

Dock Policy & Guidelines

The services of a dock lot attendant is required during move-in, show days and move-out to control and secure the lot from over-congestion, illegal parking and to increase safety and mitigate fire and security concerns. These costs will be the responsibility of the event licensee. In the cases of multiple events being held simultaneously, the hours charged an individual event will be proportionally divided based on space rented and utilization.

Only tractor trailers and company vehicles will be allowed to park in the dock loading area. No personal vehicles will be allowed to park in the dock lot. All company vehicles should be identifiable as a company vehicle.

All trucks, trailers and vehicles that enter the dock lot will be issued an unloading pass or logged in and recorded. All company trucks, trailers and vehicles must be cleared out of the dock lot at the time the event contract expires, unless permission is granted from facility management.

- *Dock Lot Operating Procedures:* The dock lot will be staffed during exhibitor move-in, show days and move-out. An attendant will be assigned on duty one hour prior to the exhibitor move in or at the same hour that the decorating company is scheduled to arrive. It is crucial to staff the gate when contractor employees and others first arrive to control and prevent unwanted parking and to direct and control access to the dock area.
- *Move-in Days:* During exhibitor move-in hours, the dock attendant's duties are to work in conjunction with the decorator and the promoter by routing exhibitors to the closest and most convenient dock door to unload. The attendant, whenever possible, will obtain a copy of the event set-up plan in order to locate the best option for unloading. The attendant will have on hand one hour unloading passes that will be issued to every person entering the dock lot. On the pass, the attendant will write the phone number, name and the time that the person arrived. The pass is then placed on the dashboard of the vehicle. The individual is then informed that they are granted one hour to unload their materials and then must move their vehicle to the parking lot or other storage location.

Using the unloading pass is important for locating exhibitors inside the building in the event that the time has expired on the unloading pass and we need to have the vehicle moved from the dock lot. Announcements may be made through the P/A system requesting exhibitors with

expired unloading pass to remove their vehicles. If vehicle is not removed, it may be subject to a vehicle “boot” and/or towing at the owner’s expense.

- *Show Days:* Because move-in usually continues on show days, the same duties are often performed. Show days bring an increased demand for parking space because of the arrival of patrons. Also, the number of people in and around the facility has increased and the need for additional security, especially in the back dock area, is needed in order to secure control of access into events from this area. For this reason, the gate will be manned until the show is closed for the night, after which the gate will be closed and locked. After-hours access is handled by the Security department.
- *Show Days & Move-out:* Staffing the dock lot for move-out will be based on the specific needs of the event. In a majority of cases the move-out period will extend to the end of the contracted move-out date. The specific time will be based on the needs and activity of the event.