



420 Queen Street

PARCEL COLLECTION

Aurora Tower reception desk

Guidelines for the collection of parcels or special deliveries that cannot be delivered to your mailbox – provided as part of the Caretaking Services to the residents of the building.

- On delivery to the reception desk, reception staff will sign the delivery note to acknowledge receipt. The apartment number, delivery name and date will be recorded.
- Within 2 hours after delivery, reception staff will create and deliver a notice to mailboxes (level 1) advising residents there is a parcel or parcels ready for collection at the reception desk.
- To collect a parcel, the resident is required to provide the notice to the reception staff for security purposes; otherwise they are instructed not to hand over any parcels. Suitable identification may be requested if the presenter of the notice is not known to the reception staff member/s.
- There is no restriction on times that parcels can be collected; however we respectfully request that residents are mindful of the demands on the front desk at any given time.
- Large items and items weighing over 20kg will not be received by staff unless prior arrangements have been made.
- For large and/or heavy items, please make arrangements with the delivery company so that you can meet the delivery messenger on arrival at Aurora.
- Couriers will not be escorted to apartments without prior arrangement.
- Due to limited storage capability, mail and parcels can only be stored for a maximum of 30 days. Please advise arrangements where items may fall outside this time limit.
- Staff will take all care to provide a reliable service. If you have any enquiries please contact Mark Fogarty at hmaurora@theoaksgroup.com.au