



**The Sutton Place Hotel Edmonton  
Banquet Department  
Phone: 780.222.0845  
Monday - Friday 8:00am - 4:30pm**

Minimal amounts of materials or supplies for your function may be delivered to the hotel **72 hours** prior to your event date. Boxes must be marked and addressed properly with the name and the date of the meeting or function clearly indicated on each item.

We reserve the right to charge a fee for handling and storage of items delivered to the hotel.

- \$10.00 per box not exceeding one hundred and fifty pounds (150 lbs)
- \$175.00 per pallet or box more than one hundred and fifty pounds (150 lbs)

**Receiving Items:**

All items received by the Sutton Place Hotel Edmonton must be addressed as follows:

**The Sutton Place Hotel Edmonton / Banquet Department**

**10235 101 Street**

**Edmonton, AB T5J 3E9**

**Attention:** (Recipient's Name/ Company)

**Reference:** (Name of Event & Start Date of Event)

**Booth #:** (If applicable)

**Room Name:** (Name of Event Space)

**Catering Manager Name:** (Sutton Place Catering Contact Name)

**Customs Broker:** (Name of Custom Broker if applicable)

Please contact the Sutton Place Hotel Edmonton at 780.222.0845 to inform us of any delivery/pick up.

**Shipping Items:**

To facilitate the efficient handling of all items shipped out of the hotel, please ensure the following steps have been taken:

- Client notifies the Courier Company of their choice of the total number of items, time of pickup and location. The hotel Shipping & Receiving office is open Monday - Friday from 8:00am - 4:30pm . Holiday hours are subject to change.
- All items are clearly labeled with a forwarding address
- All items are clearly labeled with a client return address and account number
- Ensure that all waybills and needed paper work are attached for a quick and easy return. If we are returning more than one (1) item; we require return address labels for all items (i.e. booths or boxes) that are being returned. All items going to the USA need commercial invoice.



- The hotel is not responsible for the return of items; all arrangements must be made by the client before their departure with their preferred courier. Failure to make return shipping arrangements will result in additional shipping and handling fees.
- Please note that the hotel does not accept C.O.D. Shipments, Delivers or Duty Charges.
- Please note that the hotel will not have any waybills onsite, it is your responsibility to ensure all above items are completed.

**Forklift:**

The hotel does not have forklift available.

**Storage:**

The hotel will not accept any shipments for your event more than 72 hours prior to event date, due to limited storage space.

**Payment:**

All third-party billing must fill out the credit card authorization form and return it by fax to the number listed under the hotel name on the authorization form.

IN ORDER FOR US TO PROCESS YOUR REQUEST WE REQUIRE A CLEAR PHOTOCOPY OF THE FRONT AND BACK OF THE CREDIT CARD YOU WISH TO CHARGE AND ALSO A COPY OF A VALID PIECE OF GOVERNMENT ISSUED PHOTO IDENTIFICATION (COMPLETE WITH ADDRESS).