

Dear client, thank you for choosing Valamar Lacroma Dubrovnik Hotel for your event.

We prepared short exhibition guidelines in order to host a successful event and to make all the preparation in time.

We hope the guidelines will be useful to you and to event exhibitors.

Exhibition instructions

Sending materials

We kindly ask you to pay all the shipping and customs duties prior to the delivery.

For sending materials from EU countries, please follow below steps when sending materials:

- Please, address correctly your package/ shipment:

VALAMAR LACROMA DUBROVNIK
– Conference department –, Attn: Ms. Danijela Štrman
Name of the conference and your stand/company name
Iva Dulčica 34, 20 000 DUBROVNIK
CROATIA

- Regarding the exact delivery and pick-up dates, they will be defined individually for each event, due to the available limited storage capacity
- After sending your shipment, please share the tracking information with us at: danijela.strman@imperial.hr
- Delivery and pick-up time working hours: Mon-Fri 07:00-14:00, Sat 07:00-12:00
- **The largest pallet size that can enter the hotel is the EURO size (120 cm x 80 cm).** For larger items and deliveries outside working hours, please contact us to arrange the details at: danijela.strman@imperial.hr

For shipments outside EU:

ATA Carnet

If ATA Carnet is operating in your country, please note that custom procedures can be done with ATA Carnet guarantee more conveniently. ATA Carnet is an international customs document that permits the duty-free and tax-free TEMPORARY import of goods for up to one year. For detailed instructions, please contact your country's Chamber of Economy or Chamber of Commerce.

PRO-FORMA INVOICE for shipments outside EU has to contain:

- All goods, with value (in €) listed - it can be just 1,00 €, but the value has to be shown
- Sender: name, telephone number and complete address of the sender

For shipments outside the EU please make sure that the sender pays all custom duties. If this is not possible, please contact us at danijela.strman@imperial.hr to confirm we can pay the duties in your behalf and use below address on the pro-forma invoice. Before sending the shipment, we would kindly ask you to send us a filled in credit card authorization form that is part of this document.



Attn. : TRAST d.d DUBROVNIK
Imperial Riviera d.d.
Branch for tourism DUBROVNIK-BABIN KUK,
Vatroslava Lisinskog 15A
EORI HR90896496260
(hotel Valamar Lacroma Dubrovnik)
HR-20000 DUBROVNIK, CROATIA

- Statement: Payment of customs duties and taxes will be covered by sender.

- TEMPORARY IMPORT: specification for goods which will be shipped back to origin country
- PERMANENT IMPORT: specification for goods which will be free distributed to event participants or guests

Shipment of medical devices and drugs

Special permit from the Croatian Ministry of Health needs to be obtained if you are shipping medical devices or drugs.

ONLY a registered company for medicines and medical equipment can obtain permit, whether it is a REGULAR or TEMPORARY shipment. For more details, please check with HALMED

<http://www.halmed.hr/en/Kontakt/>.

Receiving and handling

Please note that the shipping company should unload all the packages from the delivery vehicle and deliver them to the hotel storage. Valamar Lacroma Dubrovnik Hotel staff is able to receive the packages and keep them in the Business center.

The exhibitors / exhibition organizers are responsible for the delivery of the packages and pallets to the stands or exhibition area.

The hotel can provide carts, as well as 1 hand pallet jack for larger items.

Forklifts do not have access to the hotel; kindly arrange the delivery and pick-up with the tail truck.

For large exhibitions with numerous individual exhibitors, we would kindly ask you to organize a dedicated courier who will be handling all exhibition shipments and will make sure they are all in time in the hotel and pick them up in time from the hotel.

Storage space is limited and it is located in the Business center (1st floor). Please note that the hotel is not responsible for storing the shipments longer than 3 days after the event.

The hotel does not provide cold storage - if needed, please check the possibilities of the special types of storage with the exhibition organizer.

Return shipments

Please make sure that the packages are packed properly, stick the label on the top and arrange the pick-up with the courier.

For the exact pick-up time, feel free to forward the hotel contact number to the courier: +385 99 498 9220 (Danijela Štrman).