



Dear guests,

According to hotel's general terms & conditions we would like to bring the following procedures to your attention:

**Delivery entrance**

For the delivery of goods we kindly request you to use the delivery entrance. You can make use of the freight elevator opposite the Grand Ballroom. The elevator is accessible directly from the loading dock outside the hotel.

Measurements: 2.40 meters wide, 5.17 meters deep, 2.50 meters high. Maximum load: 4200 kg.

Please be informed that Hotel Okura not in the possession of a forklift. Therefore suppliers are requested to deliver their goods with a truck equipped with a loading ramp or to bring their own forklift. This truck may not be longer than 12 meters.

**Shipments**

Due to limited storage space, we request to ship your packages to arrive no earlier than three (3) days before your scheduled function. Storage fees will apply per day and package, to all shipments as indicated below:

Size

- Price Package Small (0-50cm) € 10,00
- Package Medium (50cm-100cm) € 15,00
- Package Large (100cm and bigger) € 20,00
- Banners € 25,00
- Display Case € 55,00
- Pallet € 75,00
- Crate € 95,00

Furthermore we kindly ask you to ship all packages to the following address:

Hotel Okura Amsterdam Attention:  
Attention: "NAME OF EVENT" AND "RESPONSIBLE EVENT MANAGER" "CONFERENCE TITLE"  
Ferdinand Bolstraat 333  
1072 LH Amsterdam  
The Netherlands

Shipments without correct address and/or conference name might not be distributed or delivered in time / correctly. Furthermore we kindly ask you to arrange your shipping out

arrangements prior to your arrival and inform the responsible account manager about the details.

Shipments can be delivered between working days from Monday to Friday between 08:00 and 16:00 hrs, delivered to hotels purchase department. During the weekend and weekdays after 16:00 hrs, packages can not be delivered or shipped, many thanks for your understanding.

Shipments arriving more than one week in advance will be returned to the sender at their expense. Goods left behind after the conference will be stored with maximum of 3 days. After that period the goods will be removed without notification. Any goods left behind without notifying hotel staff will be removed as well.

### **Procedures set-up and breakdown**

Full attention must be given so that no damage shall be incurred to the building, furniture or equipment of the hotel (such as the walls, decorations, carpet and technical equipment). The hotel will repair any damage caused and the costs will be charged to the organizer.

It is prohibited to nail, or other such activity directly into hotel property. No use of adhesive tape to hotel property. Fire hydrants, emergency exits (or signs) and sprinkler systems may not be tempered with, obscured or covered.

When electrical installations are necessary, it must always be carried out in the presence of the Hotel Okura electrician. These installations should be clearly mentioned in advance.

Construction work to be carried out on site (hammering, painting, etc) should be to a minimum. If any of these works need to be carried out, this can be done on a location appointed by the hotel. Materials to cover floors etc need to be brought by the supplier.

### **After breakdown**

Before leaving (after the breakdown) materials and rubbish may not remain in the hotel. Rubbish can be disposed under the direction of a hotel staff member. Depending on the quantity, you may be charged. Should you expect large amounts of rubbish, the hotel needs to be notified 2 weeks prior to the event, in order to make necessary arrangements for clearing rubbish from hotel's property. Any costs occurred will be charged to the organizer.

### **Inspection round**

After the breakdown a property inspection round will be carried out by the hotel and organizer.

If any damage to the property is noticed, organizer will be held liable by the hotel's insurance.

### **Damage**

The hotel is not liable for any damage whatsoever suffered by the organiser/guest/third parties unless the damage is caused intentionally or the hotel is grossly at fault. This liability exclusion also applies in particular to damage resulting from consuming foods prepared or served by the hotel, and to damage resulting from computer-related problems.

The organizer is responsible for damage to the building and interior, caused by any the persons involved both during the event and during the set up and break down of the meeting rooms.

The hotel is not liable for any products or services by third party vendors and suppliers arranged through the hotel. Third party vendors and suppliers arranged by the organiser need to be approved by the hotel. The organiser is liable for possible damages caused by these vendors and suppliers. Fees for bringing in third party vendors and suppliers may apply. Any outside contractors and sub-contractors must adhere to Hotel Okura Amsterdam's terms and conditions, health and safety regulations and all other applicable rules and regulations. The Hotel reserves the right, as its sole discretion, to require any outside contractor or sub-contractor to be removed from the Hotel.

### **Goods**

The hotel is not liable for damage or loss of goods which have been brought into the hotel by an organiser or guest who is staying there.

### **Storage**

Hotel Okura Amsterdam does not have any storage facility for flight cases or any other material, unless a function room is contracted for this purpose by the organizer.

### **Outside vendors and sub-contractors**

Should you elect to utilize outside contractors or sub-contractors on the Hotel premises during your Event, including, but not limited to, a destination management company, audio visual services, decorators, or others, you must notify the Hotel of your intention to use such providers at least 14 calendar days in advance of your Event.

All outside contractors must sign a hold harmless, indemnification and insurance contract in the form currently in use at the Hotel for similar outside contractors and provide proof of insurance in amounts acceptable to the Hotel (amounts and types of insurance may be changed or increased in the Hotel's sole discretion based on the type of services the outside contractor will be providing) before they will be allowed to provide services on the Hotel premises.

Should you not work with hotel's preferred suppliers, only certified (AV) suppliers are allowed on hotel's property. Upon request of the hotel, proper certificates need to be

shown. Any floor plans, rigging plans, electrical plans or what so ever need to be approved by the hotel's event manager. Hotel is entitled to stop any set up if potential risk for employees and/or guests exists.

### **Time schedule**

Hotel Okura Amsterdam requires a detailed time schedule for set ups and break downs in order to organize the traffic in the car park and to avoid obstruction and loss of time. When a time schedule for set-up as well as breakdown needs to be adjusted, Hotel staff always need to be consulted for approval.

### **Parking**

Hotel Okura Amsterdam has its own parking garage, (150) parking spaces. The parking fee is:

- € 20,00 per half-day;
- € 35,00 per day;
- € 65,00 overnight.
- € 105,00 truck parking per day (24hr hold).

These costs can be charged to the main account. Before your meeting starts we will hand over exit cards to the contact person. Any left over cards can be returned on the same day and will not be charged.

### **Truck parking**

Hotel Okura Amsterdam has special truck parking facilities. Trucks entering the property may not be longer then 12 meters and cannot be higher then 4 meters. Truck parking is only available after reservation and charges at € 105,- per truck per 24hr will be charged to the organizer.

### **General appearance staff**

Suppliers and its staff need to be fully aware that they are working in a 5 star environment and should always avoid interfering with hotel's guests.