

# Loading Dock Guidelines

## LOAD-IN

The loading dock is located on Lyon Street. At DeVos Place®, loading dock exhibitors will need to check-in with the Traffic Control Guard letting him know which booth they are in AND in which event/show they are participating. The guard will direct them to where they will temporarily park in the dock.

Once the exhibitors have parked their vehicles in the loading dock, they must unload their items onto a cart. Flatbed carts and pallet jacks will be available from your decorator, but in limited supply. If exhibitors have their own personal cart, dolly, or other item that would assist them in transporting their items into the exhibit hall we would encourage them to bring it for their personal use. After their items have been removed from their vehicles and placed in the vicinity of their booth, they must return to the loading dock and remove their vehicle. Vehicles are to be removed from the loading dock before exhibitors spend time “setting up” or “arranging” their booths.

Parking is available in the DeVos Place® Parking Ramp which is directly underneath the building and can be accessed from the entrance on the South West corner of DeVos Place® on Lyon Street. Additional parking may be available in the City-County Building on Monroe Street (across from DeVos Place).

Exhibitors have two options for re-entry into DeVos Place® after they have parked their vehicle. If they park in the parking ramp below DeVos Place®, they may take the elevator in the South end of the lot up to the DeVos Place® Welsh Lobby. The other option is to re-enter the building through the Welsh Lobby doors on Lyon Street. Exhibitors should have their credentials - especially on show days.

Vehicles may not be left in the loading dock for any reason except for load-in or load-out purposes without the approval of the building. Security cannot authorize such an arrangement.

## LOAD-OUT

Load-out will not begin until the time approved by the presenter of the event. Carts, pallet jacks, etc. will not be available until the arranged load-out time. The loading dock interior and exterior doors will not open until the pre-arranged time.

Exhibitors are asked to disassemble their booths and transport their items to the loading dock upper walkway before retrieving their vehicles.

Exhibitors should arrive at Lyon Dock for pick-up.

## SERVICE ELEVATOR OPTION

If arranged prior to load in/load out, exhibitors may use the service elevator in the center of the building to shuttle materials to and from the parking ramp. The service elevator will be entrance will be manned by a security guard, at additional expense to the event settlement.

This is a great option for events that have a lot of vendors arriving with personal vehicles and small trailers. It really eases the flow of traffic in the loading dock and is recommended for move-ins and/or move-outs.

This option must be advanced with your event coordinator at least 2 weeks prior to your event start date.

## PARKING FOR OVERSIZE VEHICLES

Vehicles that are too large to fit in a parking structure MAY be given a permit to park on Scribner Street during the dates of the event. Parking on Scribner Street is available on a first come – first served basis. DeVos Place® is not responsible for finding appropriate parking for oversize vehicles, but we will assist you by attempting to provide appropriate contacts and information.