

ATTENTION EXHIBITORS

It is the responsibility of the Exhibitor to arrange for a courier to pick up any left-over items from a Conference / Exhibition as soon as possible.

Please ensure that the following procedures are followed for a prompt and efficient pick up:

1. All items need to be sealed and clearly labelled with a return address. (Event Services can supply address labels).
2. The hotel **will not** accept responsibility for misplaced items.
3. A **consignment note** for the relevant courier company will need to be completed and **attached** to all goods. **If this is not done, your goods will not be able to be picked up by the chosen courier company.**
4. All goods **need to be collected the next two business days** of which the Exhibition / Conference finishes. Any items left after this point will be disposed of.
5. A Mobile dock booking is required for all outgoing items, please refer to the attached Carrier MobileDOCK Instructions.
6. We will not store or take responsibility for exhibits and exhibit goods after exhibition breakdown

IMPORTANT NOTICE

- When booking a courier pick up direct them to collect the items from **The Events Centre** at The Star Gold Coast by the Concierge desk. Please ensure you or the courier company have booked their pick up in Mobile Dock. The driver is to proceed to the Event Services office when arriving, please let them know they can call **0439 679 666** to speak to the floor manager if needed. It is important that this information is given for a successful pick-up.

Should you have any queries please don't hesitate to contact the Event Services Office on 5592 8532 or call the Event Services Administration The office is located next to the Conference Secretariat in the Events Centre.

Kind Regards,

Cassie Chick

Event Services Assistant

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