

## SHIPPING INFORMATION:

### **LOADING DOCK HOURS OF OPERATION**

Located on Queen Street, past Tim Horton's  
Loading dock is open Monday to Friday from 7:30 a.m. – 3:30 p.m.  
Loading dock is closed Saturday – Sunday

### **HEIGHT RESTRICTIONS OF LOADING DOCK**

Height is 11ft

It's wide enough to back up and truck with the weight capacity of 3 tons or less. If truck is bigger they will have to park on the street and manually use our ramp to get the skids on the loading dock.

If you require someone for receiving after operation hours, it will be minimum 4 hours and paid by \$50.00 per hour, plus any overtime.

### **LOADING DOCK LABELS FOR RECEIVING FOR GROUPS**

**All boxes to be labelled as with below Shipping Label:**

#### **RETURN LABEL FOR GROUPS:**

All boxes being returned from conference must have shipping labels done by the client with the following information:

Loading dock is located on Queen Street. Open Monday to Friday from 7:30 a.m. – 3:30 p.m. :

ATTENTION NAME OF CUSTOMER NAME

COMPANY NAME

ADDRESS

PHONE NUMBER

#### **IMPORTANT NOTE:**

Boxes being returned by a guest is the guests/Conference responsibility to ensure all weigh bills are filled out and the courier company called for pick up.

Please ensure all necessary labels are on the boxes

SHIP TO:

DELTA OTTAWA CITY CENTRE  
101 LYON STREET  
OTTAWA, ONTARIO  
K1R 5T9

LOADING DOCK IS LOCATED ON QUEEN STREET.  
OPEN MONDAY – FRIDAY 7:330AM – 3:30PM  
HOTEL PHONE NUMBER: 613-237-3600

NAME OF EVENT: \_\_\_\_\_

EVENT CONTACT: \_\_\_\_\_

EVENT CONTACT PHONE: \_\_\_\_\_

MEETING ROOM:: \_\_\_\_\_

DATE OF ARRIVAL: \_\_\_\_\_

EVENT MANAGER: Kristen Trevisan

NUMBER OF ITEMS SHIPPED: \_\_\_\_\_

ITEM \_\_\_\_\_ OF \_\_\_\_\_

Please note that for any items that require return shipping at the conclusion of the event, weigh bills must be completed and attached to all boxes and couriers must be contacted for pick-up. Boxes may be picked up from the hotel loading dock (hours of operation 7AM – 3PM, Monday – Friday).