Use of Freight Elevators During Move-Out

Exhibitors may not use the freight elevators to move themselves out of the building outside their assigned move-out time. In past events, some exhibitors have carted their own items out on the freight elevators to leave ahead of schedule. This bypasses the move-out schedule that everyone else is following, and it will no longer be permitted. These guidelines are in place for the most efficient process for 600+ and for the safety and security of all.

Move-out policy

- All move-outs take place through the freight process, managed by our teams, during your assigned time slot.
- Exhibitors may not use the freight elevators on their own to cart items out before their scheduled time unless they meet the Hand Carry guidelines on 1-time exit with approved carts through the passenger elevators.
- Vehicles may not enter the loading dock until it is that exhibitor's scheduled move-out time.

Why this matters

The move-out schedule exists so that every exhibitor is treated fairly and the process runs efficiently for everyone. When individuals move themselves out through the freight elevators, it slows down the scheduled move-outs and creates delays for exhibitors who are waiting their turn.

The freight elevators do not stop on the first floor or lobby. They go directly to the loading dock, where vehicles are not permitted unless it is that exhibitor's scheduled move-out time. Carting items down early creates congestion at the dock and gets in the way of the teams working the scheduled move-outs.

We understand that late move-out times are not ideal, and that no one enjoys waiting. However, preferring not to wait does not make it acceptable to work around the process that everyone else is following. Theses guidelines are in place for the more efficient process for 600+ and the safety and security of all.

What we expect

Please plan to move out during your assigned time slot only. Anyone attempting to use the freight elevators outside their scheduled time will be stopped and asked to wait for their slot.

If you have questions about your move-out time, please contact us before move-out day. Thank you for your cooperation and for helping us keep the process fair and efficient for everyone.