



PAN PACIFIC
PERTH

Pan Pacific Perth
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Pan Pacific Perth Exhibitors Kit

Payment Authorisation form

Loading Dock Policies & Procedures

Collection & Delivery Labels



I _____ authorise the Pan Pacific Perth to debit my credit card for the following charges incurred by the following Guest:

- Standard phone line @ \$45.00 connection fee plus call charges
- ADSL cabled access @ \$200.00 per line per day
- Others: _____

Credit card details as follows:

Card Holder Name: _____

Company Name: _____
(If Applicable)

Credit Card Type: _____

Card Number: _____

Expiry Date: _____

Amex Card ID: _____ (If Applicable)

For Card Holder security, the following must be completed:

Card Holder Billing Address: _____

Issuing Bank of Credit Card: _____

Contact Phone Number of Card Holder: _____

Signature of Card Holder: _____

PLEASE NOTE: This form MUST be accompanied by a photocopy of the front and back of the card.



LOADING DOCK AND GOODS RECEIVING & COLLECTION POLICIES

Important Information for clients, exhibitors, contractors, suppliers, freight companies and couriers delivering goods for events at Pan Pacific Perth

Marking of Goods

All goods coming into the Hotel should be very clearly marked with the name of the client contact, the hotel contact (Catering or Conference Executive), the name of the event and the date of the event. Exhibitors should ideally include their stand or booth number.

Couriers

All couriers and transport drivers delivering and collecting goods on behalf of our clients should arrive with full knowledge of the company they are representing and the name of the event the goods are for. All couriers should ensure that consignment notes are clearly signed by a hotel receiving person.

Point of Entry

All goods other than light hand held items such as express post envelopes and satchels or small packages are to be delivered to the loading dock of Pan Pacific Perth, entry from Hill St. Regardless of the entry point, all items are to be clearly marked as indicated above.

Notification of Deliveries

The hotel Catering or Conference Executive must be notified by the organiser of any deliveries coming into the hotel, with full details of number of items and size. It is not acceptable for the hotel to receive large deliveries that have not been notified to the hotel contact. Notification is extremely important where deliveries equate to pallet size.

Dock Operation Hours

The standard operating hours for receiving goods is 0700-1530 on Monday-Friday (excluding public holidays). Outside of these hours, certain times can be arranged, but only by prior arrangement with the hotel contact.

Dock Drop Off

Parking is not permitted in the loading dock. Short stays are permitted only for the purpose of dropping off goods. Leaving goods unattended is done at the responsibility of the driver.

Dock Assistance

The dock is manned during the hours listed above. If no one is present to receive the goods, attention can be gained by following the instructions displayed on a notice sheet in conjunction with a phone / pager system, located on the main wall. Hotel Receiving staff or Banquet Service staff will assist wherever possible with the receiving and transfer of goods, however they are not responsible for the goods **until they are positioned safely on the dock itself**. Under the Occupational Health and Safety Act, hotel staff are not obliged to assist with heavy loads that may cause injury. We reserve the right to refuse assistance if loads are deemed to be too heavy. This information must be passed onto transport or freight companies that are delivering goods on behalf of our clients. They therefore must arrange for adequate manpower themselves.



Dock Specifications and Equipment

Dock Height 1100mm	Goods Trolleys 2 x heavy duty 4 x medium duty
Hoist: 3200mm wide, 1200mm highest point	Pallet Jacks x 2

Trucks delivering large and/or heavy loads should ideally have a tilt tray or hydraulic hoist in order to facilitate ease of transfer of goods to the dock.

Please note that the Hotel does not possess a forklift.

Security Doors, Corridor and Lifts Specifications

It should be noted that goods larger than a standard pallet width are not able to be transported from the dock to the Convention floor. From the dock, the route to the convention floor is immediately through a set of security doors (see section on Security Doors Access below), straight ahead then following this corridor to the end where three service lifts are located. All three lifts travel to the Convention (C) floor, located two floors above the lower ground floor.

Security Doors 1700mm wide 2000mm high	Service Lift # 8 & 10 1800mm wide 2200mm deep 2500mm high
Corridor 2050mm wide	Service Lift # 9 1800mm wide 2200mm deep 3200mm high*

* Please note the height of Lift No. 9 is 3200mm only in one section (inset). It is suitable for transporting very tall narrow items.

Security Doors Access

The security doors leading into the back of house areas of the hotel (lower ground floor) from the dock are closed for security purposes. Receiving staff will enable access through these doors, or if unmanned, the appropriate staff can be paged using the telephone provided (see Dock Assistance) to open these doors. On special occasions, a security card for temporary access may be issued to a nominated person, where it is envisaged that this is necessary.

Applications must be requested via the hotel Catering or Conference Executive or the Chief Engineer.

Large Item Access (example car)

Access for oversized items (larger than pallet size that cannot be broken down) and cars is possible through a removable window on the convention floor facing Hill St. The client takes full responsibility in arranging this, and must apply firstly to the Perth City Council to arrange street closure and then with a transport company specialising in car hoists & cranes.



Bump-out and Collection of Goods

All goods must be vacated immediately upon event conclusion or at a pre-arranged time with the hotel Catering or Conference Executive. Where collection of goods is to occur at a later pre-arranged time, the goods will not be stored on the dock, for obvious security reasons. Rather, they will be stored in a small storage area adjacent to the dock. To avoid frustration on the part of the courier coming to collect, the hotel should be notified in advance of the visit, in order that the goods can be readily located for transfer. In addition, the courier should have knowledge of the goods he is collecting, ie which company, which event he is collecting for. Bump-out for major exhibitions will only occur through the back of house areas. Sponsors and exhibitors are not permitted to exit with their goods through the guest areas. All companies requiring transfer of goods to their return office or to another capital city must make their own arrangements with their preferred courier company. No responsibility can be taken for goods left behind, unlabelled and without clear instructions of collection arrangements.

Walk Through / Inspection

For major deliveries and bump-in, we highly recommend an advance inspection of the dock and walk through of the access areas to the convention floor, before the event takes place. Appointments must be arranged in this regard with the hotel Catering or Conference Executive.

Collection

NAME: _____

Company: _____

Address: _____

Items: of

Delivery

Attention: Banquet Manager
Pan Pacific Perth
Loading dock
Hill Street
Perth WA 6000

Event: _____
Company: _____
Company contact name: _____
Mobile: _____
Booth: _____
Date: _____
Items: of