



# DEERHURST *Resort*

## Shipping Instructions to Deerhurst Resort

### Receiving

Courier Service to/from Deerhurst Resort is not available on Saturdays, Sundays or Holidays. Deerhurst Resort will not be liable for inspecting deliveries upon arrival or for any damage to the contents of such deliveries unless caused by the negligence of Deerhurst Resort, or any of its authorized representatives. Deerhurst Resort has limited storage available onsite. Should you need to send large (including wooden crates and/or skids) and/or multiple items, storage must be prearrange with your Conference Services Manager or delivery may be refused. The following information needs to be provided to your Conference Services Manager to ensure acceptance of items and delivery to Deerhurst Resort and your function rooms: Courier Company, number of items, delivery date, delivery location onsite and tracking numbers for all items. Deerhurst Resort keeps a detailed log of all shipments received and will require you to sign for your packages.

### Shipping Labels

All deliveries must be labeled, with the following information: name of the group/event, group/event contact, date of event, hotel contact and number of boxes. Deliveries must be made to the receiving/loading dock of the Hotel. The Hotel will not accept deliveries to the front door. The Hotel reserves the right to administer additional fees for handling and storage of items both prior to the event and after the group has departed.

### Skids

Please note that skids received by Deerhurst Resort will not be broken down and counted. Deerhurst Resort will accept the shipment as one (1) skid. Storage of skids must be pre-arranged through the Conference Services Department. Due to elevator size, skids cannot be moved to the following function rooms in the Pavilion: Tom Thomson, Arthur Lismer, Lawren Harris, AJ Casson and AY Jackson. Skids cannot be delivered to function space outside of the Pavilion building.

### Outgoing Shipments

All outgoing items must be properly sealed, courier waybills completed and the items clearly addressed, including your courier billing account number or alternate billing information (Deerhurst Resort is not able to bill for any courier/shipping charges). It is against custom/courier policies for hotel staff to pack client boxes. All outgoing items cannot exceed a total weight (per item) of 70lbs. Deerhurst Resort keeps a detailed log of all outgoing shipments and will require you to sign indicating your intention to ship packages. Any boxes left in function rooms after departure without shipping instructions will be delivered to the Deerhurst Resort Lost and Found Department. All outgoing freight pickups are to be scheduled for the day after the event.

### Shipping and Receiving Charges

Box storage/delivery to function space	\$4.00 per unit per day
Skid storage	Contact Conference Services for storage availability and rates
Skid delivery to function space	\$40.00 per skid
Outgoing box handling fee	\$4.00 per unit
Staff assistance	\$40.00 per staff member per hour



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*Please have the following information labeled on each box sent to Deerhurst Resort*

**Conference Manager Name: Amal Daou**

**Conference Name: MFOA 2019 – Municipal Finance Officers Association**

**Conference Dates: September 18 to 20, 2019**

Number of Boxes/Items:

Name of Contact Shipping Items:

Company of Shipment:

**Delivery Location:**

Deerhurst Resort : Receiving Dock  
1235 Deerhurst Drive  
Huntsville, ON  
P1H 2E8, CANADA