

Hilton Mississauga/Meadowvale Receiving & Shipping

Our Receiving office is open:

Monday – Friday	7:00 a.m. – 3:30 p.m.
Saturdays	8:00 a.m. – 4:00 p.m.

All packages arriving into the hotel should be clearly marked with the following information, for example:

Name of Your Company:	XYZ Company
Name of Client:	Hold for:
Date of Meeting:	April 28, 2023
Name of Meeting Room:	Graydon Hall
Number of Boxes:	#
Name of Hotel Contact:	Tracey Hervieux

Move-in:

Freight Elevator / Loading Dock / Truck Deliveries – The hotel has 1 large freight elevator, which is located behind/under Graydon Ballroom. Access it from our underground parking lot (Century Avenue entrance).

The size of the freight elevator is 22' 9" long by 9' 4" wide and 9' 6" high. The freight elevator is ground level. All heavy equipment needs to be delivered on trucks which have a lift gate or come with fork lift. The maximum weight our freight elevator can carry is 4,545 kg.

For move in and out, we require notice so that the elevator can be made available to your group with one of our designated operators. A charge of \$25.00 per hour will apply, minimum 4 hours.

Ideally, trucks should be cube vans or delivery size vans. Transport trucks will find it difficult to maneuver in our underground parking lot. NOTE: 53', or longer, transport trucks cannot be accommodated.

Please note that the Britannia room is only accessible by the loading dock and not the freight elevator.

For large shows, it may be required that a delivery schedule be put in place to avoid long waiting periods for deliveries and pickups.

Please note that hotel does not supply a lift, trolley or dolly for client's use.

***Storage of Boxes**

Note that the hotel has limited storage facilities for boxes.

* **Handling of Boxes** – For local exhibitors physically bringing their own boxes, they will be responsible for unloading and transporting their boxes to the designated meeting room. They will need to bring their own trolley or dolly.

Charges for box handling:

(1) Tradeshow packages requiring our services to move boxes to the function room are charged to the individual exhibitor at \$5.00 per box, \$8.00 per oversized box or \$25.00 per hour, minimum 4 hours for skids.

(2) Outgoing packages – The guest needs to have their own courier company and account number for a waybill which they need to complete.

(3) We charge \$5.00 per box, or \$8.00 per oversized box deliver said boxes to our loading dock for courier pickup.