



MGM National Harbor Vendor Load-In/Load-Out Instructions

This document contains information on arrival, parking, load-in/out procedures, Hotel policies and regulations for all vendors servicing events. All vendors must adhere to Hotel's policies while on-site.

Loading & Unloading Policies

- **All vendors must be 21+**
- **State Issued ID will be exchanged as collateral for a vendor badge**
- **Vehicles must be moved immediately after unloading**
- **Carts are not available, it is the vendor's responsibility to provide carts**
- **Vendor Badges must be worn & visible at all times**

Loading & Unloading Procedures:

1. **Print Yellow Vendor Permit**
2. **Arrive at Dock**
3. **Collect Vendor Badge – State Issued ID will be held for collateral**
4. **Unload at Bay 3 (first come, first serve)**
5. **Utilize Blue Freight Elevator**
6. **Park Truck / Vehicle in Lot B immediately after unloading**
7. **Navigating Ballrooms**



**SHIPPING & RECEIVING
LOADING DOCK**



1. PRINT LOADING DOCK PERMIT – this is shared as a separate document. Must be printed and displayed on dashboard.



VENDOR LOADING DOCK PERMIT

PERMIT TO BE DISPLAYED IN DASHBOARD AT ALL TIMES.

VEHICLES WITH PERMITS WILL BE TOWED AT THE OWNER'S EXPENSE.

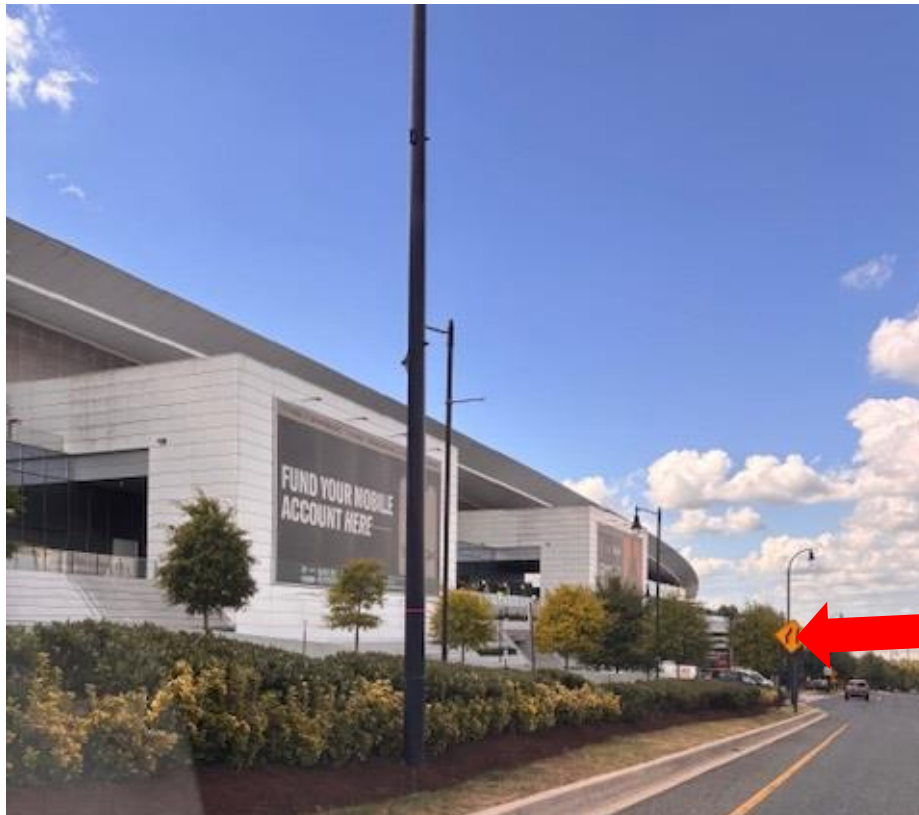
PERMIT VALID DAY OF EVENT ONLY.

