

# **VENDOR EVENT INSTRUCTIONS (MAY to SEPT)**

**Onsite & 24/7 phone number: 312-666-1200**

**Fast way to reach us: [info@imagepilots.com](mailto:info@imagepilots.com)**

Please read the entire memo VERY carefully as this includes ALL the information you will need to have and assist with a smooth arrival, load in and ensure you have an enjoyable market.

**CHANGE!! INDOOR VENDORS – ALL AREAS - LOAD IN FROM 3PM. (No longer 11am load in time)**

## **POPULAR QUESTIONS**

**NO BOOTH SPACE NUMBERS ARE ASSIGNED UNTIL CHECK IN. ONCE YOU ARRIVE YOU WILL BE GIVEN AND SHOWN TO YOUR LOCATION. This is due to many last minute changes.**

**INDOOR VENDORS – LOAD IN EITHER FRIDAY 3-8PM (BUILDING LOCKED AND ALARMED) AT 8PM) AND SATURDAY 7-9AM.**

**OUTDOOR VENDORS – LOAD IN EITHER FRIDAY 5-8PM (YOU CAN STAY ALL NIGHT ONCE CHECKED IN) AND SATURDAY 7-9AM.**

**YOU MAY LEAVE BOOTH SET UP AND COVERED AS YOU WANT. BUILDING IS ALARMED. OUTSIDE GATES LOCKED AND OVERNIGHT SECURITY.**

**PARKING IS IN YOUR BOOTH FOR OUTSIDE VENDORS. LOWER HALL AND HALLWAY VENDORS NEED TO FIND OWN PARKING. BALLROOM VENDORS CAN PARK IN LOT (DIRECTED BY STAFF) IF AVAILABLE OR VALET WILL BE PAID FOR. THERE IS A RENTED LOT NEXT DOOR WITH LIMITED PARKING. YOU CAN USE OUR VALET OR PARK OUTSIDE THE PERIMETER OF VENUE. .**

## **GENERAL INFORMATION**

### **MARKET OPENING TIMES (For Customers)**

- EARLY BUYING 8AM-10AM on Saturday OUTSIDE and 9AM-10AM INSIDE.
- Regular hours 10am to 5pm both days

PLEASE ensure you are at your booth at 10am. These are the rules. We think these times are more than reasonable for everyone to be present at their booths and it looks very bad for the whole market to have covered/unattended booths after opening. In addition this is a security risk that no one can be responsible for.

### **ADDRESS AND ENTRANCES**

Plumbers Hall Facility  
1341 W Randolph St (can also be accessed on Washington Blvd between Ada & Ogden Streets)  
Chicago, IL 60607

There are entrances to Plumbers Hall on both Washington and Randolph. Washington is a one way street that runs East and Randolph is a one way street running West, although there is a service corridor on Randolph side that runs East. Driving directions also included.

Check in is at the Loading Dock during Friday and then at Randolph Street Gate from Friday night from 4.30pm and Sat morning.

## **TABLE AND CHAIR ORDER**

If you have not already told us your table and chair needs please email [info@randolphstreetmarket.com](mailto:info@randolphstreetmarket.com) immediately. We do not have spare tables so you must have ordered and paid for them to ensure you get them. Tables are \$15 and Chairs are \$10. Tables are either 4ft, 6ft or 8ft in width.

Once we have an order for you we will assume that this is what you will require each month unless you tell us otherwise.

**NO BOOTH SPACE NUMBERS ARE ASSIGNED UNTIL CHECK IN. ONCE YOU ARRIVE YOU WILL BE GIVEN AND SHOWN TO YOUR LOCATION. This is due to many last minute changes.**

Once accepted you will receive a paid invoice. This will confirm that you have been accepted and processed for the show you applied for.

## **SCHEDULE FOR VENDORS**

### **General Load In**

This varies for each area. Please review your area carefully, below is general information for all areas and then the individual details for each area follow.

YOUR INVOICE/APPLICATION DETAILS THE AREA YOUR SPACE IS IN IF YOU ARE UNSURE. ONLY FOOD VENDORS AND A FEW REGULAR DEALERS ARE IN THE HALLWAYS.

