

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 plan to have your items arrive no more than 2 days prior to the start of your event. If you do require early shipping, please contact your event manager for details. Once your event has been completed, please plan to have all items that need to be shipped within 48 hours of the end of your event. Your items will not be stored in the event space as the hotel will have other groups and events that have been contracted to use the Hotel event spaces. 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 delivery instructions, i.e. 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. If your delivery times fall outside of the regular hours, please contact your event manager.

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 through an official customs broker to avoid 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).

Storage Fees: \$50 per box per day outside of 48 hours pre and post event.

Hotel 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. Pallets must be broken down due to service elevator size.

*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.

Service elevators (D level to 19th floor):

Width: 3' 5" Height: 7'3" Depth: 7' 7"

Service elevator to Vista's (19th to 20th floor):

Width: 3' 5" Height: 7' 3" Depth: 5' 8"

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Delivery Information for Events/Tradeshow Exhibits:

Narrowest Point in D Level (loading bay)

- Doorframe before the service elevator - 6' 6" high, 4' wide.

Narrowest Points on the 2nd Floor (Harbourfront Ballroom/Port of Vancouver)

- Door to foyer - 2' 9" wide, 6' 6" high.
- Door between dish pit and banquet office hallway - 6' 10" high, 4'9" wide.
- Door between banquet office hallway and Ballroom 3 - 2' 10" wide, 6' 6" high.

Narrowest Point on the 3rd Floor (Ports of the World/Port of Singapore, Macau, Shanghai, Sydney):

- Back corridor - 3' 3" wide, 6' 9" high.

Vistas:

Narrowest point on level 19:

- Corridor is 3' 6" wide, 6' 5" high.

Narrowest point in 20th floor:

- Doorframe is 2' 8" wide, 6' 6" high.

A Level events: (Cordova Ballroom, Salon A/B/C/D/E/F), the easiest way to load in is through the doors that access Cordova Street. *There are a couple of stairs, but we have a ramp.

Harbourfront Ballroom/2nd Floor events: Items that are too large to fit in the service elevators or through the corridors/doors, access the event space from Hastings Street by using the stairs. There are 3 small flights of stairs to carry equipment up.

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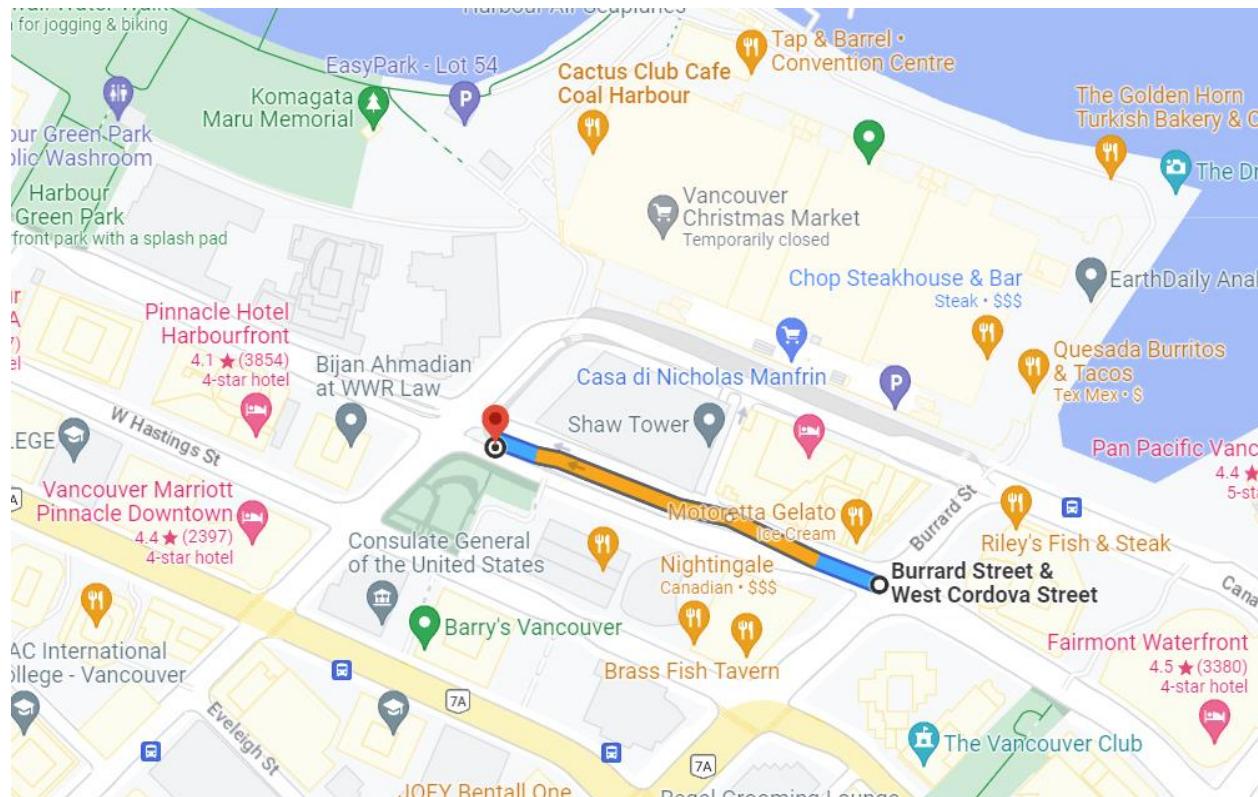
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Loading Bay Directions:

Pin for directions [here](#).

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.



- About 200 meters west on Cordova Street from Burrard, the road splits into two lanes, go down the ramp towards Waterfront Road
- Halfway down the ramp, turn left towards the tunnel.
- Go to the end of the tunnel 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