

Event Loading & Unloading Guidelines



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INDIAN WELLS
RESORT & VILLAS

Event Loading & Unloading Guidelines

To ensure a smooth and efficient experience for your event, please review the following guidelines for vendor load-in and load-out procedures. We recommend coordinating arrival times with all vendors in advance so our team can properly prepare and avoid delays

Main Hotel Building (Mezzanine, Verbena, Sunset & Sunrise)

Mezzanine & Verbena

- Vendors must use the designated loading dock near the Security Office.
- Items can be transported via:
 - Back-of-house elevators to the Mezzanine, or
 - The rear walkway leading directly into Verbena.
- Front drive access is not permitted for loading or unloading.

Sunset & Sunrise

- Vendors may utilize self-parking for loading/unloading.
- Vehicles should park in the space closest to the “G” Wing elevators.
- Please note: No service elevators are available in this area.

Indian Wells Conference Center (IWCC)

- All vendors must use the loading dock for load-in and load-out.
- The main driveway is a red zone and cannot be used for loading.
- If the loading dock is occupied, vendors may temporarily unload at the Desert Vista doors.

Important:

- To prevent unauthorized loading at the driveway, a designated representative is required onsite. This can be:
 - A member of your team, or
 - A hotel-provided security guard (available upon request)

18th Terrace

- For quick deliveries (e.g., umbrella drop-off), limited access to the IWCC driveway may be allowed.
 - A member of the Event Team must be present to supervise.
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The Grove

- Vendors must unload in the self-parking lot.
- Equipment should be transported via the designated pedestrian/golf cart path (behind the tennis and pickleball courts, between Grove 1 and Grove 2).
- Parking or loading on the path is not permitted.
- Vendors are responsible for bringing their own carts.

 Please note:

Two hours prior to your event, hotel operations will also be using this path. Load-in schedules must be coordinated in advance to maintain efficiency.

The Cove & Villas

Self-parking areas may be used for quick unloading only.

Large Vendor Setups

If multiple vendors require access to loading areas:

- A scheduled load-in timeline must be created and shared with all vendors.
- This helps minimize congestion and ensures timely access.
- Schedules should also be provided to the hotel team to avoid conflicts with deliveries and operations.

Important Reminders

- Loading zones are for active use only — vehicles must be moved immediately after unloading.
 - Parking in loading zones is not permitted.
 - Please be aware of the red zone in front of the IWCC main entrance, where loading is strictly prohibited.
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🕒 Load-In & Load-Out Timing

- To ensure a seamless event experience, all vendor load-in schedules (if applicable) should be finalized in advance and documented in your event planning details.
- Based on the designated loading areas, each vendor will be assigned a specific load-out deadline, by which all materials must be completely removed. This is especially important when the venue is scheduled for another event, as our team will need timely access to reset the space.

📍 Designated Loading Zones

- Please refer to the venue map for the following loading locations:
 - A. Main Hotel Building Loading Dock
 - B. Indian Wells Conference Center Loading Dock
 - C. The Grove Back Driveway Loading Zone

