

convene

133 Houndsditch EC3A 7BX

**Deliveries and Collections
Guide**

Loading Bay

- Loading Bay is situated at the back of the building on White Kennett Street
- Opening times are Monday - Friday from 07:00 - 19:00
- On arrival, please share the details of your delivery with security who will direct you to the venue.
- Convene will not accept deliveries left in the loading bay. Vehicles cannot enter or park in the loading bay, it is a drop off point only from the roadway.
- There are no parking facilities available at the venue or loading bay.



Lift Access From Loading Bay

Maximum Weight: 1600 KG | **Height:** 2.0m | **Width:** 1.5m | **Depth:** 1.7m

- There is a corridor (50m in length and 1.2m in width) with a slight incline to reach the lifts from the loading bay.
- As you enter the lobby, security will advise which lift can be used.
- These lifts are mirrored and it will be your responsibility to ensure the lifts are protected to avoid damages; any damages are chargeable to the company responsible.
- Larger items that are not able to fit in the lifts, may be brought onto the floor using the stair case. The staircase is 1.5m in width and 2.1m in height

Out Of Hours Access To The Loading Bay

- If you require use of the loading bay outside of Monday to Friday 07:00-19:00 or exceed your agreed times charges will apply
- All Out of Hours access must be arranged in advance with your event manager

Deliveries / Collections To The Venue

- Due to limited storage space, we can accept deliveries one working day prior to your event and store them until one working day after your event, between the hours of 07:00 and 18:00 (Monday to Friday only)
- All items must be labelled clearly using the labels in this document for them to be accepted
- Any items left at the venue outside of these times may be disposed of at the charge of £150+VAT per item.

Couriers

- At the end of your event, if you are leaving any materials to be collected by a courier, please ensure they are labelled correctly (**name of person, company, address and number of items**) and confirm this with the event manager prior to departure.
- If you are shipping internationally, please attach all necessary documents including those for customs clearance to your items, in addition to the venue labels, as couriers will not collect these from us unless these documents are present.
- Larger courier companies use franchisees to move packages on their behalf and are unable provide us with the final destination details - only the order reference details - so please ensure that this is communicated.

Please Note

- Whilst reasonable efforts are made to ensure safety and security of the equipment and deliveries when in storage and whilst being moved around the venue, Convene does not accept any liability for any theft or loss of or damage to your and/or any visitors' property. This includes during set up/ der-rig and/or event day.
- Traffic wardens patrol the area and Convene are unable to offer any assistance in case of any parking violations or tickets.
- Convene will not be liable for any waiting charges incurred while delivering or collecting.

DELIVERY TO VENUE

To:

Convene - 2nd
Floor 133
Houndsditch
London
EC3A 7BX

Tel:

020 7138 3281

**Your Events Manager's
name:** _____

Package ____ of ____

FAO

Your Representative's _____
name: _____

Your Telephone
Number: _____

Your Company
Name: _____

**NAME AND DATE OF
EVENT:** _____

DELIVERY TO VENUE

To:

Convene - 2nd
Floor 133
Houndsditch
London
EC3A 7BX

Tel:

020 7138 3281

**Your Events Manager's
name:** _____

Package ____ of ____

FAO

Your Representative's _____
name: _____

Your Telephone
Number: _____

Your Company
Name: _____

**NAME AND DATE OF
EVENT:** _____

COLLECTION FROM VENUE

To (Contact from your company): _____

Company Name: _____

Address: _____

Postcode: _____

Country: _____

Contact telephone number: _____

Courier name & Collection date: _____

Courier reference: _____

Package ___ of ___

NAME AND DATE OF EVENT:

COLLECTION FROM VENUE

To (Contact from your company): _____

Company Name: _____

Address: _____

Postcode: _____

Country: _____

Contact telephone number: _____

Courier name & Collection date: _____

Courier reference: _____

Package ___ of ___

NAME AND DATE OF EVENT:

Undertaking From Sponsors, Exhibitors and Suppliers

- 1) All work will be carried out in a safe manner, without causing any hazards to the venue structure, clients, venue team and their property. Will procure own public liability insurance and risk assessments as necessary.
- 2) No fire exits, or corridors will be blocked during or after the set up.
- 3) Loading bay procedure and lift etiquette are to be observed; we are able to secure a lift for large deliveries via the building's security team.
- 4) There is no loading/ unloading or parking permitted in the loading bay. It is a drop of point only, with loading/ unloading only permitted from outside the loading bay entrance.
- 5) Lift doors are not to be kept open with flight cases or other items due to the damage this causes to the lifts.
- 6) Care will be taken at all times when transporting equipment through doors and near walls; no cases or equipment will be rested against the walls or any of the pillars.
- 7) All flight cases will be taken off site (unless storage is arranged via your client or event manager); No equipment will be stored in the corridors as these lead to fire exits.
- 8) Only cases and trucks with rubber wheels will be used on the tiles;
- 9) Door wedges will be provided to hold the doors open, nothing else is to be used.
- 10) Sets and backdrops will be built and disassembled with sufficient room and away from walls and artwork.
- 11) The use of any branding materials, backdrops and banners onsite, must be taken offsite after the event as the venue cannot dispose of these items.
- 12) Existing setups will not be moved or changed and tools will not be placed on any furniture set for the event.
- 13) The decibel allowance for general speech the maximum level of settings is 70db & for music, the maximum level of settings is 80db.
- 14) We (Sponsors, Exhibitors and Suppliers) will be liable and make good of any damages caused as a result of the work carried out or negligence.
- 15) I / We understand that Convene is not liable for any theft, loss or damage to deliveries whilst in storage or at the exhibition stand; or when the venue facilities crew assist to move the deliveries.

Name:

On behalf of company:

Setting up on behalf of:

Event name and date:

Signature:

Date: