

Deliveries

Drop-Off & Collections

We are in a historic property so we are aware that large load-ins can take time. With many years of experience in this beautiful building, we are well versed and are here to help. For deliveries, please follow the below.

Please use the Client Delivery labels (which are attached & also contained in this document) when organising deliveries and collections. This ensures ease of access into the venue and also aides in the location of items in our stores. Items will be stored for 24hrs before and 24hrs after your event.

Items that need to be stored for longer may incur charges.

Please ensure couriers are aware of where they are collecting from/ delivering to as it speeds up their delivery process when they arrive at the venue loading bay. In addition to this couriers must be informed accurately what they are collecting in order for us to be able to hand over the items. Items must be clearly labelled both at delivery and collection stage.

We can help both you and the couriers with these 5 easy steps.

1	Label Items Clearly Label your items clearly using our attached delivery and collection labels
2	Provide your Courier With Our Loading Bay Instructions We have created a guide to make it easier for couriers to locate the loading bay
3	Ask Courier to Call Venue 10 Minutes in Advance of Arrival The venue can be reached on 0203 735 4200
4	Loading Bay Timings Do not organise pick-up or deliveries outside of business hours without approval
5	Items Will Be Brought To Vehicle It takes on average 10 minutes to reach the vehicle, please ask drivers to wait.

Deliveries

Courier Guide - Loading Bay

Loading Bay Address

etc.venues

County Hall Loading Bay

Chicheley Street

London

SE1 7PB

Couriers must quote the order number on the labels otherwise we cannot release the items.

Belvedere Road is a private road. etc.venues has no authority on this road.

1	Main Loading Bay Entrance (07:00-16:00 Monday- Friday) The main entrance is via large black security gates in front of the London Eye
2	Telephone Venue & Inform Them You Are There Please phone 0203 735 4200. Reception is limited in the loading bay so please call outside of the bay.
3	Drive Forward Through The Black Gates & Take First Left The venue team will meet you in the bay with items for collection/ drop- off
4	Have details of Collection/ Drop Off Ready Please note we are unable to release items without accurate information
5	Exit Via Same Entrance/ Exit Do not organise pick-up or deliveries outside of business hours without approval

Venue lifts

Access Information

As occupiers of a historic property, there are also limitations to the lift accesses that we have within our spaces. Once you have dropped items to the loading bay, you will be brought up to the venue by one of our Facilities or events team.

Access to the venue from the loading bay is via “lift G”. Bare in mind this is a small lift. The dimensions are listed below for you. Should your items not fit within the lifts, there are stairs located from basement level up to Floor’s 3 & 4.

Alternatively deliveries via the loading bay can access the venue via “Glass Lift C” however bare in mind this route is only permissible via the London Dungeon lift which is only accessible before 08:00 and after 16:00 with prior agreement with your Event Manager. In addition please factor in that this is a minimum 15 minute route each way.

Please note that these items are required to be brought to the venue space through your chosen courier.

Material that does not comply with the lift dimensions illustrated may access the venue via the stairwell under strict prior agreement with your Event Manager. We require one weeks’ notice to ensure a smooth delivery and collection.

Lift Dimensions

	Lift C	Lift G	Dungeon lift
Height (metres)	2.1m	2.00m	2.1m
Depth (metres)	1.6m	1.39m	3.25m
Width (metres)	1.9m	1.1m	2.2m
Door width	1.1m	0.8m	1.77m

