

## MOVE-IN / MOVE-OUT PROCEDURES & GUIDELINES

The VCEC is a unique facility located in the busy core of downtown Vancouver. It is critical that you consider the following guidelines to facilitate transportation movement for your event. You will need to meet with your Event Mgr. to plan the move-in and move-out arrangements for your event. If you have appointed an official freight carrier for your show, their representative should be part of the planning process. It is your responsibility to provide your exhibitors with information on delivery requirements for freight at the VCEC.

The freight transport company of your choice delivers goods to the VCEC. Once at the VCEC, drayage is provided by VCEC personnel independent of the freight transport company. Your specific needs for drayage should be discussed with your Event Mgr.

### **LOADING FACILITIES**

Exhibitor and freight entry to the VCEC is via the upper East Truck Route at the foot of Howe Street. The East Truck Route has one-way access only and is 16' wide and 13'6" maximum height.

The loading area consists of 4 loading bays that can accommodate semi-trailers up to 30' in length. All 4 bays have levelers. Loading dock clearance is 13'11" high 12' wide.

Each Exhibit Hall has limited drive-on access through roll-up doors. Measurements of roll-up doors are as follows:

- Hall A 24' high 16' wide (angled entry)
- Hall B 14' high 16' wide
- Hall C 14' high 16' wide

The East Truck Route has an incline of 3'6" over a 35' distance as well as an overhang with a clearance of 13'11" at the access point to the Exhibit Halls. The incline will allow a standard 40' trailer with a clearance of no less than 12" to enter Exhibit Halls. Maximum length of vehicles for drive-on access to Exhibit Halls is as follows:

- Hall A 60' maximum
- Hall B 30' maximum
- Hall C 50' maximum

Vehicles exceeding these lengths for the respective Exhibit Halls must off-load from the Truck Route. Please allow adequate time for loading and off-loading based on the size, weight and complexity of freight.

### **YOUR EVENT'S SPECIFIC REQUIREMENTS SHOULD BE REVIEWED CAREFULLY WITH YOUR EVENT MGR.**

Due to commitments to other events and building requirements, not all bays and load-in areas will be available at all times. No vehicles are allowed to park in the loading areas or on the truck route at any time.

No freight may be stacked or stored in the loading area, on the truck route or against fire exits, fire pull stations or fire hose cabinets.

### **TRUCK STAGING**

The VCEC **CANNOT** accept freight shipments. You will be responsible for consignment of all freight shipments. It is your responsibility to advise all exhibitors accordingly. The VCEC does not provide any exhibitor crate storage on-site.

### **WE SUGGEST YOU CONTACT A FREIGHT TRANSPORT COMPANY TO HANDLE YOUR MOVE-IN/MOVE-OUT & STORAGE**

### **HOLDING LOT**

You may be required to use a holding lot for staging of vehicle activity in order to avoid queuing in and around the VCEC.

It is the responsibility of the Show Mgr. to ensure no vehicles queue around the VCEC. Your Event Mgr. will assist in reserving the holding lot at a minimal cost for your move-in/move-out times. A map will be available for you to distribute in advance. All vehicles arriving for move-in/move-out will be directed to the holding lot if the VCEC cannot accommodate them immediately. From the holding lot, vehicles will be directed to the VCEC on a space-available-basis by VCEC Security personnel.

## **MOVE-IN/MOVE-OUT SCHEDULE**

To facilitate the move-in/move-out process for your event, it is necessary to schedule vehicle arrivals. It has proven effective with past events, to schedule major deliveries first, then smaller individual exhibitors later. It is advisable to allot adequate time for off-loading based on the size, weight and complexity of the freight. To ease congestion during move-out, it is advisable to restrict vehicle access until a load is packed and ready. It has proven effective to issue "load ready" passes from the show office. Once an exhibitor receives their "load ready" pass, they may proceed to the marshalling yard. Security personnel will direct vehicles with "load ready" passes to the facility on a space available basis. We would ask that a member of show management be present on-site during all move-in and move-out hours to handle all exhibitor inquiries regarding show policies.

## **SECURITY STAFFING**

All move-in/move-out security personnel are hired through your Event Mgr. from the VCEC. A minimum number of Security personnel are required as follows to ensure the process is as easy and orderly as possible:

- 1 Holding Lot Guard
- 1 Loading Bay Area
- Security Supervisor
- 1 Street Marshall
- At Each Exhibit Hall Vehicle Entrance
- Rover (break relief staff)
- 1 Entrance to East Truck Route (Ramp)

This is an estimate of Security staff; please discuss your exact needs with your Event Mgr.

All Security personnel are in radio communication, it is their responsibility to move vehicles to and from the holding lot based on your schedule of vehicles for your show's move-in/move-out.

Each vehicle entering the holding lot will be issued a vehicle pass. Once a vehicle is released from the holding lot, it proceeds to the East Truck Route where security personnel will issue an unloading pass valid for 30 minutes. You may wish to discuss different off-loading time limits with your Event Mgr.

Security personnel are required to adhere to our fire and safety regulations, as well to the time limits noted on vehicle passes. It is your responsibility to advise all exhibitors that they will be asked to abide by these regulations while on site. These regulations are outlined in our Facility Services Manual which your Event Mgr. will provide.

## **FORKLIFT SERVICES, HAND PALLET, DOLLIES**

Forklift services must be provided through the VCEC. Arrangements for your lifts and operators can be made in advance through your Event Mgr. for move-in/move-out times. General labour (materials handling) is available through the facility and can also be arranged with the Event Mgr.

### **HAND DOLLIES & PALLET JACKS ARE NOT AVAILABLE ON SITE**

We suggest checking with your official freight transport company for provision of these items. All costs for forklift and general labour services will be charged to the Show Mgr.

## **FOOT ENTRANCE**

Entry by foot is via the upper East Truck Route, unless otherwise designated by you in conjunction with your Event Mgr.

If you wish to have an exhibitor entrance through one of the main guest entrances to your event space, please advise your Event Mgr. immediately. It may be necessary for you to staff that entrance during all operating hours.

**NOTE THAT DELIVERY OF FREIGHT OTHER THAN WHAT IS A NORMAL ARMLoad IS PROHIBITED VIA THE VCEC LOBBY & CONCOURSE, ALL PASSENGER ELEVATORS, ESCALATORS & STAIRS**

**PLEASE ADVISE ALL YOUR EXHIBITORS OF THESE REGULATIONS**