## **FRIDAY**

### **FRIDAY LOAD IN FOR INDOOR VENDORS**

- **3Pm-5pm:** Load in is via the load in dock on the north side of the building.  
You can pull in to unload in the parking lot that is to the north of the building by the rear entrance. This is the loading dock and you can access the lower and upper halls from here. You will park on the north parking lot that is by the rear entrance to the building and enter for load in through these rear doors. When you've unloaded, please move your vehicle away from the dock bays so someone else can park here and unload easily.
- **AT 5PM, YOUR VEHICLES MUST BE MOVED OUT OF THE LOT AND ONTO THE STREET AS WE BEGIN LOADING OUTDOOR VENDORS INTO THE PARKING LOT AND WE CANNOT HAVE ANY CARS OR TRUCKS SITTING IN THESE SPACES!**
- **3pm-8pm:** Hallway dealers can load in.( Hallway dealers – Food vendors and select long terms vendors) As the building is in use until 5pm you must respect the corridors are used by the building and as such all merchandise and set up must be contained in an orderly fashion.
- **5-8pm** – At this time indoor dealers need to enter via Ada St Alley gate. There is a gate at the end of the alley and you will load from the street and cart your product to the building.
- There is no entrance or load in via the main doors of the building.
- Please note the building CLOSES at 8pm therefore you need to be ready to VACATE the building at 8pm.

## **FRIDAY LOAD IN FOR OUTDOOR DEALERS (Especially those with complicated set ups, large trucks or big loads)**

- **5pm-8pm : OUTDOOR PARKING LOT VENDORS** - *You can access & load in your outdoor booth on Friday night.*
- Check in is at the Randolph Gate, enter the premises through the Randolph Street entrance. Please join the line on Randolph St heading west to Odgen and we will get you into your booth ASAP.
- If you are able to bring your trailer/truck in on Friday night and leave it on site we will be able to position you in your booth. We would encourage you to do this if you can to avoid the massive load in on Saturday morning. The entire perimeter is also fenced and gated.
- **PLEASE NOTE THAT AS WE CAN NOT MAKE PEOPLE LEAVE WORK AT PLUMBERS HALL AT 5PM SO THERE MAY BE SOME CARS STILL IN THE LOT AT 5PM. THERE IS CLEARLY A CHANCE THEY COULD BE IN YOUR SPACE AND YOU WOULD HAVE TO WAIT FOR THEM TO LEAVE. MOST OF THE LOT IS OPEN BUT PLEASE BE PATIENT IF YOU CANNOT GET INTO YOUR SPACE UNTIL A LITTLE LATER.**
- If you are loaded into the lot before 8pm you can stay as late as you want to set up. The lot is lit. You can then leave the lot but re-entry is not possible once you leave with a vehicle.
- Outdoor dealers are permitted to camp in their booth locations. There are porta potties but no shower facilities.

## **SATURDAY**

### **7am - SATURDAY AM LOAD IN**

- **ALL BALLROOM VENDORS:** This time on Saturday morning is for further set up of your booths and NOT for a full load in as there will not be any space available in the lot to pull up your car for unloading.
- **INDOOR VENDORS:** The space for load in with cars will be extremely limited. You will need to pull up your car unload and move your car immediately before you start to set up your booth. You will load in from Ada St that is closer to the lower hall. Please enter from Ada St – there is a wide alley just south of the main parking lot that goes towards the building. Please stop at the gate there and load from the street. Unload and then move your car into a parking spot on. This will still be tight so we ask for your patience and quick unloading to minimize frustration.
- **OUTDOOR VENDORS:** enter the premises through the Randolph Street entrance, where you will check in. Please join the line on Randolph St heading west to Odgen and we will get you into your booth ASAP.
- All cars not being left in booth spaces MUST be off the lot by 9am. **YOU MAY NOT BLOCK ANY AISLES.**
- As you get to your booth even if you are not parking your car permanently in the space please make sure you pull into your booth space while you unload to ensure we keep all the aisles clear.
- Once you park your car in your booth space it is pretty much in place for the weekend. If you do have to remove your car it will be down to you to move your product out of your booth so you can pull out of your booth. We cannot move others so you can get your car out nor are we able to position people based on this.
- We understand that getting trucks in particular into the booth spaces is going to be tricky. In addition we are sold out of space and this therefore means we have no extra space to make the maneuvering of cars easier. We know you are expert drivers(!) and Load In managers will help with parking as necessary.
- **PLEASE MEASURE YOUR VEHICLES CAREFULLY & ALERT US IF YOU THINK THERE WILL BE AN ISSUE WITH YOUR TRUCK RAMP OR MANEUVERING INTO YOUR SPACE. REMEMBER TO INCLUDE THE HITCH AND CABS INTO YOUR OVERALL LENGTH OF THE VEHICLE SO YOU HAVE ENOUGH SPACE. THERE IS NO EXTRA SPACE TO GIVE YOU. RENTAL COMPANIES DO NOT INCLUDE THE CAB OR HITCH IN RENTAL LENGTHS.**

