

Guidance for Parcels

This guidance is designed to ensure the precise and efficient delivery and collection of all parcels for your event.

Parcel Delivery

Conference/Exhibition Organisers are responsible for ensuring their parcels are labelled clearly and correctly; address labels should be marked clearly with the following:

Warwick Conference Park & Events
Rootes Building
University of Warwick
Coventry
CV4 7AL

Contents

Specify Name and Date of Conference
Specify Contents required for Exhibition*/Registration/Other**
Number of Boxes/Parcels (e.g. 1 of 10)
(* if Exhibition then specify company/stand name)
(** If Other then specify what the contents are)

Couriers should be instructed to deliver to the Guest Services Desk on the ground floor of Rootes Building. The opening times are Monday – Friday 8am-5pm. There is no provision for parcel deliveries or collections outside these hours. The courier can call 07824 540900 and a Duty Manager will accept the delivery.

Couriers should ensure that items are delivered and signed for by a member of staff.

Items must not be sent more than one week in advance and if you are sending large items such as pallets, please inform your Event Manager prior to sending the delivery. Storage is limited and planned in line with all events.

We will endeavour to deliver parcels sent in advance to the exhibition or registration venue. We cannot however, guarantee that the pre-delivered parcels are transported to the venue by a specified time as this will depend on the availability of the venue for your event. We will also be unable to deliver parcels to the correct location if they are labelled incorrectly; these will remain in left luggage until the Exhibitor/Organiser can identify their parcels.

If your parcels have not arrived, the Duty Manager may be able to track your parcels providing you bring details of the courier used and the reference number supplied by the courier at the time of booking with them. Without these details we will only be able to inform you that we have or have not taken delivery of your items sent in advance.

Delivery vehicle access to Rootes Building has changed since January 2015. All delivery vehicles should now follow signs for Rootes Building Deliveries (the route is accessible directly from Gibbet Hill Road).

Parcel Collection Post-Event

Couriers often sub contract collections which are forwarded to a central distribution point prior to being forwarded to their final delivery address. The current collection/delivery process is often completed using a booking reference number rather than a destination address, so it is important to ensure items are labelled with as much information as possible.

Parcels that are left with Warwick Conference Park & Events to be collected by a courier must be clearly labelled and securely packaged. Couriers will often not accept parcels if they are in doubt about their destination or if the parcels are not packaged securely. Address labels should be marked clearly with the following information:

Person's (Delegate/Organiser) name

Name of Conference

Number of items (e.g. 1 of 10)

Name of Courier

Full postal address for returned items to be delivered

The booking reference number supplied by the courier at the time of booking

(Alternatively you may have a label from your courier company which should be affixed)

Please ensure that the courier is informed of the number of items and the delivery address. If the courier arrives with the incorrect collection information it may cause delays in your items being sent back to you.

It is the exhibitor's responsibility to ensure parcels left for collection are transported to the parcel storage area in the Rootes Building. Items should not be left in the exhibition venue.

Couriers collecting parcels should be directed to the Guest Service Desk on the ground floor of Rootes Building.

If items are not collected within two weeks of the conference ending they will be disposed of.