Approved By: Dwayne Machosky, Director Security Ops

****PLEASE NOTE THAT THE SHIPPING & RECEIVING LOADING DOCK MAY BE CLOSED AT ANY GIVEN TIME FOR A DURATION OF UP TO 2 HOURS WITHOUT NOTICE. ****



2. LOCATING DOCK – Located on Monumental Avenue between the two billboards

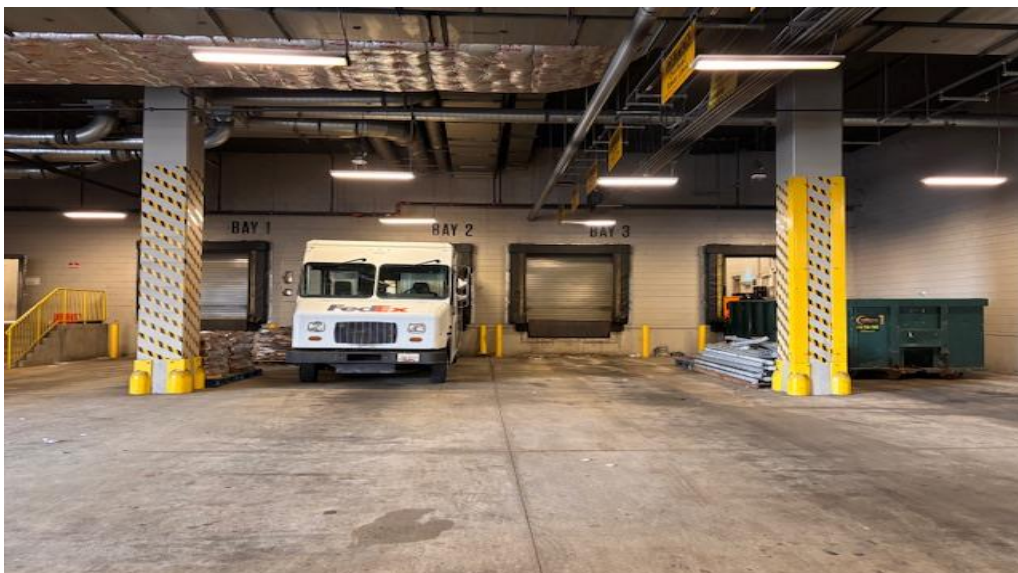




3. COLLECT VENDOR BADGE – Security Check In, State Issued ID to be used as collateral



4. UNLOAD AT BAY 3 – Security Check In, State Issued ID to be used as collateral
Access is on a **first come first served** basis.



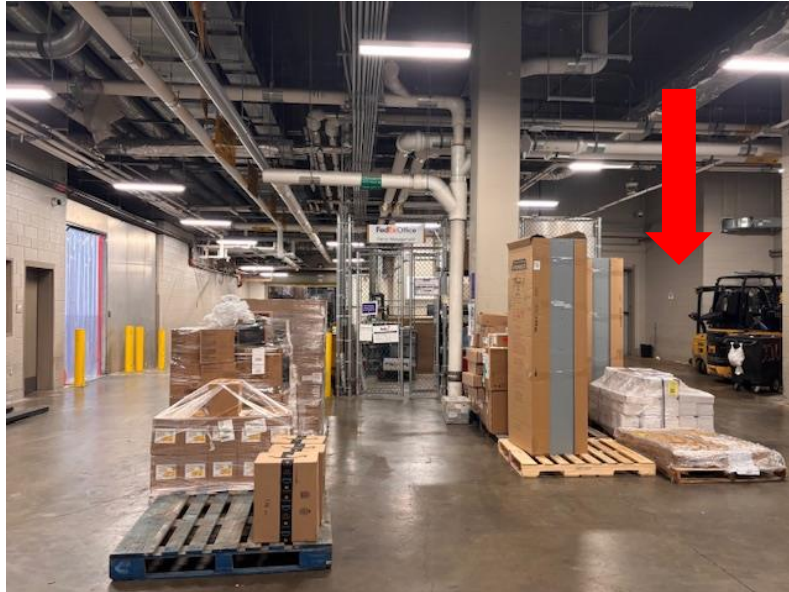


5. FREIGHT ELEVATOR

Freight Elevator: The freight elevator is 10' wide and 25' deep and its weight capacity is 10,000 lbs.

