

MARRIOTT SECURITY
RECEIVING/ SHIPPING AND LOADING DOCK
INFORMATION

PLEASE NOTE; THERE IS A CHARGE FOR SHIPPING AND RECEIVING PACKAGES TO AND FROM THE HOTEL.

The Marriott Loading Dock is located between West Roadway and St. Clair on Ontario.

PROCEDURES FOR MAKING DELIVERIES:

Monday- Friday 7:00 p.m.- 6:00 p.m.

Upon arrival at the top of the dock, all drivers and passengers must show a valid driver's license to the Key Security Officer at the booth. The Officer will take that information as well, as ask where the delivery is being made (To the Marriott hotel) and take the license plate number off the vehicle. This process takes between ten to fifteen minutes.

After 6:00 p.m., Weekends & Holidays:

Upon arrival, drivers will find the gate to the dock closed. They must get out of their vehicle and use the intercom located on the left side of the building near the door. The driver must then push the intercom button and inform the Key Tower Security Officer that they are making a delivery to the Marriott. Upon arrival inside the dock area a Key Tower Security Officer will meet them and take their driver's License information, vehicle license number and ask what function they are delivering to at the hotel.

- If you need assistance from Marriott Security in order to gain entry to the dock area please call the Marriott Security Direct Dial phone number (216) 736-7015 and a Marriott Security Officer will be happy to assist.

LOADING DOCK DIMENSIONS:

Entry Maximum Height: **13' 6"**

Largest Truck the Dock can receive: **38' (unloaded)**

Entry doors into the hotel itself: **Height 7' / Width 6'**

The dock has (2) bays

Dock dimensions 18't length and 24't width

The loading/unloading area is 42" above the dock

There is a ramp to the loading area from the dock available

The dock is only for delivery purposes and vehicles can only remain on the dock while deliveries are being made. There is **no parking on the dock.**

FREIGHT EVLEVATOR:

Entry door to Freight: **Height: 8' / Width: 10' & Depth: 12'**

Freight Max Load: **8,000 lbs**

SERVICE ELEVATORS:

Entry door to Service Elevators: **Height: 8' Width: 4' & Depth: 8'**

Max Load: **4,000 lbs or 25 People**

DELIVERY TIMES/ SUPPLIES:

Deliveries can be made 24 hours a day, any deliveries after 4:00 p.m. require prior arrangements with the hotel.

All couriers should have all needed supplies in order to unload the delivery i.e. pallet jacks and carts. The hotel does not have staff to unload any trucks, if assistance is needed to unload a vehicle or truck prior arrangements need to be made with the hotel.

MARRIOTT SECURITY STORAGE:

The hotel has a limited amount of secured storage area available. Groups should not send items more than (1) week before the start date of the function. There is a cost to ship packages to and from the hotel.

ADDRESSING OF PACKAGES/FREIGHT:

All items being sent to the Marriott for a function must include the following information (see example below):

- A. The Name of the hotel as well as the address. If it only has the address without the name it may be delivered to Key Tower.
- B. The Name of the person/ or group contact as well as the hotel sales/event person's name.
- C. Also it is helpful to include the name of the function or group on the package as well to ensure speedy delivery.

Example Address Label:

Marriott @ Key Center
Mr. James Smith (on-site contact/person receive package)
C/O Beth Browne (Events)
ABC Company Meeting, 1/1/20 (event name and date)
127 Public Square
Cleveland, Ohio 44114

If you have any questions in regards to deliveries to the Marriot Hotel @ Key Center please, feel free to call the direct dial phone number for the Security Department (216) 736-7015