# **SUNDAY**

**8am-10am - SUNDAY AM OUTDOOR LOAD IN FOR 1-DAY VENDORS & BUILDING ACCESS**

## **LOAD OUT**

- Load out cannot begin until **5pm on Sunday**. No cars are allowed back on the lot until this time. If you require a porter's assistant there will be a Manager running this process and you will be assigned a porter in as soon as one becomes available.
- To bring a vehicle in please line up on Randolph as you did for check in and we will bring you into your space when it is safe to do so. Please be patient as we still have existing customers leaving.
- Please ensure you drive carefully through load out as we often still have customers finishing up shopping and leaving the event.
- Please continue to be aware of your product during load out. This is a very busy and chaotic time with many people coming and going. Your product is still your responsibility we can not take responsibility for any lost, damaged or stolen product.
- No load in or out can ever occur through the main entrance into the building. These are the double sets of doors from the parking lot. If you are in the hallways you can **ONLY** use the doors onto Washington Street or the loading dock. This is part of our contract with Plumbers Hall.
- We will have security managing the load out process and we ask you respect their decision on bringing cars into the lot. When this is done in an orderly fashion with a system it **IS QUICKER** in the end and safer. If you place your car/truck in your booth for the weekend then you would not have to wait to get back into pack up. This is why it is set up this way. If you choose to move your vehicle offsite then we request your patience in getting it back in.

## **DETAILED INFORMATION**

### **CAR ACCESS AND PARKING**

- We are using the entire parking lot for booths and dealers and therefore do not have ANY parking directly onsite. Parking for ALL additional vendor cars and trucks must be away from the perimeter. **THERE CAN BE NO PARKING OF VENDOR VEHICLES ON THE PERIMETER OF THIS EVENT AS THIS IS CUSTOMER PARKING. YOU ARE ONLY MAKING IT HARDER FOR YOUR CUSTOMERS IF YOU DO THIS.** Any vehicles parked around the perimeter will be towed. These are City enforced and cars are towed if you park on the tow signs.
- The parking passes we hand out are for internal use only and do not allow you to park in tow zones.
- **PLEASE TRY AND PARK YOUR CARS IN YOUR SPACES AS WE ARE JUST REMOVING ALL THE PARKING FOR CUSTOMERS WHEN DEALERS PARK OUT OF THE EVENT.**
- It is **EXTREMELY** important that these parking guidelines are followed as the parking is limited in this area and we want to ensure we have plenty of street parking available for the customers as well as the parking lots. You receive a parking space with your booth so please maximize customer parking by using this space for your car.
- Ballroom Dealer and registered disabled vendors **only** get complimentary valet with their booth space. Get your valet ticket signed by a member of management.

### **WIFI ACCESS**

- Wifi is available in the building for vendors. You need to select the 'Guest' option. The password is 'baileysplace'

### **TABLES**

- If you have ordered a table you will find these positioned in your booth for both indoor and outdoor dealers. Please be careful when you drive into your space outside, as your tables will be at the back of your booth.
- This will hopefully means you can set up quicker as you will not have to wait for tables to be delivered to you.
- If you have not requested tables there will not be spare! Please ensure you make any additional requests ONE week before the event.
- Please do not take tables from another booth, if yours are not in your location please see a member of staff who will get your ordered tables for you.

**PORTERS**

- Porters as always will be available to help and they WORK FOR TIPS. We will have a crew and they are around for all the load in and out times. They will have carts to be able to help with your unload. Unfortunately we do not have carts available for dealers to use alone.

**SECURITY & WRISTBANDS**

- All dealers and helpers will be given a wristband, if you do not get one please get one from a member of staff before you leave, this will mean we can identify dealers and their assistants, especially through the load in and out process.
- **YOU MUST WEAR YOUR WRISTBANDS** or have them with you to show at gate and building entrances, this will make entering everywhere much quicker and easier for everyone, as well as create a more secure environment.
- Please ensure the Parking Pass you are given as you check in IS PLACE ON YOUR DASHBOARD and is visible. This is essential if there is any type of issue – emergency, towing or relocation so we can get this executed quickly. Without this and if an emergency we WILL TOW your car.
- The building is locked and alarmed at approx.. 6pm until 8am Sunday morning.
- We have overnight security in the parking lot. The main gates are also closed and locked overnight until 8am Sunday. We have rarely had any issues but please be aware we are not liable for any damage or loss to your items. Please pack your booth what is most comfortable for you. Any fragile or very expensive pieces should be secured. Also to ensure not damaged due to inclement weather.

