

## **MOVE-IN & MOVE-OUT GUIDELINES**

The Vancouver Convention Centre is a unique facility located in the busy core of downtown Vancouver. It is critical that the following guidelines be communicated and adhered to in order to facilitate transportation movement for your event.

**It is your responsibility to communicate these guidelines to your Exhibitors.**

The official supplier of Customs Brokerage, Freight Forwarding & Material Handling at the facility is Events on the Move Logistics. Events on the Move can be reached directly at 604-647-0130.

### **MOVE-IN & MOVE-OUT PLANNING**

Move-in and move-out arrangements must be made in advance with your Event Manager. If you have appointed an official material handler for your event, their representative should be part of this planning process. Show Management should be present on-site during all move-in and move-out hours to handle all exhibitor inquiries regarding show policies.

The scheduling of vehicle arrivals is critical for move-in. For the majority of events, it is most effective to schedule major freight shipments first, with smaller individual deliveries and exhibitors later. Adequate time should be allocated for unloading based on size, weight, and complexity of the freight.

To ease congestion during move-out, vehicle access should be restricted until a load is packed and ready. It has proven effective to issue passes to exhibitors once these items are inspected as ready to load. Once the pass is issued, the exhibitor may proceed to the holding lot and/or loading area. Event Security will direct vehicles with these passes to the facility on a space available basis. Please discuss these options with your Event Manager. Adequate time should be allocated for loading based on size, weight, and complexity of the freight.

### **MATERIAL HANDLING, STORAGE & ADVANCED SHIPMENTS**

The freight transport company of your choice delivers goods to the facility. Once onsite, drayage can be arranged through your Event Manager and provided by Convention Centre staff or you can arrange this externally using a service provider of your choice.

The Vancouver Convention Centre does not have any onsite storage and therefore cannot accept advanced exhibitor shipments or provide any onsite crate storage. Show Management is responsible for consignment of all freight shipments and for allocating storage space inside of contracted event space. Please advise exhibitors accordingly.

It is recommended that a material handling company be contacted to handle material handling and move-in/move-out storage.

### **EVENT SECURITY FOR MOVE-IN AND MOVE-OUT**

Event Security for move-in and move-out is an exclusive service provided by the Vancouver Convention Centre. Staff is required to ensure that the move-in and move-out process is orderly. Staffing levels are determined by your Event Manager based on the nature of your event's move-in and move-out and include staff positioned in loading bays, at overhead doors, at entrances/exits, at truck route entrances, in holding lots, as safety zone monitors for areas with forklift operation and rigging activities, and as support for these positions including supervisors and relief staff. For a more detailed estimate, please discuss with your Event Manager.

### **FORKLIFT SERVICES, HAND CARTS, DOLLIES**

Forklift service is an exclusive service provided by the Vancouver Convention Centre. Lift and operator requirements should be made in advance of your event with your Event Manager. All costs for forklift services will be charged to Show Management.

Hand dollies and pallet jacks are not available from the facility. Please contact your display or material handling provider for provision of these items.

## HOLDING LOT

Based on the nature of your event, a holding lot may be required for the staging of vehicles during move-in and move-out. Vehicle queuing in and around the facility on city streets is not permitted, and it is the responsibility of the Show Manager to ensure this is adhered to. Your Event Manager will coordinate the booking of the holding lot at a minimal cost for use during move-in and move-out times. A map is available for you to distribute in advance.

Vehicles arriving for move-in and move-out will be directed to the holding lot if the facility cannot accommodate them immediately. Each vehicle entering the holding lot will be issued a vehicle pass. Once space in the loading area is made available, vehicles will be directed to proceed to the designated loading area by Event Security Staff. All Event Security Staff are in radio communication and 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.

Once a vehicle is released from the holding lot, it proceeds to the appropriate truck route (East or West) where Event Security Staff will issue an unloading pass valid for 30 minutes. You may wish to discuss different off-loading time limits with your Event Manager. Security personnel are required to adhere to our fire and safety regulations, as well to the time limits noted on vehicle passes.

## LOADING FACILITIES & ACCESS

Due to commitments to other events and facility requirements, not all loading areas will be available at all times. Delivery of freight other than what can be hand-carried is prohibited via the East & West lobby spaces, pre-function spaces, elevators, escalators and stairs. Parking is prohibited in loading areas and truck routes at all times. Freight is not permitted to be stacked or stored in the loading area, on the truck route, or against any fire exits, pull stations, or fire hose cabinets. If you wish to have an exhibitor entrance through one of the main guest entrances to your event space, please discuss with your Event Manager. Event Security Staff may be required at that entrance during operating hours.

### East Building

Exhibitor and freight entry to the East Building is via the 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 overhead doors. 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. East Exhibit Hall measurements are as follows:

	Measurements of Overhead doors	Maximum Length of Vehicles for drive-on access
East Exhibit Hall A	24' high 16' wide (angled entry)	60' maximum*
East Exhibit Hall B	14' high 16' wide	30' maximum*
East Exhibit Hall C	14' high 16' wide	50' maximum*

\*Vehicles exceeding these lengths must off-load from the truck route – please allow adequate time for loading & off-loading based on the size, weight, and complexity of freight

### West Building

Exhibitor and freight entry to the West Building is via the West Truck Route off of Waterfront Road. The West Truck Route has two-way traffic and is 28' wide (14' per lane) and 17" maximum height. The loading area consists of 22 loading bays that can accommodate up to full-sized trailers. 7 bays have dock levelers. Loading dock clearance is 17" high 12' wide. Each Exhibit Hall has drive-on access through overhead doors. West Exhibit Hall measurements are as follows:

	Measurements of Overhead doors	Maximum Length of Vehicles for drive-on access
West Exhibit Hall A & B (Loading Bays)	15' high 22' wide	Up to full-size trailer access
West Exhibit Hall C (Loading Bays)	15' high 16' wide	Forklift access only
West Exhibit Hall C (Waterfront Road)	23' high 22' wide	Up to full-size trailer access