



## Delivery Instructions for Meetings & Events

The Meetings and Events Department are pleased to advise you of the procedures that should be followed should you wish to make any deliveries to the Millennium Gloucester Hotel for your event. By following these simple steps any possible confusion and misdirection of your goods should be avoided.

Please share this document with your exhibitors and all people involved in the deliveries.

### **Delivery Location**

Millennium Gloucester Hotel & Conference Centre  
4-18 Harrington Gardens  
London  
SW7 4LH

All goods are to be **clearly labelled on each package**, as follows:

Name of Event:  
Organiser's Name:  
Company's Name:  
Date of Event:  
Room allocated for the Event:  
Banquet Operations Manager: Lars Mandelkow  
Box 1-6 2-6 etc

### **BEFORE YOUR EVENT:**

Before dispatch, contact the event manager responsible to confirm delivery time by email.

Please state:

Delivery Date  
Quantity / number of cases  
Estimated Delivery Date  
Date of Collection  
Name of courier company / delivery personnel

Due to security reasons, the Hotel reserves the right to open all packaging. All parcels that are not clearly labelled will not be accepted.

- Please note that should you have any international delivery, as per company policy, we are not allowed to clear customs for any event.  
The Hotel will not be responsible for any delayed held at customs
  - Goods can only be delivered up to 24 hours prior to the event (except for Saturday, Sunday, Bank Holiday Mondays) unless by prior arrangement. Regrettably we do not have sufficient storage space to take deliveries any earlier than this.
    - Please inform the Event Planner if the delivery will be made after 17:30.
- Due to security reasons Hotel has a right to refuse any items delivered after hours.
- Parcels of exceptional size and/or weight must be delivered on the day of the Event directly to the room allocated for the Event.

## **AFTER YOUR EVENT:**

Please fill in the below information and attach the note to your boxes:

1. Name/date of the event
2. Company name
3. Delivery address
4. Number of items left
5. Date of collection

- Kindly mention the above details to OPS Manager on site to ensure all the above is correct.  
Please note that any boxes left without the note will be treated as items to dispose and will not be stored in the Hotel.
- Due to limited storage space goods left must be collected within 24 hours at the end of the event. Regrettably once again, if this is not arranged or your event manager notified of a revised collection date then The Hotel will dispose of any left over items in a manner that deems fit.
- Please note that should you have any international delivery, as per company policy, we are not allowed to clear customs for any event.  
The Hotel will not be responsible for any delayed held at customs  
Please also note for post event Exhibitors need to label the boxes and leave them on the table for storage
- Please instruct the courier company that they need to ask for the name on the box or else it will not be given out for security reasons  
The hotel will not be responsible for any rescheduling charges or waiting charges from the pickup company.
- The Hotel will not be responsible for any items left on site.

Thank you for following the Millennium Gloucester Hotel & Conference Centre Meetings and Events Delivery Instructions.

# LOCATION MAP

