Atlantic Union Bank Convention Center

EXHIBITOR DOCK POLICY

Updated 09-26

The Atlantic Union Bank Convention Center requires a timed entry system for all conventions, exhibitions, and trade shows utilizing the on-site loading dock for exhibitors to move-in and move-out.

Clients will receive a link to a timed entry schedule template and are responsible for implementing and managing their assigned schedule, as well as updating exhibitor service packets accordingly.

The timed entry plan must be reviewed with your assigned Event Manager/Coordinator no later than (30) days prior to your event.

TIMED ENTRY GUIDELINES

- **Limit of 10 vehicles per one-hour time slot**
- Submit a final exhibitor list with assigned time slots to your Event Manager/Coordinator at least (14) days prior to the event
- The schedule must include:
  - Timeline
  - Booth name and/or representative
  - Vehicle type
  - Booth number
  - Contact Number

Important: Failure to implement or follow the timed entry system may result in additional charges, including, but not limited to security fees. Please note that hand-carrying items around the perimeter of the building is not an acceptable substitute for participation in the timed entry system.

LOAD-IN PROCEDURES

- Please arrive promptly at your assigned load-in date and time.
- Use GPS to navigate to the Red Hat Amphitheater address (adjacent to the Convention Center) at **237 West Lenoir Street, Raleigh, NC 27601.**
- **Time in the loading dock is limited to 30 minutes per vehicle.** Once unloading is complete, all vehicles must be moved to an off-site parking location.
- **If you arrive early or miss your scheduled time and the dock is full, you may be denied access until space becomes available.** Parking or staging on surrounding streets is not permitted.
- Parking is not permitted in the Red Hat Amphitheater.
- Paid parking is available in nearby garages, surface lots, and metered spaces surrounding the Convention Center.
- After unloading, please re-enter the building through the designated entrance to complete your setup.

LOAD-OUT PROCEDURES

- The loading dock roll-up doors will remain closed until all attendees have exited the exhibit halls.
- Driving on the show floor is strictly prohibited.

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- Once your booth is completely packed, you must obtain a loading dock pass from a building representative prior to retrieving your vehicle. **Access to the loading dock will not be permitted without a dock pass.**

- To expedite move-out, you may carry or wheel your items directly to your vehicle through the McDowell Street entrance of the Convention Center at the corner of Cabarrus Street and McDowell Street.

- If the loading dock is full, **do not park or stage on surrounding streets while waiting for access.** Please circle the area until space becomes available.