

Getting your items to and from your event here at Blue Mountain is crucial; whether it be booth items, promotional material or swag items for your delegates. We understand how important it is that you receive your items in a timely manner, which is why we have provided detailed information on how to ensure your items arrive on time and in the right place.

STORAGE

Storage is limited at the resort. Please ensure all shipments are set to arrive no sooner than **72 hours** prior to the start of the event. Likewise, items cannot be stored longer than **72 hours** past the completion of the event. If storage is required outside of this time frame, additional charges may apply.

INBOUND SHIPPING

When shipping items to our resort, we require all meeting planners, presenters, exhibitors and delegates use the appropriate shipping template provided by their Group Services Account Manager. One template must be completely and correctly filled out and affixed to each item being shipped to the resort (for example, 5 boxes require 5 shipping templates; one for each box). With over 10 different buildings on resort and numerous offices, if your items do not have the correct shipping template and information, they can end up at the incorrect building. When shipping items over the border, please ensure the proper billing information is included for any fees due at customs. Blue Mountain cannot be responsible for, or approve, any custom fees for your items.

Deliveries will be accepted from 8:30am – 4:30pm, Monday to Friday, and from 9:00am to 2:00pm on Saturdays.

Deliveries will not be accepted after hours or on Sundays, unless previously arranged with the Conference Services department.

At this time we are not accepting shipments from Canada Post

OUTBOUND SHIPPING

All meeting planners, presenters, exhibitors and delegates are responsible for preparing any and all shipments for outbound shipping upon completion of the event. Our team is happy to assist in moving items from the meeting space to the appropriate loading dock; however it is the group's responsibility to create, pack and prepare outbound shipments. Any items that are left behind that have not been properly packed and prepared will be disposed of at the discretion of the Banquet Supervisor within 30 days.

Each return box must have a waybill with the company's account number and return address, and boxes must be sealed and ready for shipment. Waybills can be found on your preferred courier company's website and can be printed in the business centre on-site if needed. We recommend, when possible, to print your return labels when you create your initial shipment sent here prior to your event. If you need to send your items to the United States or Overseas, please complete a commercial invoice to accompany your shipment, otherwise they will be held at Customs. Blue Mountain is not responsible for any custom fees for your items.

FREQUENTLY ASKED QUESTIONS

Q: Is Blue Mountain equipped to receive a freight shipment (i.e. pallets/crates)?

A: Yes, we have loading docks at each conference centre, with lift gates, as well as pump trucks to assist in moving large shipments. Please note we do not have a forklift onsite.

Q: I'm shipping overseas/across the border, what information do I need?

A: There are specific documents required in order to ship your items through Canadian Customs; it is not the same process as shipping in-country. To ensure you have all the appropriate documents needed to ship your items across border/through customs, contact your shipper. They will have all the accurate information needed to successfully get your items across the border. Most shippers have this information & checklists on their websites as well.

Q: I have my boxes packed for my outbound shipment, but I've run out of packing supplies, what do I do?

A: Reach out to someone on our banquet or porter team and we will do our best to obtain these items for you. Please note, however, that we have limited items available and may not be able to accommodate large amounts if needed.

Q: My shipping labels are ready, but they need to be printed – can I do this onsite?

A: Yes, we have a business centre in both the Village Conference Centre and Inn Conference Centre that are available for printing purposes.

TIPS FOR SUCCESSFUL SHIPPING

- Send return labels and packing supplies with your initial inbound shipment to the resort. This will ensure you are adequately prepared to pack and arrange your outbound shipment at the end of your event.
- Create a checklist for the items you are shipping in advance. When you are packing up at the end of a show, it can be a little overwhelming trying to remember everything that need to go back.
- Take time to label all of your belongings so that you don't have to waste any time searching come the day of the event. Adding your business card to each package will further ensure that your items arrive to the correct location and person onsite.
- When travelling internationally through customs, always have proper documentations, follow all of the necessary procedures, and remember to track all of your items regularly.
- Do not place new shipping labels on top of old ones. There is the risk of the new label peeling off and revealing the old label, and who knows where your items could end up. Always take off old labels completely so there's never a chance for confusion on where a box needs to go.

Should you have any questions about our shipping process, please do not hesitate to contact our *Conference Services Coordinator* at 705.445.0231, extension 51144.