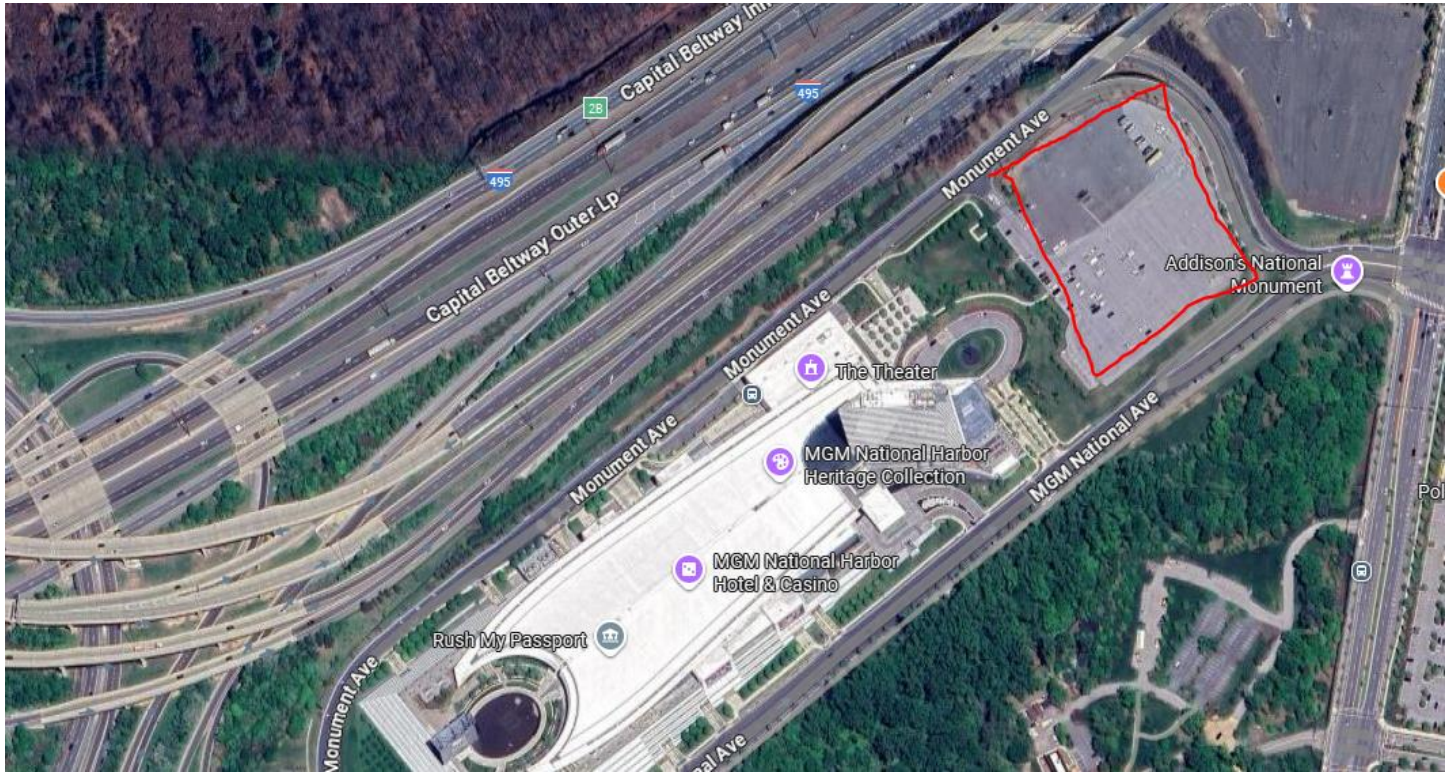
Lifts & Carts: Must be brought in by vendors. The Hotel does not offer/lend/rent any such equipment.

BALLROOMS ARE LOCATED ON 2.





6. PARK IN LOT B



All vehicles must be immediately moved to Park Lot B (marked in red) or self-parking areas.

Lot B is reserved for vendors and oversized parking.

