



SANCROFT, ST. PAUL'S

1. How can I arrange for my goods to be sent to Convene Sancroft?

Sancroft offers use of the loading bay for any direct load-ins/outs and postal deliveries which needs to be booked at least 2 business days in advance, due to Sancroft Building Protocol. All slots to be booked via a DMS system which is managed by a Convene member, the Hospitality Operations Specialist (HOPS). Deliveries not booked into our portal, arriving within two days of the event will be rejected.

If you book a courier they will need to bring their own hi-vis jacket(s) to access our loading bay. Once they arrive, they'll need to inform your Convene point of contact, let the loading bay know they are delivering for Convene, offload the items in the loading bay and move the vehicle to street parking before returning to take the items upstairs with your Convene contact (if required). We kindly request that the courier vehicle is not left unattended in the loading bay at any point.

2. How do I book a delivery/collection to the building?

Simply email your EPM & HOPS with the below information completed in full, for each vehicle.

The following list applies to both load in and out:

- Name of the courier company
- The driver's name (if you have it)
- Driver's contact number
- Type of vehicle (ie van or larger vehicle, inc. the size and length)
- Whether the vehicle is over 3.5 tonnes
- Brief general description of items being delivered (ie exhibitor booklets or merchandise)
- Quantity of pallets or boxes being delivered
- Time and date the delivery will arrive

3. How to utilise the Loading Bay at Sancroft?

Once loading bay slot is confirmed with Convene, simply package up your goods, attach a delivery label that can be sent to you by the HOPS, and have them delivered to the address listed below:

**10-15 Warwick Lane
City of London
EC4M 7ER**

It is imperative that the following information is on each package sent to the Loading Bay if you do not use our delivery label:

- Sancroft - Convene (followed by our loading bay address above)
- Your company name, the title and date (s) of your event
- Your name and phone number
- Package number of total (Package ___ of ___)

Once you arrive, please join the queue for the loading bay from the Bank of America side of the entrance (Newgate Street) and inform the loading bay team at the top of the ramp of your arrival and that you are delivering for Convene at Sancroft. You will then need to contact your Convene on-site contact to come down and meet you in the loading bay.

When you arrive at the loading bay, anyone exiting the vehicle must have brought and be wearing a hi-vis jacket at all times.



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4. How are postal deliveries received at Sancroft?

All postal items (via FedEx, Amazon, DPD etc.) to be received by our team will need to be sent to our loading bay, which is also where our post room is. The address for the loading bay is in Point 3. Deliveries are only permitted through the loading bay, meaning any deliveries sent to our main (Rose Street) entrance will be rejected by reception.

To ensure that packages via the postal system are received, attach the delivery label that can be sent to you by your HOPS and send the packages using recorded delivery so that you can track the package all the way up until delivery. Once you have the expected arrival date/time you can email that information over to your HOPS & EPM and a member of the team will collect the package from the post room.

If you are unable to attach our delivery label to your package/only able to enter an address online please enter the name of your event underneath 'Sancroft (Convene)'.

5. How to send goods back after the event?

Liaise with the Service Manager appointed for your event to find out when the goods will be ready for collection from Sancroft. Then you must arrange your own courier to collect the items from the loading bay, and let your EPM & HOPS know the courier details listed in Point 2 above.

Before you leave the venue following the event securely package up each goods box/item, attach a return label that can be sent to you by the HOPS, and organise them neatly behind the main (red) reception desk on the first floor, ready for our team to take them down to the loading bay to be collected.

It is imperative that the following information is on each package sent to the Loading Bay if you do not use our return label:

- Delivery address
- Your company name, the title and date (s) of your event
- Your name and phone number
- Package number of total (Package ___ of ___)
- Mention that it is being sent from Sancroft - Convene

All couriers for collection must be scheduled prior to you leaving at the end of the event. Convene management is not responsible for scheduling any pickups. Should any boxes be left past 3 business days of your event, we shall contact the Point of Contact for the event to arrange collection. If items are not collected after 5 business days, they will be disposed of.

6. What are the maximum dimensions/weights for the Loading Bay?

Goods Lift Dimensions: (W)1260 x (H)2050 x (D)3300 mm

Max Weight: 2,500 kg

Please ensure any item delivered fits in the lift, as there is no alternative access to the building.

Exclusive use of the lift cannot be guaranteed as it is shared with the other tenants in the building.

Loading Bay Height - 4 metres

Minimum corridor width from corridor to event space - 1.27 metres

Vehicle restrictions: No articulated lorries are allowed. Only trucks up to 18 tonnes

Max weight: 650kg on a pallet truck



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7. What are the opening hours of the Loading Bay?

Loading bay is open and manned as standard Monday - Friday between 7am and 7pm.

Anything outside of these hours, please email your EPM/HOPS to arrange.

8. When is a Public Liability Insurance Certificate needed?

Vendors doing work in the building. For example, Videographers, Photographers, Setup/Production Companies, etc.

Public Liability Insurance is due 5 business days prior to the event and must be sent directly to your dedicated Event Production Manager.

The general policy needs to cover £1 million per occurrence (as per contract); please ensure the policy dates cover all dates including load in and load out of the event being hosted. This will be required in advance of your event date.