**TENTS**

- All tents need to be secured with heavy weights at ALL corners to prevent it blowing away. During the event and at night. You will be liable for the cost of damage if your tent causes damage to others from not being properly secured. Please drop tents at night to half way to minimize any issues.

**COFFEE**

- There will be dealer coffee for sale from 8am Saturday morning. There will be nothing on Sunday as everyone arrives much later and everything is open. Our coffee vendor will still be up and running before opening time.

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**Sally's Personal Tips for vendors:**

\*IF YOU ARE AN OUTSIDE VENDOR, MAKE SURE YOUR BOOTH IS WEATHER TIGHT BEFORE YOU LEAVE THE MARKET SATURDAY NIGHT! ALSO, MAKE SURE YOUR TENTS HAVE PROPER ADEQUATE WEIGHTS.

- \*let your customers know about the beautiful Plumbers Hall building with the great A/C, terrazzo floors, iron work bannisters, three levels of vintage, global goods, antiques, art and fancy food market...and the most amazing WPA mural of a plumber against the Chicago skyline
  - \*remind customers of the FREE downtown furniture delivery
  - \*your neighbors are your best friends, you can look out for each other & help create opportunities, so make nice nice
  - \*have your own cooler, offer water, etc., to your customers and a bowl of water out for dogs and puppies!
  - \*have a little seating area or customer chair if you can -- the dude or dudette with the wallet may want to sit while their partner shops with you
  - \*have your own mirror if people are trying stuff on! It bugs the crap out of your neighbors if your customers have to come in and use their mirrors and besides, why would you want anyone to have to leave your booth?
  - \*have something on the floor of your booth if you are in the parking lot - if you can, this really helps define your space and keeps your space cooler on black top if it's a sunny day
  - \*have something that can divert the kids so mom & dad can look around - we give all the kids treasure maps, chalk and bubbles but having something curious to look at or touch if you have the room makes your booth kid friendly
  - \*create photo ops & great design in your booth so people want to get photographed there & tweet/fb about you
  - \*have a book so people can sign in with their email address or have a raffle to collect names and emails!
  - \*go to Kinko's and print cheapo business cards by the hundred for god's sake!!!!
  - \*do not leave your wallet, your iphone, your keys anywhere visible
  - \*stay unflappable, ask for help if you need a booth sitter or porter
  - \*let us know if you have a huge vehicle we do not know about, it is vital that you communicate anything that will affect your booth set up or the show
  - \*don't sit on your butt and eat a hoagie in your booth, it's very unappetizing ;)))
- \*\*\*Keep telling everyone, Tweeting, Instagramming, like us on FACEBOOK, Share posts, join the MAILING LIST at RandolphStreetMarket.com, etc etc etc., Do as much marketing as you can this week!!! We've attached the jpeg, so post post post!!!**

## DIRECTIONS

### From the North- I-90/94-the Kennedy:

Heading south on the Kennedy past Irving Park (where I-90 merges into I-94) go 6 more miles to the Ogden Ave. exit (#50A). Stay straight to go to North Racine Ave. Go 0.14 miles and turn slightly onto Ogden Ave. Go 0.07 miles, 1 block to Randolph St. and turn down the service corridor and join the line to enter on Randolph St.

**From the West- I-290 East-the Eisenhower:**

Take 290 East and exit at (#28B) toward Paulina St./1700 West Ashland Blvd. Stay straight to go onto Congress Parkway. Go 0.16 miles and turn left onto S. Ashland Ave. Turn slight right onto Ogden Ave. Go to Randolph St and head east down the service corridor to enter on Randolph St.

**From the Southwest-I-55-the Stephenson:**

Take I-55 North to the I-90/94West Exit (#292A) toward Wisconsin. From ramp merge onto I-90/94 West and stay in the left lanes towards Wisconsin. Go 1.2 miles and take the West Randolph Street St exit. (#51B) Turn left onto Randolph Street. Go 10 blocks to Ada Avenue and the entrance is on Randolph just after Ada Ave.

**From the South I-90/94 Dan Ryan Expressway:**

Heading north/west on I-94 Dan Ryan take the West Randolph St exit (#51B). Turn left onto West Randolph St. Proceed 10 blocks to Ada Avenue and the entrance is on Randolph just after Ada Ave.