Shipping FAQ

1. **Can I ship my items directly to the Vancouver Convention Centre?**
   - **NO**. DO NOT SHIP ITEMS DIRECTLY TO THE VANCOUVER CONVENTION CENTRE.
   - All items must be shipped to the Levy Advance Warehouse prior to Roundup. Please see the Levy order forms for more information.
   - Courier shipments must be sent to the Levy Advance Warehouse. Shipments delivered via courier direct to the Vancouver Convention Centre will be turned away and will be subject to material handling charges.
   - For more information, please review the **Exhibitor Move In & Move Out Information.**

2. **Can I load in my own materials?**
   - Only exhibits brought in a personal vehicle, no larger than a standard size SUV, will be accepted at the Vancouver Convention Centre East loading zone. You will be supplied, at no charge, one (1) cart to assist with this process.
   - Large displays arriving at the Vancouver Convention Centre may be turned away and will be subject to material handling charges.
   - Only items that can be carried in by hand should use the East Building front entrance. Items that require a pushcart may only move in/out using the East Building loading zone.
   - For material handling charges and order forms please review Levy Show Services Exhibitor Kit.

3. **How do I ship materials from the Vancouver Convention Centre when I am finished exhibiting?**
   - If you are taking materials in your personal vehicle, pushcarts will be available to assist with loading your materials within the loading areas. Note: Pushcarts are not allowed in the Vancouver Convention Centre lobby or parkades.
   - Only items that can be carried out by hand should use the Vancouver Convention Centre front entrance.
   - Return shipping can be arranged through the carrier of your choice. However, due to time and space constraints in the loading area we strongly encourage exhibitors to consider shipping their outbound shipments with Levy Logistics.
   - If you are arranging a carrier to pick up any show material, you must fill out a Levy Post Show Materials Handling Form and return it to the Levy representative at the Levy service desk located in main exhibit hall of the Vancouver Convention Centre East. Information will be provided on your last exhibition day.
   - You are responsible for making all transportation arrangements. If you require assistance in making transportation or customs arrangements, a Levy Logistics representative will be on site to assist you.
   - All exhibitors must move out on their last exhibition day:
   - The Show Floor must be cleared by 10:00 pm on your last exhibit day. Materials remaining on the show floor after that time will be rescued by Levy Logistics.
   - If you need assistance with Post Show shipping or logistics, please contact Levy Logistics prior to beginning of move out.

4. **Does Levy Logistics offer post-show storage?**
   - Yes, for more information please contact Levy Logistics team at 604-277-1726 or logistics@levyshow.com

5. **Who do I contact if I still have questions about shipping?**
   - Contact Levy at 604-277-1726 or logistics@levyshow.com