Sugar Wharf Condominiums | West Tower Moving Protocol

Elevators are booked online using the Condo Control Central App (under the Amenities tab, by selecting 'Elevator'). A $500 security deposit is required for all elevator bookings, payable by credit card (note there is a nominal non-refundable convenience fee applied). Please ensure to plan the move according to the booked time slot as other moves maybe be scheduled before or after your move. Residents are required to book the elevator in advance or may otherwise be turned away.

The elevator may be booked in two (2) hour increments, Monday to Sunday, based on the schedule below:

Monday - Saturday	1:00 - 3:00 p.m., 3:00 - 5:00 p.m., 5:00 - 7:00 p.m., 7:00 - 9:00 p.m.
Sunday	9:00 - 11:00 a.m., 11:00 a.m. - 1:00 p.m., 1:00 - 3:00 p.m., 3:00 - 5:00 p.m., 5:00 - 7:00 p.m., 7:00 - 9:00 p.m.

Provided there is no damage to the common areas of the building and all garbage is disposed of properly following the move, a full refund will be issued within 5-7 business days from the booking.

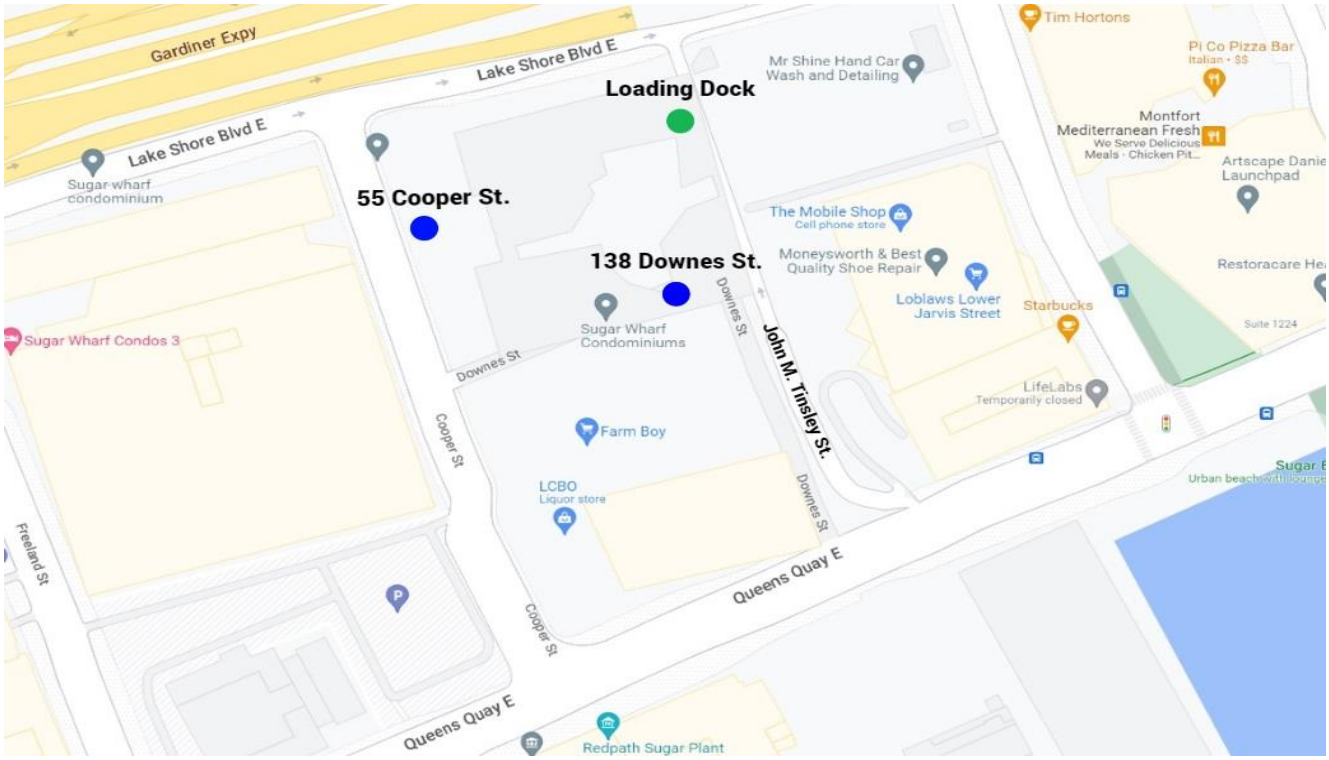
Moves and Deliveries

- The Loading Dock is located on the north-east side of the complex (see map below) and may only be accessed during approved elevator bookings.
- The maximum truck size allowed within the loading dock is of 11 Meters (length) X 3.5 Meters (width) X 4 Meters (height).
- Please note there is no on-site visitor parking. Paid public parking is available at 100 Queen's Quay East, managed by a third-party provider. Please check the pay stations for further information and rates.
- All moves must be made via the loading dock. Deliveries or moves will not be accommodated unless previously booked via Condo Control Central and approved by authorized building personnel.
- From the loading dock you will access the moving elevator, following which you may use the low- or high-rise elevator to access your unit.
- Following your move, any boxes or large carboard must be broken into smaller pieces and brought to the Bulk and Recycling Room on the P1 garage level. Boxes are not to be disposed of at any time via the garbage chute on your floor as they might block or cause damage to the chute. For assistance, please see the 24/7 concierge desk located on the ground floor.
- Pre- and post-move inspections will be completed by building staff to identify any existing or new damage. You will be notified of any ductions to your security deposit in the event damage is noted following your move.

- Please note that neither property management nor Paragon Security will be held liable for any damage, theft or personal injury that occurs during the moving or delivery process.

- Your unit's main door will be covered or wrapped in cardboard as a protective measure, do not remove it. This protective layer will be removed at a later date by the construction team. In the event the cardboard is peeling or requires attention, please submit a Service Request via Condo Control Central.

Directions for Loading Dock



Turn onto John M. Tinsley St.

Proceed to the 2nd overhead door – this overhead door leads to the **residential loading dock** for 55 Cooper Street.

Please exercise caution when entering the loading dock as there may be other moved/deliveries in progress.

Use the intercom by the loading dock overhead door to contact the on-site security team and inform them you have arrived.

We appreciate your courtesy and co-operation. We understand that moving can be overwhelming and our building staff is available should you have any questions or require assistance.

24/7 Concierge Desk
Phone No.: 416.214.9807