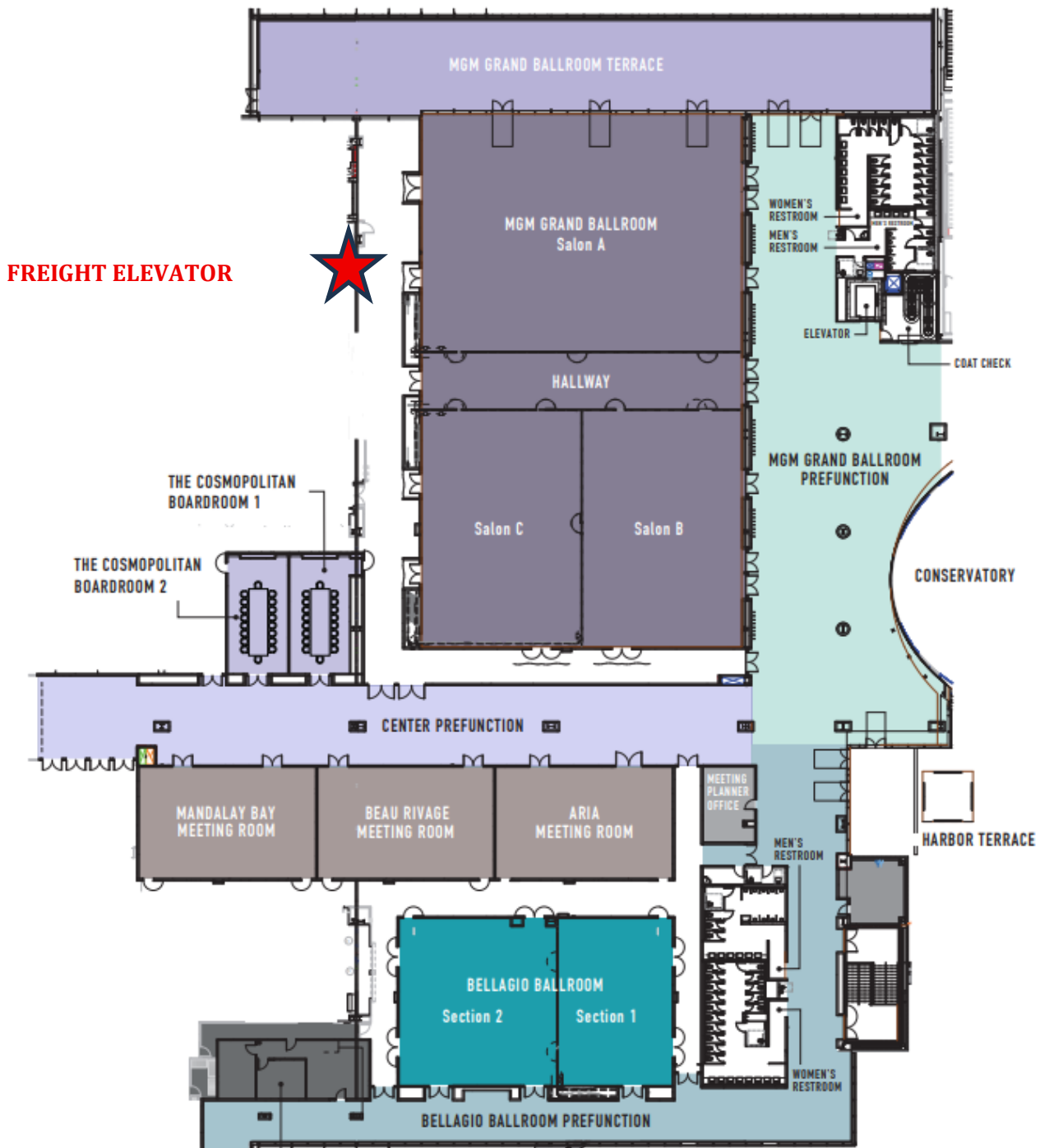
Vendors must display loading dock permit in dashboard to park in Lot B. Parking in Lot B and self-parking are both complimentary. Lot B is located on Monument Avenue, just before the Loading Dock area. For Valet parking, prevailing rates would apply.

Do not leave vehicles parked in the loading dock while loading items. Vehicles left unattended will be towed at the owner's expense.



8. NAVIGATING BALLROOMS

All vendors must use the back of house to load and unload.
Pallets are not permitted in the front of house.





Arrival Instructions

VENDOR LOADING & UNLOADING NOTES & POLICIES:

The instructions below are to be followed by all vendors providing services to events in the conference center.

There are 4 Bays in the Loading Dock, however, vendors may only access **Bay 3**. Access is on a **first come first served basis**.

Upon arriving at the Shipping & Receiving Loading Dock, you must stop and provide the:

1. Vendor loading dock permit
2. Group that you are servicing
3. Your name and company

From there, vendors continue to the Security Booth to obtain a visitor's badge.

Vendors will need to surrender a government-issued valid ID with photo in exchange for the visitor's badge, which will be returned at the exit, upon surrendering the visitor's badge. The visitor's badge must always be visible.

Upon wearing a badge, vendors are to immediately return to the loading dock to park vehicle in Bay 3 to start unloading.

