

Delivery and collection instructions

Here's some information about delivery and collection.

Boxes and Parcels

I have attached the delivery label for your forthcoming event with us. Any deliveries coming to the hotel must have this fully completed label clearly attached to ensure it is accepted by our security team (a label on each box). They need to be pre-arranged and will only be accepted 24 hours prior to your event.

Please confirm to me the quantities and sizes or list of items minimum one week prior to delivery to ensure adequate storage is available. Parcels and courier deliveries are to be safely stored by Security via the Monarch Foyer. If dedicated storage room has been arranged then the delivery is to be via Loading Bay. Items are accepted: Monday - Sunday 06.00 - 18.00hrs

Pallets

Please note that anything delivered on a pallet must be delivered once tenancy has started and communicated well in advance. Pallets are to be unloaded by either the driver or your onsite team. Feel free to advise in advance if you require any portorage assistance and we will cost out these requirements. Once unloaded, the pallet must be removed from the hotel as we are unable to dispose or store these.

Accessing your delivery once onsite

To collect your delivery please call security on 0121 780 6340, whereupon a member of the security team will meet you at the Monarch Foyer in order to sign out your delivery items. Please be aware all deliveries require a signature and it is the responsibility of the signatory to transport all items to the designated function room. Please advise in advance if you require any portorage assistance and we will cost out these requirements.

Collection, post event

After your event all items are to be removed from function rooms and need to be collected immediately after the event ends. A completed 'Returns Label' should be attached to each individual item. It is the responsibility of the onsite client/exhibitor to transport all items to the lock up area in the Monarch Foyer, or if required a pre-arranged dedicated storage room. The hotel may dispose of leftover items if not collected after 24hours of the event.

Should you require delivery or return labels, these are located in the exhibits tab on your getplanning page.

Should you have any questions please don't hesitate to get in touch.

Many thanks