



Delivery and Collection Instructions

Pre-Event Delivery

All parcels must arrive at Loading Bay 1 at ICC Wales, between the following hours:

**Monday to Friday
08:30 until 16:00**

Deliveries are only accepted within contracted tenancy times, unless pre-arranged with your Event Manager. Any parcels that arrive outside of agreed upon delivery times will not be accepted and returned to sender.

All packages should be labelled as follows:

FAO: *Event Manager Name*
C/O: *Event Title, Event Date, Sender/Client Name*
International Convention Centre Wales
Loading Bay 1
Coldra Woods
Newport
NP18 1HQ
Box Number (e.g. Box 1 of 4)

ICC Wales will not accept responsibility for misplaced parcels if they are not labelled correctly.

On your event day, ICC Wales staff will deliver your parcels to a specified area. A signature will be required when items are handed over.

If any items being delivered are of significant size, weight or have any special requirements, please inform your Event Manager.

ICC Wales is only equipped to transport loaded pallets of boxes. Any lorries delivering pallets must have a tailgate as we do not have forklifts available to help unload.

Post Event Storage and Collection

Item collection must be done within tenancy times, unless pre-arranged with your Event Manager.

Items left onsite for collection must be in secure packaging and labelled with the below:

Recipient and/or Company Name
Recipient/Company Address
Box Number (e.g. Box 1 of 4)
Collection paperwork/courier barcode (if applicable)

At the end of an event, please contact the ICC Wales Duty Manager on 07879 624 645. They will arrange storage of the items in a secure designated area ready for courier arrival.

Please ensure your courier has all the required information, we will not hand over an item unless a delivery note and identification is produced.

Any items left onsite with no planned collection will be stored for a maximum of 2 working days, after which time they will be referred to a recycling company for reuse or destruction. If, for any reason, there is a delay with your planned collection, please inform your Event Manager.

If you have any questions regarding these instructions, please contact your Event Manager.