

# Concessions Product Delivery Program Terminal Concessions Loading Docks

# Concessions Loading Dock Locations

- Concessions Loading Docks are in Terminal A, D, and E

Terminal A Dock @ A39  
Office open 4 am – 10 pm  
Screening open 4 am – 12 am



Terminal D Dock @ D22  
Office open 4 am – 8 pm  
Screening open 4 am – 12 am



Terminal E Dock @ E2  
Office open 5 am – 10 pm  
Screening open 24 hours/day





# Concessions Loading Dock – Use Information

- Concessions product deliveries **ONLY** allowed through Terminal Concessions Loading Docks at Terminals A, D, and E

## AOA/Ramp Level product/merchandise/food deliveries is PROHIBITED \*

- \* Some exceptions apply but must be approved in writing by DFW Airport Concessions, DPS and Operations but are extremely limited
- \* AOA delivery exceptions only allowed overnight 11pm to 5am and is restricted based on product movement quantity and/or number of locations served
- Trucks encouraged to be 28 ft. long or less (not full-size semi's); overhead clearance on roadways to/from Terminal A & E docks is **13'-6"**
- No delivery vehicles allowed in Garages or on Upper-Level roadways
- Deliveries are **NOT** allowed through public TSA Security Screening Checkpoint
- Do not overload elevators **5,000 lb. maximum** capacity at docks, but should be reviewed prior to use elsewhere in the terminals
- Powered pallet jacks and powered scissor lifts are **NOT** allowed on any terminal elevator except for the Terminal D Dock elevator

# Concessions Loading Dock – Delivery Protocols

## Product Distribution

- Product carts/dollies being pushed **shall not exceed a height of 48” max.** above the floor surface
- Carts/dollies entering Concourse **must** have pneumatic or medical grade rubber wheels (no pallet jacks/pallets)
- Product carts/dollies over 48” high are **required to be PULLED** through the public areas (pushing carts in Concourse, stacked higher than 48” is strictly prohibited, **NO EXCEPTIONS**)
- Product movement via Skylink is **ONLY** allowed with the use of approved Skylink cart & must follow Skylink cart procedures
- Product movement is **secondary** to passenger movement and is encouraged to occur between flight banks to minimize passenger disruptions
- **Delivered products shall not impede/block/restrict passenger traffic flow**
  - Carts/dollies staged in the Concourse cannot be staged in common public areas, they are only allowed to be staged at the recipient’s location or storage space, preferably within the location’s leasehold
  - Carts/dollies staged in the Concourse for unloading **MUST** remain against the location’s storefront, parallel to the wall (perpendicular placement is strictly prohibited)
  - Products shall not be left unattended



# Concessions Loading Dock – Safety/Security & Receiving

- All delivered items are security screened at Concessions Loading Docks
  - Tools **are** allowed (TSA tool form required for tools over 8")
  - Professionally packaged products **are** allowed
  - Purple (non-SIDA) badges **are** allowed (can be used as a portal)
  - Escorting is **not** allowed
- Watch for pedestrians – Docks are used as secondary terminal portals for employees
- Personnel entering building via docks must be badged. Blue (SIDA) badged and Purple (non-SIDA) badged employees are allowed (Contact AccessDFW for dock access code if your badge doesn't allow you to enter)
- Dock parking is for delivery trucks only - no parking for passenger vehicles

## Product Receiving

- Dock Masters **do not** receive products
- Dock temporary storage = **3 hour maximum**
- Freezers, coolers & shelves available for temporary storage

# Concessions Loading Dock – Housekeeping

## Pallets:

- Delivery drivers are expected to remove them
- Concessionaire ultimately responsible for removal
- Should never collect inside the terminal or storage areas
- Designated collection places at each dock

## Trash:

- Dispose of all packaging in designated green recycling containers
- Only cardboard allowed in recycling bins
- Contact **DFW Custodial Dispatch** at (972) 973-8428 or **DFW IOC** at (972) 973-3112 for clean-out

