



## CELTIC MANOR RESORT

### EXHIBITOR – PARCEL DELIVERY & COLLECTION INSTRUCTIONS

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

08.00 and 16.00 Monday to Friday

08.00 and 12.00 on Saturday

**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 and Event Date:  
Stand Number (if Applicable):  
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

All exhibition deliveries will be stored in an unsecure designated area. When you are ready to receive your consignment, please contact the Convention Centre Duty Manager on 07788 184654 who will take you to the designated area and help identify your deliveries. A signature will be required. Porter assistance will be available if requested.

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 exhibition hall or meeting area. Any lorries delivering pallets must have a tailgate as we do not have forklifts available to help unload.

#### Post Event Storage and Collection

If at the end of the event you have any boxes that require collection 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 close of the Event/Exhibition, please contact the Convention Centre Duty Manager on 07788 184654, who will receive the package to be collected. The packages will be held in an unsecure 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 includes:

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.**