4
☎ 514-987-2700
☎ 514-849-3446
✉ www.mend.com

STORAGE & MATERIALS HANDLING:

We are not responsible for storage or materials handling. Please ensure that prior arrangements for storage or materials handling have been made before any shipment of materials to the Hotel.

Should a Bellman’s cart be used for transporting anything other than luggage the following will be charged:

- ½ Cart: $6.00 CDN + taxes
- Full Cart: $9.00 CDN + taxes

- Arrangements must be made with our Conference Services/Catering office and your Group’s Customs Broker.
- Materials being delivered to us must not be delivered more than 2 days prior to the event date.
- All materials should be clearly labelled with the function name, function date, function room, and our Conference Services/Catering representative’s name.
- Materials must not be left in the loading areas. Such displays (i.e. tabletop displays) or products must be removed from the function room daily, unless the room is reserved on a 24-hour basis. In such cases, we will arrange to have the function room locked. We will not be responsible for the exhibit, displays and products locked in the function room. You must provide your own security for this protection if needed.
- Please note that the exhibitors must make their own arrangements for shipping back and that the hotel is not responsible for filling out way bills and customs forms. Any assistance may be requested by the hotel’s business center.
FAIRMONT THE QUEEN ELIZABETH

Freight Elevator (located on Belmont street, off of University or Mansfield)

Truck Maximum Height ........................................ 11’9” (3.58m)
Truck Maximum Length ........................................... 26’

Loading Dock

Loading Dock Height ........................................ 36’
Capacity ................................................................. 8000 lbs

Service Elevator

Door height (cage) ............................................... 92”
Interieur height .................................................... 8’ 2”
Door width ........................................................... 116”
Interior width ....................................................... 115”
Interior length ...................................................... 21’8”

Side Door (Beside the service elevator by Grand Salon)

Door Height .......................................................... 8’
Door width ............................................................ 5’
Le quai de déchargement est réservé aux camions ayant une hauteur maximale de 11’ (vide) et un poids maximale de 10 tonnes. Tout camion ou remorque excédant ce poids et hauteur ne pourra avoir accès à cet endroit. Le quai de déchargement a une hauteur de 3’ et la rampe n’est pas fournie.

**Le monte-charge**

Les dimensions du monte-charge sont de 21’6” de longueur par 9’8” de largeur par 8’ de hauteur. La porte principale a un accès direct au salon Square Dorchester et mesure 9’7” de largeur par 8’ de hauteur. Il y a une seconde porte menant à l’arrière de la salle Place du Canada qui est de 5’ de largeur par 8’ de hauteur.

**Main-d’œuvre**

Il est obligatoire pour les organisateurs de congrès de fournir la main-d’œuvre et l’équipement nécessaire pour le déchargement du camion, la manutention du matériel à l’intérieur de l’Hôtel et le chargement du camion à la fin de l’exposition. L’installation, le montage ou la manutention du matériel d’exposition n’est pas la responsabilité de l’Hôtel et conséquemment, celui-ci n’est pas tenu de fournir la main-d’œuvre pour vous assister.

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**Plan of Receiving Area**

The loading dock is restricted to trucks of a maximum height of 11’ (empty) and a maximum weight of 10 tons. Any truck or trailer exceeding this height and weight will not be able to access this area. The loading dock has a height of 3’ and no ramp is available.

**Freight elevator**

The elevator’s dimensions are 21’6” long by 9’8” wide by 8’ high. The main door exits directly into the Square Dorchester room and measures 9’7” wide by 8’ high. A secondary door, leading to the backstage area of the Place du Canada room, measures 5’ wide by 8’ high.

**Labour**

It is mandatory for convention organizers to provide labour and equipment for truck unloading, material handling inside the Hotel and truck loading at the conclusion of the exhibit. Installation, set-up or handling of exhibit materials is not the Hotel’s responsibility nor can the Hotel provide necessary manpower to assist.