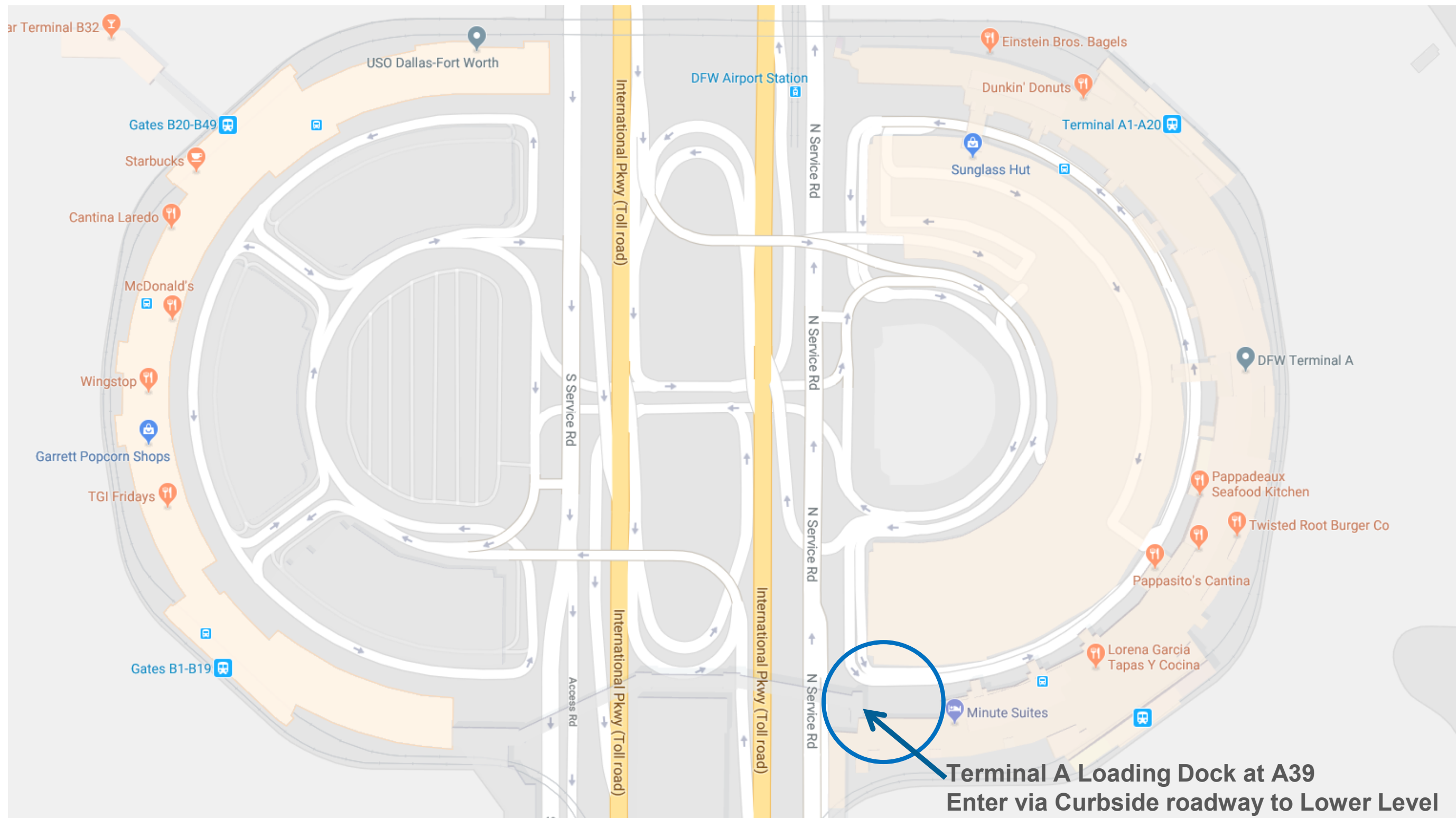
## Leaks and Spills:

- Clean up immediately
- Contact **DFW Custodial Dispatch** at (972) 973-8428
- Contact **DFW IOC** at (972) 973-3112 for any combustible/hazardous



