

# DEVOS PLACE<sup>®</sup>

## EXHIBITOR GUIDELINES

We look forward to serving you at the DeVos Place Convention Center! We would like to thank you in advance for your cooperation in helping insure that everyone has a safe and successful event. The Convention Center has a temporary vehicle delivery area on the loading dock. This space is reserved to allow safe access for exhibitors to transport materials to and from their exhibit areas. Show Management will publish the dates and times established for the use of the loading zone in advance of the show.

**Exhibitor Vehicle Access During Move In/Out -** Must use loading dock entrances at the DeVos Place Convention Center only. There are no load-in privileges at any other entrances. See map for more info.

**Passenger elevators** may not be used for transporting freight. There is no on-site freight storage nor can we accept deliveries on your behalf at DeVos Place Convention Center prior to the first contracted move-in day of the event. Contact ArtCraft Display or your drayage company to arrange for shipping and storage.

**Exhibitor Building Access During Move In/Out -** please use the Service Entrance on the loading dock.

**Bring Your Own Carts -** ArtCraft display has a limited number of flatbed carts available on a first come, first served basis. Carts are checked out at the loading dock. Please return the cart when finished. You are encouraged to bring your own cart to expedite the load in process.

**Parking -** Parking is available at DeVos Place and several parking ramps in the immediate area. Parking in the loading area is prohibited. Please see the attached map for parking locations in the city.

**Exhibitors Hiring Labor -** Exhibitors who hire other than the official show decorator for booth installation and dismantling, must notify Show Management of the names of their I&D staff in writing not less than 30 days in advance of the event. Access of I&D staff must be coordinated through the official show decorator.

**Floor Tape -** The use of single sided or double stick foam tape, single side or double stick cellophane tape, or masking tape is prohibited on any surface in the Convention Center. Please check with your decorator for approved material.

**Please Be Timely -** Goods/materials may not be delivered in advance of nor can they be left after the show's official move-out time.

**Exhibitor Utilities -** Utilities must be ordered 14 days prior to the event, i.e. (Air/Water/Drain, electrical, and telephone services). Service Order forms are available through DeVos Place Convention Center. All multiple booth areas should include a layout with utility locations with the order. This will help everyone set the order accurately. Services may be ordered during load in at the Floor Rate through the exhibitor service desk.

**Exhibitor Fire Safety and Decoration -** All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene or other flammable or explosive materials are allowed. Gasoline powered vehicles may be displayed with a maximum of ¼ tank of gas. (There are no exceptions.) The vehicle gas cap must be taped or locked and the battery cables disconnected and ends taped. Tanks of compressed air or gas must be chained and secured at all times.

**Exhibitor Signs, Decorations or Banners -** Decorations may not be attached to any surfaces in the building. No holes may be drilled, cored, or punched into the building. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations may not include lighter than air (helium) balloons, crepe paper, cellophane, confetti, cotton, cornstalks, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, vines, etc. Poster putty is allowed on glass or plaster wall surfaces. For overhead or heavy signage please contact ArtCraft Display.

**Exhibitor Food Samples -** Subject to Show Management approval, those who manufacture, process or distribute food as their normal course of business and wish to distribute food samples, may be allowed. This is provided food samples are no larger than bite size and beverage sizes no larger than 3 ounces. Please contact the Amway Grand Plaza Hotel and your Event Coordinator for approval prior to your arrival.

An exhibitor, who does not manufacture process or distribute food as their normal course of business and would like to distribute food items, must purchase these items from the Amway Grand Plaza Hotel. Please contact the Amway Grand Plaza Hotel to make arrangements to purchase food and beverage services. All cooking plans must be submitted in advance for approval by the Fire Department. Plans must adhere to General Fire Safety/Cooking Guidelines.

**Exhibitor Giveaways -** Samples may not include stick-on decals, lighter than air (Helium) balloons, glitter, etc.

**Tobacco Free -** DeVos Place Convention Center is a smoke and tobacco-free environment. Please do not smoke in the facility. Smoking cannot occur within 10 feet from any entrance.

**Gratuity Policy -** We are here to serve you. No gratuities should be offered to employees. For Safety - Children under 16 are NOT permitted on the show floor or loading docks during move-in and move-out times.

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# Loading Dock Guidelines

## LOAD-IN

The loading dock is located on Michigan Street. Dock Door #6 (the center door) will be used as the "IN" door. 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 the dock available for their show.

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 North West corner of DeVos Place® on Michigan 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 Southeast corner of the lot up to the DeVos Place® Grand Gallery. The other option is to re-enter the building through the Grand Gallery doors on Monroe 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 Loading Dock Door #6 for assignment of dock space for pick-up.

### FREIGHT ELEVATOR OPTION

If arranged prior to load in/load out, exhibitors may use the freight elevator on the North end of the building to shuttle materials to and from the parking ramp. The freight elevator will be operated 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.

### SCRIBNER STREET STAGING/MARSHALLING OPTION

Scribner Street (west side of the Grand River) may be used as the Marshalling Yard / Staging Area for exhibitor vehicles wishing to use the loading docks during load-in to DeVos Place®.

All vehicles must check-in with Traffic Control on Scribner Street. Vehicles arriving at DeVos Place® loading dock without having checked-in on Scribner may be refused access to the docks and routed to Scribner Street for check-in.

Scribner Street is a one-way street heading north and can be accessed from Pearl Street. When pre-arranged traffic control guards will be stationed on this street. Exhibitors are to check-in with the guard and let him know their booth name AND which event they are with.

Exhibitor vehicles will be held on Scribner until the scheduled load-in begins or until space is available in the docks. The guard will let them know when to proceed onto Michigan Street eastbound to the DeVos Place® loading docks. The guard may also give each vehicle a voucher which will allow them to gain access into the dock.

This option is best for events that have exhibitors that will be arriving with box trucks, semi trucks, or flatbed trailers. This also may become necessary if there is more than one large move in or move out happening at the same time.

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.