

## Gold Coast 2018 Commonwealth Games Frequently Asked Questions

### FAQ at [fedex.com/au](http://fedex.com/au)

#### **Does FedEx have a dedicated Project Team to meet the Operational Challenges posed by GC2018 this summer?**

Yes. We have a dedicated Project Team which has representation from across the business, all working together to provide a full logistic solution for our customers to ensure we continue to keep them informed of any changes as they occur.

#### **How are you going to keep customers such as me up to date?**

Information on security and lock down is being continually shared via the Games Organisers (Commonwealth Games Committee) and we are making sure we comply with these restrictions as information becomes available.

FedEx recommends customers regularly check [www.getsetforthegames.com](http://www.getsetforthegames.com), to access the latest information on temporary changes in the lead up to and during the Games.

#### **What exactly are you doing to help get my shipments to me?**

We are doing everything we can to minimize any service impact during the GC2018 period, this includes:

- Increased operational capacity;
- Increasing the number of couriers and re-designing their routes to maintain existing service;
- Providing drivers with up to date information on road closures and parking restrictions;
- Giving customers increased options to 'Hold At Locations' or to deliver to alternative
- Addresses;
- Liaising directly with delivery points to create delivery solutions.

#### **How can I ensure I am best prepared for the Games?**

If you are located within a restricted area we suggest you offer an alternate delivery address, that is outside of the Games venue areas and accessible during regular business hours.

Alternatively you can request that the shipments are sent to a holding address. For international shipments these are known as 'Hold At Location' addresses.



Your local FedEx depot is:

**FedEx Express (Australia) Pty Ltd**

1&2/40 Township Dr Burleigh Heads QLD 4220

Extended Opening hours during GC2018: Mon - Fri: 06:00 - 20:00, Sat - Sun: Closed

Should you find you are unable to notify your shippers of a change of address, we can redirect your shipments to an alternative location. Please note that changing the address may impact the original delivery commitment time. Customer service will be able to make all the arrangements for you, please contact **13 26 10**.

**My business is not located in a restricted venue area, but is in an area that may be impacted by Games events. How will this affect my FedEx deliveries?**

Normal FedEx operations are in effect in and around the Games event areas. Where FedEx needs to make adjustments to your pick-up or delivery schedule we will contact you in advance. FedEx may need to amend collection cut off times at short notice due to circumstances beyond our control. We recommend that you schedule pick-ups as early as possible.

**My business is located at the Gold Coast. How big will the impact of the Games be on my business?**

The impact of road closures, traffic volumes and security checks will not be fully understood until the Games go live. However we are aware of the areas that are likely to have greatest impact although there may be last minute changes due to security or road closures.

Visit [www.getsetforthegames.com](http://www.getsetforthegames.com) for the latest information. We are continuing to work with our planning teams to ensure we minimize any service impact as much as possible during this exciting period.

**My business is located in the Games venue area with restricted access.**

**How do I schedule a FedEx pick-up for my shipments?**

You will continue to have the option to drop-off your shipments at any of our shipping locations, or you can request to have your shipments picked up at an alternate location outside of the restricted Games venue areas.

Contact FedEx Customer Service on **13 26 10** to change the location of your scheduled pick-ups.

**How much additional security is expected when the Games are running?**

Various security restrictions are being imposed during the Games, when Gold Coast moves into "Lock Down." We understand that the following will impact FedEx operations:

- All carriers making deliveries will be subject to a Vendor Certification;
- Restrictions on the importation and movement of Hazardous goods;
- Security cordons around Games hotels and venues;
- Goods destined for the Games Venues are subject to security screening.

Regardless of any security restrictions, [fedex.com/au](http://fedex.com/au) will provide up to date information and full tracking details of your shipments.



**How long will FedEx hold my shipment before they are considered undeliverable and returned to sender?**

We will hold your shipment for up to five (5) business days unless we are informed in advance of a need to hold for a longer period.

**Is there anything else I need to do to help prepare?**

FedEx recommends customers regularly check [www.getsetforthegames.com](http://www.getsetforthegames.com), to access the latest information on temporary changes in the lead up to and during the Games.

**Are there any restrictions with what can be held at FedEx Hold At Locations?**

No, although normal shipping and commodity rules apply.

**Will there be any change to the Money Back Guarantee?**

The FedEx Money-Back Guarantee will be suspended between Tuesday, 3 April and Monday, 16 April, 2018, inclusive for both deliveries and collections in the Gold Coast region.

**Will there be any additional charges for sending shipments over the Games period?**

No, FedEx **will not be** imposing any additional charges for shipments, as a direct result of the Games.