



## EVENT SHIPPING/RECEIVING PROCEDURES

### CONTACT INFORMATION

- [bmoreceiving@calgarystampede.com](mailto:bmoreceiving@calgarystampede.com)
- Phone: 403-261-0180
- Hours of Operation: Monday to Friday 9:00 am – 4:00 pm
- After Hours Deliveries: Only if prior arrangements have been made and confirmed.

### INCOMING SHIPMENTS - LABEL

Incoming shipments must be labeled as provided below. Improperly labeled incoming shipments cannot be accepted.

- Shipper Name and Cell Phone: John Smith, 403-123-1234
- Event Name: ABC Expo
- Venue: BMO Centre Halls A/B
- Event Manager: Jane Smith
- Exhibitor Name (if applicable): Exhibits R Us
- Box (#) of Total Shipment (#): Box 1 of 3

### INCOMING SHIPMENTS

- Incoming shipments can be addressed to:  
BMO Centre  
– Door #21  
20 Roundup Way SE  
Calgary, AB  
T2G 2W1
- Let your event manager know you will have an incoming shipment
- Incoming shipments are required to be moved in through designated areas only.
- Incoming shipments are not permitted prior to the event move-in date
- Incoming shipments are counted to verify number of pieces, discrepancies and damages will be recorded
- C.O.D. (cash on delivery) shipments will not be accepted or paid for by the venue
- If sending more than ten (10) packages together, please wrap together on a skid to ensure packages do not get misplaced during transit or delivery
- Wrapped skids will not be opened
- Items will be placed in the event room on the requested date

### OUTGOING SHIPMENTS

- Shipping & Receiving shall be made aware of all outgoing shipments, location and date/time of pick up
- Outgoing shipments will be properly sealed and labeled by the client. Unboxed shipments will not be accepted by any domestic courier in Canada
- Outgoing shipments are required to have waybills
- Contact your courier directly to plan for outgoing shipments
- Unboxed shipments will not be accepted by any domestic courier company in Canada.
- Bubbles wrap and shrink wrap items can be shipped out but client must be aware of possibility of damage via travel. **\*special handling fee will be charged by courier company\***
- If client requires BMO receiving to fill out the waybill, all information such as destination and level of service must be given via email or signed paper work stating they accept all associated charges from courier companies.

### LEFT BEHIND ITEMS

- Materials are required to be removed from the venue upon completion of move-out
- The venue is unable to store unclaimed materials and will forward freight or dispose of such items at its sole discretion.
- Storage fee will apply after 24 hours

**DIRECTIONS:**

Freight and couriers will enter BMO Center's shipping and receiving via Olympic Way and 14 Avenue SE

- The entrance is indicated with a blue star on the map found below
- Number signs are located on top of every receiving door of the BMO Center.

