



**DEERHURST**  
RESORT

## Shipping & Receiving Information

If you are going to be shipping something to Deerhurst, please ensure that the following label/information is included:

**Conference Manager Name:** Katina Garcia

**Conference Name:** Municipal Finance Officers Association 2024

**Conference Dates:** September 16<sup>th</sup> – 20<sup>th</sup> 2024

**Number of Boxes/Items:**

**Name of Contact Shipping Items:**

**Company of Shipment:**

**Delivery Location (Please include tradeshow booth # if known):**

Deerhurst Resort Receiving Dock

1235 Deerhurst Drive

Huntsville, ON

P1H 2E8, CANADA

Please do not send anything earlier than 72 hours prior to the start of the event. Our Shipping & Receiving department is open Monday-Friday 830am-430pm.

Please email Katina at [kgarcia@deerhurstresort.com](mailto:kgarcia@deerhurstresort.com) to coordinate deliveries and payments directly.

### ***Receiving***

Courier Service to/from Deerhurst is not available on Saturdays, Sundays or Holidays. Deerhurst 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, or any of its authorized representatives. Deerhurst has limited storage available onsite. Should you need to send large (including wooden crates and/or skids) and/or multiple items, storage must be prearranged 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 and your function rooms: Courier Company, number of items, delivery date, delivery location onsite and tracking numbers for all items. Deerhurst 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 will not be broken down and counted. Deerhurst 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 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 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 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