

# Shipping & Collection (FAQs)

22 BISHOPSGATE

## How can I arrange for my goods to Convene?

22 Bishopsgate do offer use of the loading bay but this is only available for perishable goods which need to be booked in advance, due to the City of London Planning Conditions. If a van does turn up unscheduled, it will be turned away. Convene will not accept any responsibility for this. We therefore have the below options:

- Use our Consolidation Centre
- Use a cargo bike
- Small/Medium sized suitcases are allowed through the main lobby at 22 Bishopsgate but these must be small/medium sized and strictly one per person.

Boxes of any size, carts, crates, professional/hardcases, hand-trucks etc are NOT permitted through the lobby and you will be stopped by Building Security and refused entry.

## What is our Consolidation Centre?

Our Consolidation Centre is based in Borehamwood, WD6 1EU, open from Mon-Fri, 07:00 -18:00. The CC runs two shuttle vans per day (Mon - Friday only) shuttling goods to and from 22 Bishopsgate. See below for timings:

### Delivery Arrival

Time at the CC:	Time at 22 Bishopsgate:
Between 7:00-8:00	Same day between 10:00 -11:00
Between 8:00-12:00	Same day between 14:00 -15:00
After 12:00	Next working day between 10:00 -11:00

Large deliveries to the CC must arrive on a vehicle with a tail lift. The teams at both locations have access to pallet trucks for onward movement if required. See below of examples of goods we have previously arranged had delivered to the CC and onwards to 22 Bishopsgate.



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## How to utilize the Consolidation Centre?

Simply package up your goods and have your courier deliver them to the address listed below:

**Convene  
Gate 1, Units 1-3,  
Manor Point, Manor Way,  
Borehamwood, WD61EU**

It is imperative that the following information is on each package sent to the CC:

- Convene
- Name/Company Name, and date (s) of your program  
(Items without the above information will be turned away).

## How to send goods back after the event?

Convene can have the goods sent back to the CC. Contact your EPM/HOPS for a time and date of when the goods will be ready for collection at the CC. Then you must arrange your own courier to collect the items from the CC.

Simply securely package up each goods box/item and place the destination address along with the recipients name on each goods box/item. Convene will ensure we place these onto the next available shuttle to the CC (see below).

All pickups must be scheduled prior to leaving at the end of the event. Convene management is not responsible for scheduling any pickups. Should any boxes be left past 5 business days of your event, we shall contact the Point of Contact for the event to arrange collection, which may incur additional charges.

Collection by the 22 Team:	It will get to the CC:	Book your courier to collect from the CC:
Before 10:30	Same day by 12:00	13:00 -17:30 13:00 -13:30
Before 14:30	Same day by 16:00	16:30 -17:30
After 14:30	Next working day by 12:00	Next working day by 13:00-17:30 13:00-13:30

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## I do not wish to use the CC, what are my alternatives?

You can use a cargo bike (2 wheeled only) to deliver your goods direct to the building to our loading during the hours of Monday - Friday, 8:00am - 4:30pm.

It is imperative that the following is placed on each goods package/box.

- Convene
- Name or Company Name and date(s) of your program

There is no need to notify us in advance of your 2 wheel delivery. The goods will be scanned and the buildings logistics team will bring the items up to our floor where we will be notified.

See below for a list of Courier Services that are already pre-approved by the building.

- Absolutely Couriers [absolutelycourier.com](http://absolutelycourier.com)
- Pedal Me [pedalme.co.uk](http://pedalme.co.uk)
- Mango Logistics Group [mangologisticsgroup.co.uk](http://mangologisticsgroup.co.uk)
- City Sprint - [citysprint.co.uk](http://citysprint.co.uk)

## Where is the Loading Bay located?

The Loading Bay is located at:

**22 Bishopsgate**  
**5 Undershaft**  
**London, EC3V 4AG**

## Can I deliver direct to the building?

22 Bishopsgate is subject to the City of London Planning Conditions. There are a very limited number of loading slots available and are reserved for perishable goods.

On occasion, Convene can apply on your behalf for a loading slot. These are NOT guaranteed until confirmed by your EPM/HOPS.

Please contact your EPM/HOPS for further information.

## What are the costings?

- £29.50 plus VAT per company for use of the Consolidation Centre.
- Free for cargo bikes, you just have to pay the courier charge.
- £295 plus VAT for vans/trucks loading direct to the building.
- £225 plus VAT for weekend/out of hours (before 7am and after 9pm) direct to building loading slots. This is in addition to the £295 plus VAT listed above.

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## 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 are due 5 business days prior to program 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 program being hosted.
- This will be required in advance of your program date.