

Non Preferred Supplier Delivery & Operating Procedures & Schedule

Dear

We very much look forward to working with you on _____ with
and making this event a success. Please see booking times below:

Arrival:

Departure:

The space is booked on an hourly basis, therefore, **unless otherwise specified**, all deliveries and set up for events must take place within the booking time above to ensure efficient service for clients.

We are based on a residential street with limited loading/unloading and external suppliers need to be considerate of this fact and must adhere to timings and procedures provided by Icetank to enable a smooth loading and set up. **We ask for all suppliers to respectful of our neighbours and make minimal noise when outside of the venue.**

The following guidelines and procedures must be acknowledged:

Before the event:

- A full operational schedule must be sent to Icetank at least 7 days prior to the event
- If external suppliers have been arranged on behalf of the client by another supplier, Icetank must be informed in advance of all suppliers who will need to drop off deliveries and require access to the venue. An emergency contact number must be provided for any suppliers
- If external suppliers have been arranged on behalf of the client by the catering Manager/Supplier, the Catering Manager/ Supplier, must be onsite to supervise and accept responsibility for the delivery
- Supplier should take extra precautions while moving equipment within the venue, so as not to damage any object, furniture, electrical component or physical structure of the building. If for any reason this occurs, then the supplier will be held accountable
- Supplier must provide adequate cleaning equipment (I.E blue roll paper, bin bags, dustbin, mop cleaning products etc.) which is necessary to ensure that the venue is left in the same condition as it was found
- In the event of a fire evacuation, suppliers should take the nearest fire exit and proceed to the assembly point, which you will be directed to by staff

Image creation – Venue hire



After the event:

- Suppliers need to make sure that the venue equipment is clean and returned to standard
- All the used areas need to be double checked with venue contact
- Suppliers are responsible for their own waste management and need to make sure that they will take their waste outside the venue
- Any damages or unsatisfactory cleaning will be charged to the supplier at Icetank' discretion
- Icetank will provide photographic proof to support the evidence of the above
- All deliveries received for the event need to be collected on the same night. Icetank can **NOT** provide an overnight storage.

If you have any questions specific to your event, please do not hesitate to contact me and I will advise you on the best course of action.

Yours Sincerely

Please sign below to show you have read and agree to the procedures laid out

Signed

Printed name

Date

Image creation – Venue hire