

**Hilton Cincinnati Netherland Plaza**  
**35 West 5<sup>th</sup> Street (Corner of 5<sup>th</sup> and Race)**  
**Cincinnati, Ohio 45202**  
**513-421-9100**

**LOAD IN/LOAD OUT INSTRUCTIONS**

**VERY IMPORTANT:** When moving items on carts or dollies through the hotel's carpeted meeting rooms, public spaces and foyer areas, maintain loads to a maximum of 250 pounds per rubber coated wheel no less than 3" in width. For wheels less than 3" in width, maintain loads to a maximum of 125 pounds per wheel. Weights carried below these amounts should not damage the carpet or seams. Damages caused by vendors will bear the full costs and responsibilities associated with restoring these areas to like new condition. Pallet Jacks and Skids are not permitted on any carpeted surface within the hotel.

**Please assist us in keeping these areas the work of art they are.**

The Hilton Cincinnati Netherland Plaza is part of the complex that includes the Carew Tower, Tower Place Mall, and the hotel.

The loading dock is actually shared by the Tower Place Shopping Mall and the Carew Tower, but is accessible to hotel guests that need to get large equipment and/or boxes into or out of the hotel. The entrance to the loading dock is on Race Street just directly past the hotel Valet Parking entrance.

The loading dock is open from 6am to 5pm on Monday through Friday & 7am to 11am Saturday. For assistance outside of these hours, use the intercom located near the Race Street elevators or contact Tower Place Mall Public Safety at 513-241-9752 or 513-652-2205. Regarding all entrances to the dock area: all elevators, doors, and easements will be closed and secured at 11pm (Monday through Saturday) and 8pm (Sundays). They will be opened at 6am (Monday through Saturday) and 8am (Sundays). Any use of the Tower Place dock outside these hours must be arranged through the Tower Place Property Manager or Facilities Manager, three business days prior to use. The telephone number is 241-7700.

No shipments will be allowed through any Tower Place entrance other than the designated loading dock. The loading dock entrance is located on Race Street between the Hilton Hotel Valet Parking and Tower Place Mall entrance.

No vehicles will be allowed to park adjacent to Tower Place Mall on Race or Fourth Street. The City of Cincinnati prohibits parking in these areas.

There are two doors at the load in entrance on street level. You may pull into either one. You can pull your vehicle onto the elevator, which will take you to the loading dock. Please note that you are not at the hotel freight elevator yet. This elevator takes you to the loading dock only. The elevator is 13' tall, 9' wide, and 32' long. The weight capacity of the elevator is 60,000 pounds. (Please make sure your vehicle/truck will fit on the elevator before you arrive.) The driver, or driver's company, assumes responsibility for the elevator during time of use. Any

damage to the gates, graffiti, or vandalism during use will be at the driver, or driver's company's, expense to repair.

To operate this first elevator, get out of your vehicle and push the call button. If the elevator is in use or if someone has forgotten to close the door, the elevator will not come. There is a "Dock Man" on duty weekdays from 7:30am until 3:30pm. The dock is a 24-hour operation; weekends are on a first come first serve basis. Use the intercom on the wall next to the elevators to call the dock man (during the hours listed above) for assistance if the elevator will not come. If the dock man is unavailable and the elevator still will not come, either go into the hotel and ask for security, or go into the mall to the second floor information desk and ask for assistance. Mall hours are Monday through Saturday 10am – 8pm and Sundays 12 Noon – 5pm. The problem most likely will be that the doors were not closed by the previous occupant.

