



A peak above the rest

2010 WINTER GAMES DELIVERY & SERVICE PROCEDURES

TEMPORARY DELIVERY SCHEDULE

A new delivery schedule will be implemented starting **February 1, 2010**. This schedule will be in place until March 1, 2010.

Downtown Vancouver – 12:00am-6:00am

Customers outside of the downtown core and Granville Island will not be affected.

Whistler – 12:00am-6:00am

This entire area will be affected by the new delivery schedule. Please see below.

Granville Island – 7:00am-10:00am

Squamish & Pemberton – 3:00am-8:00am

| | | |
|------------------|-----------------------------|------------------|
| Whistler | Daily Service | Cut off time 1pm |
| Downtown | Daily Service | Cut off time 1pm |
| Granville Island | Monday-Friday | Cut off time 1pm |
| Squamish | Tuesday, Thursday, Saturday | Cut off time 1pm |
| Pemberton | Monday, Thursday | Cut off time 1pm |

Due to the road restrictions and logistics, Squamish customers will receive their deliveries after Whistler/Pemberton.

**- PLEASE SEE REVERSE FOR DETAILED INSTRUCTIONS
AS WELL AS OUR WEBSITE -**

ADD ON'S

Due to the extremely tight window to pick and load trucks for delivery **we will not be able to accept Add-On's** after the cutoff time.

WILL CALL OR PICK UP

Customer pick up will be available seven days a week starting February 1.

Will Call hours will be:

| | |
|------------|------------------|
| 6am - 9pm | Monday to Friday |
| 10am - 2pm | Saturday |
| 10am - 8pm | Sunday |

RECEIVING YOUR ORDER

We want to help make your delivery as efficient and quick as possible and due to the number of other service providers adopting a similar delivery schedule. **Snow Cap will requires someone on hand to receive your order or have set up in advance using a pre-arranged key drop/alarm code procedure.**

KEY DROPS

Snow Cap will be accepting key drops/alarm codes during the 2010 Winter Olympics. You must advise your Snow Cap Representative or contact the Snow Cap office immediately to make arrangements to obtain these keys/alarm codes.

C.O.D. CUSTOMERS

Cheques must be prepared in advance of the delivery. Payments can also be processed using a Visa or Mastercard. No cash will be accepted for key drop customers.

COURIER

Emergency Third Party courier deliveries will be available during the games (Vancouver, Granville Island regions only). Courier will be at customer expense. Sorry, no Snow Cap truck will be available for delivery after scheduled hours.

PLANNING

Planning is key. Talk to your Snow Cap Representative. Together we can plan for a successful and efficient event. Let us know early about your special needs or large orders

WEBSITE

www.snowcap.com