## MSU WINTER ARTS AND CRAFTS SHOW LOAD-IN DISCLAIMERS

### PROCESS, RULES, DISCLAIMERS

Managing traffic and flow during load-in is one of the most challenging parts of this event. To help keep load-in safe and efficient, **please arrive at your scheduled load-in time and location**, listed on your **Load-In Pass**.

- Early arrivals will be **turned away.** We cannot accommodate vehicle before their scheduled time.
- Be kind to our staff. Load-In is stressful for everyone let's work together.
- **Follow staff instructions at all times.** Failure to do so may result in removal from the show without refund.

#### ZERO TOLERANCE POLICY

#### **GROUND FOR IMMEDIATE REMOVAL & FUTURE BAN**

- Shouting at, swearing at, or harassing members of our traffic team.
- Ignoring or driving over traffic cones.
- Driving past a checkpoint after being directed to stop
- Any driving behavior that endangers staff or others, including:
  - Ignoring staff instruction
  - Driving at excessive speeds
  - Accelerating aggressively or in anger
- Driving the wrong way down West Circle Drive to bypass traffic or reach a preferred location.

### **INFO INCLUDED:**

This packet includes:

- Instructions for Curbside Load-In
- Instructions for Open Load-In
- A Note from the Show Director: Zero Tolerance

# MSU WINTER ARTS AND CRAFTS SHOW LOAD-IN INSTRUCTIONS

A guide to our load-in/out process for new vendors can be found here.

#### **OPEN LOAD-IN**

- Available to all vendors, regardless of assigned load-in slot.
- You may arrive anytime on Friday (5:00 PM 9:00 PM) and Saturday (6:00AM-8:00 AM) to unload.
- There is **no time limit** for unloading move at your own pace.
- Standard vehicle and mid-size vehicles without trailers should use RAMP 6. Please enter and leave via Grand River Ave. Do not use the south exit onto East Circle Drive.
- Large vehicles, oversized vehicles, and <u>any</u> vehicle with a trailer should utilize Lot 7 for Open Load-In. Enter via Grand River Ave > Farm Rd > East Circle Drive.
- Vendors should follow the "Vendor Entrance" signage. The south and east Entrances have short stair cases. The west entrance along Abbot Rd has an accessible ramp.
- Navigational maps are located inside the building near both the west and east elevators to help you identify the best route to your booth.

#### **CURBSIDE LOAD-IN**

- Print/save your Load-In Pass. Proof of purchase is not a valid load-in pass.
- Enter from Beal Rd off Michigan Avenue. All other West Circle Entrances are closed.
- Follow signage to the "Passes Only" Checkpoint.
- Provide your **Load-In Pass** and booth number to staff.
- You'll receive a **time-stamped parking pass.** You have **45 minutes** to unload. Focus on unloading not transportation and booth set up.
- Move your vehicle to Lot 7 as soon as possible.
- Keep your parking pass visible at all times. Keep your Load-In pass as well.
- Exit via Beal Road and navigate to Grand River > Farm Rd > East Circle Dr.

#### **PARKING AFTER LOAD-IN**

- After Load-In, Curbside and Ramp 6 should relocate to Lot 7.
- No parking is allowed in Ramp 6 during show hours. Vendors must park in Lot 7.

More customer parking = more shoppers = more sales!

#### **REMINDER:**

- RAMP 6 cannot accommodate vehicles with trailers, vehicles taller than 7', or vehicles longer than a standard parking space.
- Pull through vehicles must use Lot 7.

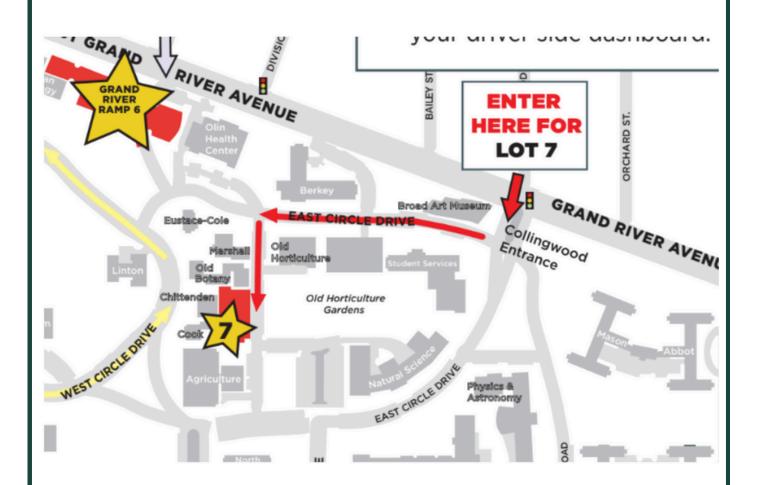
#### **GPS COORDINATES:**

• It is recommended you use the coordinates below due to road closures. Please **cross-reference your route** with the Load-In Map road closures.

CURBSIDE LOAD-IN (BEAL RD ENTRANCE) | 42.734060, -84.490487 OPEN LOAD-IN (RAMP 6 ENTRANCE) | 42.734060, -84.480851 OPEN LOAD-IN & VENDOR PARKING (LOT 7) | 42°43'57.2"N 84°28'43.3"W

All coordinates above are sourced from Google Maps

# MSU WINTER ARTS AND CRAFTS SHOW LOAD-IN INSTRUCTIONS





#### LOAD-IN

- · Have your load-in pass and booth number ready.
- · Do not arrive early.
- Vendors can switch to RAMP 6 Load-In/Out at any time.

#### LOAD-OUT

- · Load-Out from the same location.
- You must provide load-out ticket and original Load-In Pass
- · Do not retrieve vehicles before recieving load-out tickets

ALL VENDORS PARK IN LOT 7 DURING THE SHOW

LARGE PRINTABLE LOAD-IN MAP LOCATED HERE

### A PERSONAL NOTE FROM THE SHOW DIRECTOR ZERO TOLERANCE POLICY

Most of you know me well - I never hesitate to listen to your needs, find solutions, and work a little magic to help fulfill your request. I am always willing to go the extra mile to get you what you need. I know, for many of you, this is your livelihood and I take that responsibility seriously. I am incredibly proud that the overwhelming feedback we receive from vendors is about how much our staff cares - and how willing they are to go out of their way to help.

One of the things I love most about this show is the relationships we build year after year. Our vendors are incredible: respectful, patient, and cooperative, even when things get frustrating. Our team works hard to support you, and every traffic plan, point of entry, and policy is designed with your best interest – and safety – in mind.

That said, in the past two years, I've personally witnessed **several individuals** disregarded those efforts during load-in/out, lose their temper, and **put my staff in harm's way** - including a particularly concerning event this past spring - because they were not allowed to do what they wanted, when they wanted.

Let me be clear: **this is wholly unacceptable.** It is the fastest way to be banned permanently from the show.

Please remember: **Our staff is predominantly students.** They are learning, under our supervision, how to plan and host large-scale events, while developing real-world skills in customer service, delegation, communication, and logistics. This show is a hands-on learning experience for them - and your patience, professionalism, and respect go a long way in supporting that growth.

I expect professionalism and respect from everyone on-site. If issues arise, we will address them directly - and if necessary, I will not hesitate to involve MSU Police. **The safety of our student staff is non-negotiable.** 

I will continue to go the extra mile for you, but I will not tolerate vendors who are unwilling to extend the same good faith and respect in return.

Your cooperation is **expected** and, very much, appreciated.

Sincerely,