

# SUPPLIER INFORMATION PACK

# KEY SUPPLIER INFORMATION

We are excited to be welcoming you to W Brisbane!

Ahead of your arrival, we want to ensure you have everything you need before and on the day.

To book a time slot to use the loading bay and goods lift, please send through the following details to W Brisbane as soon as possible, so this can be booked on your behalf. Loading dock bookings must be made 72hrs in advance or more.:

- Supplier name and contact number
- Vehicle registration
- Vehicle Size
- Approximate time to unload vehicle
- Approximate time to reload vehicle
- If you will require parking once unloaded

On arrival and before unloading, please check in at the Brisbane Quarter security office and call the banquet operations mobile on [0497 977 037](tel:0497977037). The Banquet Manager will then meet and escort you up to the banquet event space.

Our loading dock is generously shared by Brisbane Quarter and there is **NO PARKING** in this location (apart from the drop-off and pick-up times). Loading Dock is for deliveries only; once Bump in of equipment is complete vehicles **MUST** leave the Loading Dock.

Deliveries during normal hours in the Loading Dock are for a **maximum** of 30 minutes only. Longer durations are to be booked with the dedicated event planner. The Dock Master is on site 24/7 and can be contacted on 0477 838 999.



# LOADING BAY INFORMATION

## LOADING BAY

Located on the corner of North Quay and Ann St. Loading dock driveway is the first driveway on the left, approx. 3 or 4 meters from the corner.

Height of the loading dock is 4.2m to the lowest point. The largest width that we can fit objects through using our loading dock is 1.2m width.

The loading dock is managed by Brisbane Quarter, the main bay belongs to them but W Brisbane has the smaller dock to the right of the entrance. If you would like to use the Brisbane Quarter bays (instead of the W Brisbane area), this to be booked at least 48 hours in advance.

Loading Dock is for deliveries only; once Bump in of equipment is complete vehicles **MUST** leave the dock. No vehicles are to remain parked in this location.

The loading bay has a scissor lift and pallet jack and we can provide a trolley and ramp to offload, and bring the items to the goods lift.

## GOODS LIFT – INTERIOR

The goods lift dimensions are 1.7m width x 2.6m depth x 2.5m height. This is the only goods lift elevator from the loading bay to the event floor. Items that do not fit in this lift will not be able to leave the loading bay.

## GOODS LIFT – DOOR

The goods lift dimensions are 1.4m width x 2.7m diagonal x 2.3m height. The goods lift elevator requires a key to get up to the events floor (level 3), but it does not require a key to go down to the loading bay from the events floor.

Our Banquets Team manage the functions on site, they can bring a key card to assist you to reach the event space from the loading bay. Their best contact is 0497 977 037. Please contact on your arrival for access.

Security is onsite 24 hours.



# DELIVERIES

Please ensure delivery labels are affixed to each delivery item.

Deliveries are preferred before 3pm each day during the manned loading dock hours.

Deliveries can be received at the loading dock, located on the corner of North Quay and Ann St. Loading dock driveway is the first driveway on the left, approx. 3 or 4 meters from the corner.

The loading dock is managed by Brisbane Quarter, which own the large main bays.

W Brisbane has the smaller dock located to the right as you enter the loading bay.

If you would like to use the Brisbane Quarter bay to unload instead of the W Brisbane bay, this to be booked at least 48 hours in advance (please speak with your event planner)

If using a courier or external supplier, please provide them with this information.

If goods are palletized, please REAR LOAD ONLY, DO NOT SIDE LOAD.

W Brisbane have a scissor lift and pallet jack available. There is no forklift available however suppliers can bring their own which needs to be mentioned to the event planner.

## DELIVERY LABEL

**W BRISBANE  
EVENTS DEPARTMENT – LEVEL 3  
81 NORTH QUAY  
BRISBANE QLD 4000**

Event Name:

Event Date:

W Brisbane Contact:

Company Name:

Sender Contact:

\_\_\_\_\_ box of \_\_\_\_\_ boxes

# BANQUET SPACES

The banquet spaces are located on Level 3 of the hotel and are fitted with service lifts which connect to the hotels loading dock.

The loading dock and service lifts are only available to exhibitors if booked in advance with the Events Manager and only accessible at the confirmed bump in and bump out times. Please liaise with your event organiser in regards to booking this in advance.

