



## Commerce Place Loading Dock Regulations

The Dock Master is responsible for the operation of the Commerce Place Loading Dock, ensuring that vendors, couriers, and contractors have the opportunity to service the tenants in a fair and equitable manner.

### Loading and Unloading

- All vehicles entering the Loading Dock will park as directed by the Dock Master.
- Vehicles may park for 15 minutes to load or unload their vehicle. Vehicle Operators may request additional time from the Dock Master.
- Vehicles must not be left with the engine running while in the Loading Dock.
- All deliveries will be made using the freight elevators, unless directed elsewhere by the Dock Master.
- Pallet jacks are NOT permitted off of the Loading Dock.
- Loads may be inspected by the Dock Master to ensure there are no prohibited items and to verify the delivery address.
- There is no charge to park for the purpose of loading or unloading a vehicle, provided the time limit is not exceeded.
- Drivers may be required to move or reposition the vehicle to allow others access to or from the Loading Dock.

### Parking

- Parking in the Loading Dock is restricted to:
  - Monthly Loading Dock Permit Holders
  - Contractor vehicles
  - Vehicles parked with permission from GWLRA or the Dock Master
- Permit Holders must park in their designated parking stall.
- Contractor parking is available in limited quantities and is not guaranteed to be available.
- Standard parking rates apply to vehicles parked in the Loading Dock.
- Parking charges are to be paid on exit at the Parkade Booth, unless there is an account in place.
- Vehicles must park as directed by the Dock Master.



Failure to comply with vehicle regulations may result in penalties including violators being tagged and towed under Bylaw 5590 and/or banned from the facility.

### **Freight Elevators**

- All three freight elevators are available on a first come basis and will not be locked off during business hours (Monday to Friday 0600 hrs to 1800 hrs).
- Large moves can be scheduled for after hours through the Administration Office 780-944-1222.
- Building Management will not be responsible for events beyond their control, for example the elevator breaking down before or during a move.

### **Hours of Operation**

The Loading Dock doors are open Monday to Friday 0530 hrs to 1800 hrs and Saturdays 0800 hrs to 1800 hrs.

Access may be arranged outside those hours by contacting Security at 780-944-0903 or using the intercom located outside the Loading Dock, in between the doors.

### **Incident Reporting**

The Dock Master will investigate all incidents occurring in the Loading Dock, and will complete an incident report. Upon review the parties involved may be banned from the property. This will be determined on a case by case basis by GWLRA Management.

### **General**

- Any damage to the premises; and or property of GWLRA while on site will be the responsibility of and charged to whoever caused the damage.
- There is no storage on the Loading Dock. Contact the Administration Office if storage space is needed.
- Any items stored on the Loading Dock may be removed by GWLRA and/or storage fees may be applied.
- Crates and pallets are to be placed neatly in the location indicated.

Please contact the Administration Office at 780-944-1222 should you have any questions regarding these regulations.