Once inside, locate the freight elevator on the right (next to the FedEx Cage). Unload items to the holding space in front of the freight elevator. **Do not load items onto the freight elevator at this stage.**

After unloading items to the holding space, all vehicles must be immediately moved to Park Lot B (surface lot towards the top of the resort) or self-parking areas. Lot B is reserved for vendors and oversized parking. Vendors must display loading dock permit on dashboard to park in Lot B. Parking in Lot B and self-parking are both complimentary. Lot B is located on Monument Avenue, just before the Loading Dock area. For Valet parking, prevailing rates would apply.

Do not leave vehicles parked in the loading dock while loading items. Vehicles left unattended will be towed at the owner's expense.



Loading Instructions

After vehicles are properly parked, vendors may return to the Loading Dock to transport and deliver items to the appropriate event space.

The loading dock is located on level P5. All meeting spaces are located on Level 2. Select Level 2 in the elevator.

The freight elevator arrives behind the MGM Grand Ballroom (back of house hallway). The remaining event space can be accessed from the back of house hallway. See the Facilities Guide below for the location of a specific meeting room and follow the blue directional signs.

Please note that carts/lifts are not available/provided to vendors. All vendors must bring their own.

The loading dock may be closed at any given time for up to 2 hours without notice.

Freight Elevator: The freight elevator is 10' wide and 25' deep and its weight capacity is 10,000 lbs.

Lifts & Carts: Must be brought in by vendors. The Hotel does not offer/lend/rent any such equipment.

After-Hours Access

Loading dock: please call Security Dispatch upon arrival at 301-971-5560 to unlock the doors.

Freight elevator: a member of the Hotel's Security staff will be required to escort vendors to their final location.



MGM National Harbor Policies and Procedures

VENDORS

- All vendors are expected to present themselves in a professional manner.
- All vendors are expected to behave in a professional manner while in the Hotel and especially while in public view.
- Vendors are expected to respect all team members and work in a collaborative manner to provide a memorable experience to Groups.
- All vendors are expected to leave the event space in the condition it was found. If the Hotel must clean up after vendors, a cleaning fee will be charged to the Group.
- Vendors who violate Hotel's policies may not be allowed to provide future services at the Hotel.
- MGM National Harbor is a large resort and receives multiple deliveries throughout the day. We suggest arriving at least two hours before unloading schedule, as delays may occur.
- At Hotel's discretion, Hotel may require Security to be present during load in/out process. At that time, Hotel will inform Group of Security charges, which will be the responsibility of Group. The Group's Convention Services Manager will inform the Group in advance of such charge.



VENDOR LOADING DOCK PERMIT

PERMIT TO BE DISPLAYED IN DASHBOARD AT ALL TIMES.

VEHICLES WITH PERMITS WILL BE TOWED AT THE OWNER'S EXPENSE.

PERMIT VALID DAY OF EVENT ONLY.

Approved By: Dwayne Machosky, Director Security Ops

****PLEASE NOTE THAT THE SHIPPING & RECEIVING LOADING DOCK MAY BE CLOSED AT ANY GIVEN TIME FOR A DURATION OF UP TO 2 HOURS WITHOUT NOTICE. ****

Please note the loading dock entrance is located on Monument Avenue

- Upon arriving at the **Shipping & Receiving Loading Dock**, you must stop at the Security Booth. Please make sure to display your pass on your dashboard, provide your name and company name to gain access to the dock. Vendors will be allowed access on a first come, first served basis during business hours.
- Complete the required paperwork provided by Security. You will need to surrender your driver's license in exchange for the visitor's badge. When you return the visitor's badge, you will receive your driver's license.
- After you unload your items, you must park your vehicle in Lot B, self-parking or valet. **Do not leave your vehicle parked in the loading dock while you setup your equipment.** Lot B is reserved for vendors and oversized parking. You must show your visitor's badge to Security in order to park in Lot B.
- Parking in Lot B and self-parking is complimentary. Lot B is located on the left, just as you are going down Monument Avenue.
- **If you require access to the loading dock after hours, please call Security Dispatch upon arrival at 301- 971-5560 for assistance since the doors will be locked during those hours.**
- **If you require access to the freight elevator after hours, a security escort will be required to access the freight elevator.**

. **Please note that carts are not provided to vendors. If you need a cart, you must bring one with you. The loading dock may be closed at any given time for up to 2 hours without notice. **