

Delivery and shipping information

Delivery and Collection of Goods

QT Canberra will only accept delivery of goods during the three working days prior to the Event and all goods must be collected within twenty-four hours after the Event. All goods are to be delivered to the Hotel loading dock between 08:00 – 15:00 Monday to Friday except where a public holiday falls through the week. QT Canberra will not accept responsibility for any items delivered or left for collection outside of these times.

Hand Delivery of items

For all items being hand delivered, please deliver to reception with the normal delivery label on it as items will be stored together with any deliveries from couriers. If the items being hand delivered are not labelled correctly QT Canberra will not accept these items.

Parking in the Loading Dock

Please note there is no long term parking available in the loading dock. For any large trucks or vans please find alternate parking offsite once all items are unloaded.

Location of Loading Dock

To enter the loading dock from the front of the hotel please enter via London Circuit and drive down the ramp on your left. If entering via the back of the hotel please enter via Marcus Clarke Street and head down the ramp to your right.

Loading Dock Height and Weight restrictions

To reverse into the loading dock all trucks must be a maximum of 2.9m in height or shorter with a Tailgate only. Alternatively they can pull up on the side of the loading dock and unpack there, please note there is no ramp or forklift available at QT so all large pallets will be unpacked before being delivered to conference spaces.