W Brisbane's conference venues are classified as public access areas; please ensure that personal belongings are not left unattended. W Brisbane does not accept responsibility for loss and/or damage to any goods brought to the hotel before, during or after an event. It is the exhibitors' own responsibility to arrange adequate insurance to cover such potential loss and/or damage.

All contractors are required to have adequate public liability insurance. Failure by any party to comply may result in persons being stopped from undertaking any work or expulsion from the W Brisbane.

Do not block Fire Exits or walkways. All access points and Fire exits must be kept clear during bump in and bump out.

First Aid, Security and Emergency contact is the Manager on Duty - phone number is 0475 755 733

All work by contractors must comply with hotel workplace health and safety and Queensland Fire regulations. A final check by the event supervisor and/or manager on duty will be conducted and any work that is deemed inappropriate or unsafe will be requested to be removed immediately.



# DIRECTIONS TO EVENT FLOOR LEVEL 3

## ENTERING VIA GEORGE STREET

Guests can enter the hotel from George Street. Head past escalators and towards the large purple W which will lead them through Living Room Bar into hotel reception, where they can take the elevators to Level 3.

## ENTERING VIA NORTH QUAY

Guests can enter the hotel from 81 North Quay (main driveway). Once entering into Wheels (Lower Ground) Guests can then take the lifts which go directly to Level 3.

If guests self-park in the Wilson Brisbane Quarter carpark, proceed to P1 in the lifts, turn left and walk through Living Room Bar into hotel reception, where they can take the elevators to Level 3.

There will be signage on Level 1 at the reception and in the Level 3 foyer directing guests to their event room as well as our Talent.



# PARKING

## W BRISBANE VALET PARKING

Valet Parking **\$70 Flat Rate Per Day**

Pull over to the left hand side of the driveway and our Wheels Team, located at the W Brisbane entrance on 81 North Quay, are able to assist upon your arrival. Please inform the event planner if you would like to pre-arrange a park.

## WILSON'S SELF PARKING

Whilst not managed by W Brisbane, Wilson's 'Brisbane Quarter' Car Park is located in the same complex; 81 North Quay. Continue right side of driveway to access the underground carpark.

[www.wilsonparking.com.au/parking-locations/queensland/brisbane-cbd/brisbane-quarter/](http://www.wilsonparking.com.au/parking-locations/queensland/brisbane-cbd/brisbane-quarter/)

Book online to access early bird specials or collect ticket upon entry.

Hours of Operation – Mon – Sun 6:00am – 11:00pm. *After entering, new charges will begin as of 6:00am the following morning.*



# DIRECTIONS FOR PARKING

## COMING FROM GOLD COAST:

Take Elizabeth Street Exit

Turn left at second set of lights onto George Street

Turn left at the third set of lights onto Ann Street

Turn left onto North Quay

Second Driveway on the left

Pull over for Valet or continue around for Wilson's self-parking

## COMING FROM SUNSHINE COAST:

Turn left off Hale Street

Keep left at the fork that merges onto the Riverside express way

Pass two sets of lights, Second Driveway on the left

Pull over for Valet or continue around for Wilson's self-parking



# GET CONNECTED

## Need Wi-Fi?

Internet access is complimentary for guests.

Connect to 'MarriottBonvoy' network in your device settings.

Wait for the pop up window and click 'Connect For Free'



# HOUSEKEEPING INFORMATION

W Brisbane has a two tone alert system for evacuation; if there is an emergency a beep alert will be sounded throughout the affected area, whilst we investigate the cause of the alarm. In this event our guests are requested to remain where they are while awaiting further instructions. If we are required to evacuate, the alert tone alarm will change to a whooping noise with a "please evacuate" instruction.

W Brisbane staff will take control of proceedings; the staff will then direct you to the closest evacuation route and escort you to the fire assembly area located at the Reddacliffe place, located between the Treasury Casino and the Suncorp Tower. You will be requested to follow their directions towards the green illuminated evacuation route signs as quick and calmly as possible.

There are 2 sets of toilets on Level 3

1. Exit the lifts and directly to the left before walking through the Atrium.
2. Proceed through Atrium and follow either corridors with abstract art walls.

W Brisbane is a non-smoking hotel. The allocated smoking area for guests is located on the corner of North Quay and Ann Street. Exit hotel via main driveway, turn right and proceed down to the corner where the motorbikes are parked.



**For any further information please contact your  
dedicated Event Manager at W Brisbane**