Once the doors open, pull vehicle onto the elevator. (Please turn off the ignition while the elevator doors are closed.) Get out of your vehicle again and close the elevator door – holding the button in until it is completely closed. Push the "SB" button for the sub basement. When the elevator stops push the open door button. You will pull off the elevator and see the loading dock in front of you. **Close the elevator door before proceeding to the dock or come immediately back and close it. If you do not, no one else can use it.**

Back your vehicle up to the dock. All vehicles must register with the Tower Place receiving office and receiving manager on duty, located to the left of the elevators prior to entry. The driver will be required to produce:

- A valid and appropriate driver's license or endorsement (CDL, chauffeur)
- Bill of lading, packing slip, delivery form, work order, or manifest
- Upon request at least one form of identification linking the driver to the delivery or service company: employee identification card, or similar ID

The receiving manager on duty will register the vehicle with the above information as well as log the delivery destination, time of entrance and time of departure, and the vehicle license plate number. The receiving manager will give instructions on elevator operation, if needed, at that time. During the delivery, the vehicle is to remain unlocked, with the keys left on the dashboard. Upon exit, the receiving manager on duty will record the exit of the vehicle. **Vehicle parking other than delivery purposes is prohibited. Once a delivery is made the vehicle must be removed from the dock. Only ONE vehicle will be permitted at a time in the loading dock area.**

Facing the dock, the hotel freight elevator is to your left. There is a hydraulic lift that you can load onto and then raise up to the level of the hotel freight elevator. Push the call button for the freight elevator. As with the dock elevator, if it is in use or if the doors are not closed, it will not come. After business hours, contact hotel security for assistance. (You will have to go into the hotel to reach security.) During business hours and on some Saturdays, there is someone in the hotel's Shipping/Receiving Department located just a few feet away. They may be able to assist you if the elevator will not come. Follow the yellow line to the left and then to the right, through the double doors, and to the caged in area. **No items are permitted on the loading dock at any time (storage on the dock is prohibited). Any items left remaining on the dock will be removed from the premises without notification.**

Load your equipment onto the elevator making sure to close the doors. (Dimensions of this elevator are 7'10" high, 14'6" wide and 18'6" from gate to gate and a 10,000 pound maximum.) Proceed to the 4<sup>th</sup> floor. The 4<sup>th</sup> floor is the main meeting room floor where the following function rooms are located: Rosewood, Pavillon, 4<sup>th</sup> Floor Registration Area, Caprice, Salon A,

B, C, D, E, F, G, H, I, M, and the Rookwood rooms. Unload your equipment and close the elevator doors so someone else may be able to use the elevator.

To access the 3<sup>rd</sup> floor space of the hotel (Hall of Mirrors and Julep rooms), unload from the 4<sup>th</sup> floor and proceed to the service elevator of the hotel on the 4<sup>th</sup> floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4<sup>th</sup> floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down one floor and proceed to the right through the service hallway, through the double doors and into the Hall of Mirrors.

To access the 2<sup>nd</sup> floor (Continental Room), you will have to load your equipment or boxes onto the guest elevators from the 3<sup>rd</sup> floor, unload on the Mezzanine Level, and use the handicap accessible ramp to access the room (300 pound maximum).

To access the Lower Level of the Hotel (Mayflower Rooms), press "C" floor off of the freight elevator from the loading dock. Locate the glass doors through valet parking and proceed to the function rooms.

Staff and Management at the hotel caution you to not overload your carts, as heavy equipment causes excessive wear and tear to our carpets. You will be held responsible for any damages. Please bring your own dollies and carts. The hotel cannot provide these for your use.

The Tower Place elevators that take you to the loading dock area are in heavy demand weekdays from 7am –12 Noon. The Director of Operations of Tower Place (241-7700) kindly suggest that you come quickly in and quickly out during these times. Truck parking can be arranged with advance notice through the hotel's Conference Services Department.

The loading dock is not a secure area. Neither the Hilton Cincinnati Netherland Plaza Hotel nor the Tower Place Mall will be responsible for any lost or stolen items. If you leave your vehicle unattended for any reason for any amount of time, it will be at your own risk.

We know that your time is valuable and we hope that this helps you get in and out of the hotel as conveniently as possible.

Updated 1/27/2009