

## PROCEDURE FOR DELIVERIES

Dear Sir or Madam,

You would like to send us materials for your event at INFINITY Munich?  
If so, please note the following procedure:

- Package deliveries must be cleared with your event manager & registered in advance with the following information: (at least 5 working days before package delivery)
  - **What is being delivered?**
  - **How many packages, pallets,...?**  
(Size & weight are particularly important here. If the quantity or size exceeds our storage capacity, you will have to order the delivery externally)
  - **When does the delivery take place?**
  - **Please note that unloading and loading assistance cannot be provided by the hotel. (We recommend your delivery with a lifting platform and/or loading assistant)**
- To ensure a clear identification to your event, the parcel label (attached file) must be filled out completely & placed on the outside of the package. Only with a correctly filled out parcel label your shipment can be provided at the event location. If the label is missing, an expense fee of 250€ will be charged.
- Please note that shipments will only be accepted by the hotel if the following conditions are given. (If one item is missing, the goods may not be accepted)
  - **Maximum length: 120 cm**
  - **Maximum width: 80 cm**
  - **Maximum height: 190 cm**
  - **Maximum weight: 1000 kg**
  - **Above the weight of 30kg, the shipment has to be transportable & packed on a pallet or on rolls**
  - **The delivery must be carried out by a suitable vehicle (in case of shipments above 30kg by truck with loading ramp at 1,1m height & vehicle with a maximum of 24 tons)**
- Deliveries will only be accepted 3 business days prior to the start of the event & must be picked up no later than 3 business days after the end of the event. In case of deviations, this must be approved in advance by your event manager. Thereby, we take the liberty to charge 15,-€ per day & m<sup>3</sup>.
- Deliveries & pickups are possible from Monday to Friday from 07 - 14 o'clock via the receiving department.
- Any fees incurred will not be covered or paid by the hotel (e.g. customs fees)
- The hotel maintains the right to open and/or refuse acceptance of shipments if there is any uncertainty.

Best regards,

Your INFINITY Munich Team

## PROCEDURE FOR PICK UP

Dear Sir or Madam,

You would like to return materials from your event at INFINITY Munich?  
Please note the following procedure:

- Within 3 working days after the end of the event, the desired delivery must be picked up from the INFINITY Hotel. For this purpose, a forwarding agent must be commissioned independently to pick up your goods. If this deadline cannot be fulfilled, please contact your Event Manager.
- Pick-ups are possible from Monday to Friday from 07 - 14 o'clock via our goods receiving department.
  - **What will be picked up?**
  - **How many packages, pallets, ...?**
  - **When will the pickup take place?**
  - **Which forwarding company has been commissioned?**
  - **Please note that unloading and loading assistance cannot be provided by the hotel.  
(We recommend a pick-up with lift and/or loading assistant)**
- Any items and packages left behind that are not marked for pickup by the attached package label will be disposed of consistently after the end of the event.
- Any fees incurred will not be covered or laid out by the hotel. (e.g. customs duties)
- Any liability on behalf of the hotel is disclaimed.

NOTE:

->No later than 6 months after receiving the packages with a correctly filled out package label, or after the end of the event, all leftover packages will be destroyed.

Best regards,

Your INFINITY Munich Team