

Loading Dock Procedures

Please familiarise yourself, and any person you are responsible for who may visit this area, with the map and the numbered areas designated for use.



1. **PEDESTRIAN WALKWAY.** This pedestrian walkway is for pedestrians entering the car park as well as for our staff and contractors crossing the loading area. Do Not park on, or block any pedestrian walkway. On occasion for large vehicles permission may be granted to temporarily park on a walkway. Only the Security Manager/Officer on Duty, the Purchasing and Banquet Operations Managers, are able to grant this permission
2. **ENGINEERING GARAGE DOOR.** No parking is permitted in front of the Engineering Garage Door without the express permission of the Chief Engineer.
3. **LOADING AREA.** This demarcated area is reserved for vehicles waiting for loading and off-loading product in the Loading Dock only (This does not include loading into event spaces/function rooms). Vans, light vehicles and cars are not permitted to use this area for parking.
4. **LOADING DOCK:** Please do not use this area as a parking bay. This area needs to be kept clear at all times as we accept deliveries 24 hours per day.
5. **2 MINUTE COURIER PARKING.** Only to be used for deliveries by commercial couriers or stop-and-drop deliveries.

6. **THE GREAT ROOM ROLLER DOOR:** Arrangements are to be made with the Banquets Manager for the roller door to be opened when making deliveries /collections. Please note the hotel will only accept one vehicle at a time for loading and unloading into the Great Room or other event space. If multiple vehicles are required for your delivery, you must arrange alternative parking for additional vehicles to wait their turn outside of the hotel loading dock area. The hotel no longer has the space to provide parking for waiting vehicles. No other company vehicles are permitted to park in any area to assist with unloading, only the vehicle being unloaded as indicated. Company personnel assisting with unloading should be dropped off and their vehicles parked elsewhere. One option may be Wilsons Carpark immediately adjacent to the hotel, where applicable daily/hourly rates will need to be paid.

7. **CONTRACTOR PARKING:** This area is only to be used by contractors working at the hotel with arrangements agreed to by Management eg plumbers, electricians, painters etc

It is your responsibility to ensure your company staff and subcontractors are aware of, and follow, these procedures. Non-compliance will cause delays to your deliveries or events.

For enquiries please contact:

Security - 09 300 2862

Hotel Manager – 0272 819 016

For Event Pack In and Deliveries – contact your Event Manager or the Banquet Team on duty on 027 565 9052