

Hilton Cincinnati Netherland Plaza
35 West 5th Street (Corner of 5th 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 within the hotel.**

Please assist us in keeping the hotel function room and public spaces the work of art they are.

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

The loading dock is actually shared by Tower Place 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 and staffed 7:00am to 3:00pm – Monday through Friday

During "off hours":

The loading dock will be accessible by contacting the Hilton Netherland Plaza Hotel's main number 513-421-9100 when arriving to the truck elevator. To depart the complex, vendor will contact this number when ready to leave the loading dock area.

No shipments will be allowed through any other complex entrance other than the designated loading dock. The loading dock entrance is located on the left hand side of Race Street just past the Hilton Hotel Valet Parking entrance.

No vehicles will be allowed to park adjacent to the building on Race or Fourth Streets. The City of Cincinnati prohibits parking in these areas.

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.

All vehicles must register with the dock/elevator attendant.

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 office 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.

Back your vehicle up to the dock. 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.

The Loading Dock truck elevators that take you down to the loading dock area. We kindly suggest you come quickly in and quickly out during these times. Truck parking can be arranged with advance notice through the hotel's Catering or Conference Services Departments.

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. Weight limit is this lift is 20,000 pounds. 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. 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 4th floor. The 4th floor is the main meeting room floor where the following function rooms are located: Rosewood, Pavillon, 4th 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 3rd floor space of the hotel (Hall of Mirrors and Julep rooms), unload from the 4th floor and proceed to the internal freight elevator of the hotel on the 4th floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4th 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 2nd floor (Continental Room), unload from the 4th floor and proceed to the internal freight elevator of the hotel on the 4th floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4th floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down two floors by pressing the "M" button on the elevator key pad. This will deliver you to the Banquet Kitchen. The Continental Room

service doors are located across the Banquet Kitchen and down the service ramp into the back of the Continental Room.

When loading to the 3rd floor of the hotel or to the Continental Room, it may be easier to use the hotel service elevators located down the hall and around the hotel just past Hilton Receiving. Note these elevators are single size and cannot hold oversized items.

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 loading dock is not a secure area. Neither the Hilton Cincinnati Netherland Plaza Hotel nor the Carew Tower complex 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 towed at your own expense.

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

Updated 6/8/22