



designwest

center of the engineering universe

FREQUENTLY ASKED FREIGHT & DRAYAGE QUESTIONS

Q: Why might my carrier have to wait at the Convention Center to unload?

A: In order to expedite move-in of the entire event, every exhibitor has a pre-determined target freight move-in time. As you reference the Freight Move-in Timetable (located in the front of this section), you'll notice that each area of the exhibits floor is targeted for a specific time. A large number of exhibitors are scheduled within each timeframe. While your shipment is due at the convention center at your target move-in time, it may take some time before your shipper can actually pull up to a dock and unload.

Q: Why is the freight targeted?

A: The target move-in schedule is designed to minimize your carrier's time at the convention center and to maximize the efficiency of moving in freight. Although it is necessary to schedule your freight according to the Target move-in schedule, you do not have to physically be in your booth at the time of delivery.

Q: What happens if I miss my targeted freight move-in time?

A: Companies that miss their Target Freight Move-in time will be subject to an additional drayage fee and will be off-loaded at GES' convenience (specifically after GES has delivered material that is targeted for that delivery time).

Q: If I have my own dolly or hand truck, can I use them?

A: No, The union has jurisdiction on the operation of all material handling equipment, including dollies and hand trucks.

Q: What can I carry in or out of the facility by myself?

A: Only what you can carry by yourself (one person) in one trip and with no equipment (no dolly or handcart).

Q: If my booth is damaged during move-in/move out, what can I do?

A: Unfortunately, accidents do happen. GES has very limited liability (see Limits of Liability in this section). Exhibitors are strongly urged to insure the booth and its contents from the time it leaves your facility. In the event that your booth is damaged on move-in, the contractor will do what he can to help you make your booth "event ready".

Q: I don't plan to move out on closing day. Will my booth and its contents be secured for the evening?

A: Do not leave anything valuable in your booth overnight. All hand-carried items should be removed promptly after the closing of the exhibits floor. Pack as much as you can, before you leave the hall. Clearly label everything and inform the GES Service Desk when you intend to return to move out.

Please note: If you are located in a last-in/ first-out area, you **MUST** pack up your booth immediately, once the exhibits floor closes.