



CELTIC MANOR  
HOTELS, RESORTS, CONFERENCES

## EVENT ORGANISER – PARCEL DELIVERY & COLLECTION INSTRUCTIONS

### Delivery of Packages for an Event

All parcels must arrive at the Good Inwards area of the Resort between the following hours:

Monday - Saturday 08:00 until 16:00

Sunday 08:00 - 12:00

**Any deliveries that arrive outside these hours will not be accepted.**

**Your Event Manager should be informed of all expected deliveries.** Due to limited storage available deliveries must not arrive more than 48 hours ahead of an event. Any parcels that do arrive early will not be accepted and will be returned to sender. All packages should be labelled as follows:

Recipients Name and Company Name:

Event Name:

Event Manager's Name:

Goods Inwards

The Celtic Manor Resort

Coldra Woods

Newport

NP18 1HQ

BOX NUMBER of BOX NUMBER (e.g – Box 1 of 8)

### WE CANNOT ACCEPT LIABILITY FOR MISPLACED PARCELS IF THEY ARE NOT LABELLED CORRECTLY

Once at the Resort, when you are ready to receive your consignment, please contact the Convention Centre Duty Manager on 07788 184654 who will arrange for your deliveries to be taken to a specified area. A signature will be required when the boxes are handed over.

The Celtic Manor Resort is only equipped to transport loaded pallets of boxes. If you are expecting any oversize, unusual or overweight items then you should schedule your delivery to ensure it can be received directly into the your meeting room.

**Any lorries delivering pallets must have a tailgate as we do not have fork lifts available to help unload.**

### Post Event Storage and Collection

If at the end of the event you have boxes that require collection please ensure that all items are labelled as follows:

Recipients Name:

Company Name:

Business Address:

BOX NUMBER of BOX NUMBER e.g 1 of 8

At the close of the Event, please contact the Convention Centre Duty Manager on 07788 184654, who will receive the parcels to be collected. These will be held in a secure designated area until the courier arrives.

Please ensure your courier has all the required information as we will not hand over any items if there is any doubt as to their identification and the courier will be sent away. This information should include:

Recipients Name and Company Name:

EVENT NAME

Destination (Company Address)

Number of Boxes being collected

**Packages will be stored for a maximum of 7 days post Event/Exhibition, after which time they will be destroyed without liability to either party.**