# Terminal A Concessions Loading Dock Driving Directions

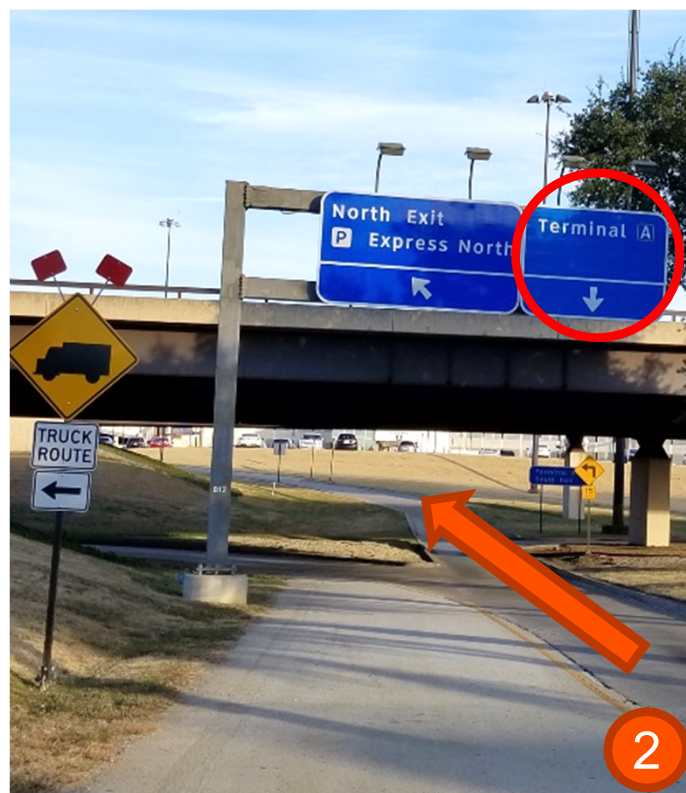
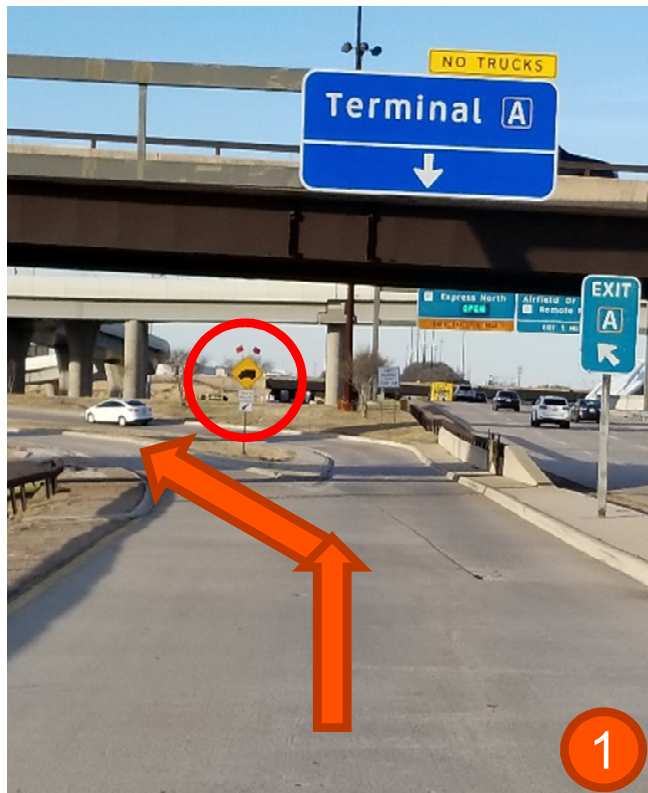
# Terminal A – Concessions Loading Dock Map





# Terminal A – Concessions Loading Dock Driving Directions

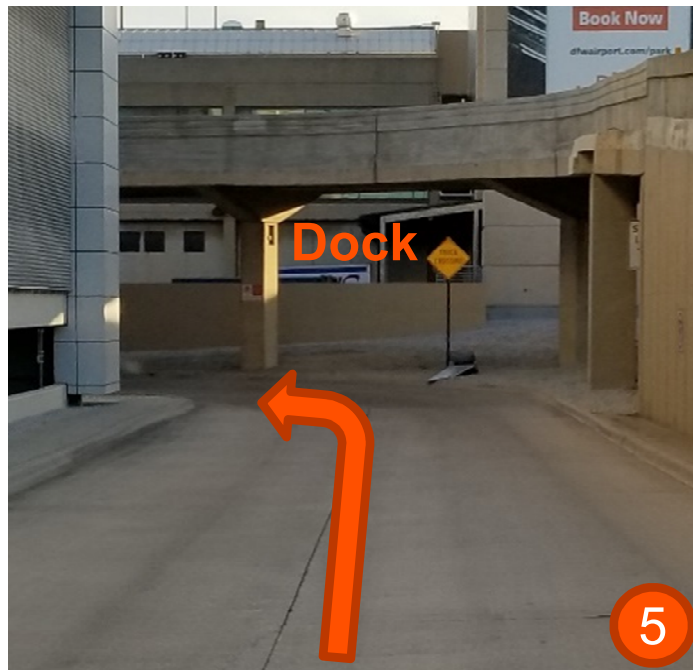
1. Take the Terminal A Exit and follow Truck Route toward Terminal
2. Follow signs for Terminal A
3. Stay in the right lane going toward Gate A39, past garage entrances
4. Merge into left lane prior to left curve to follow Lower Level Curbside/Bag Check road





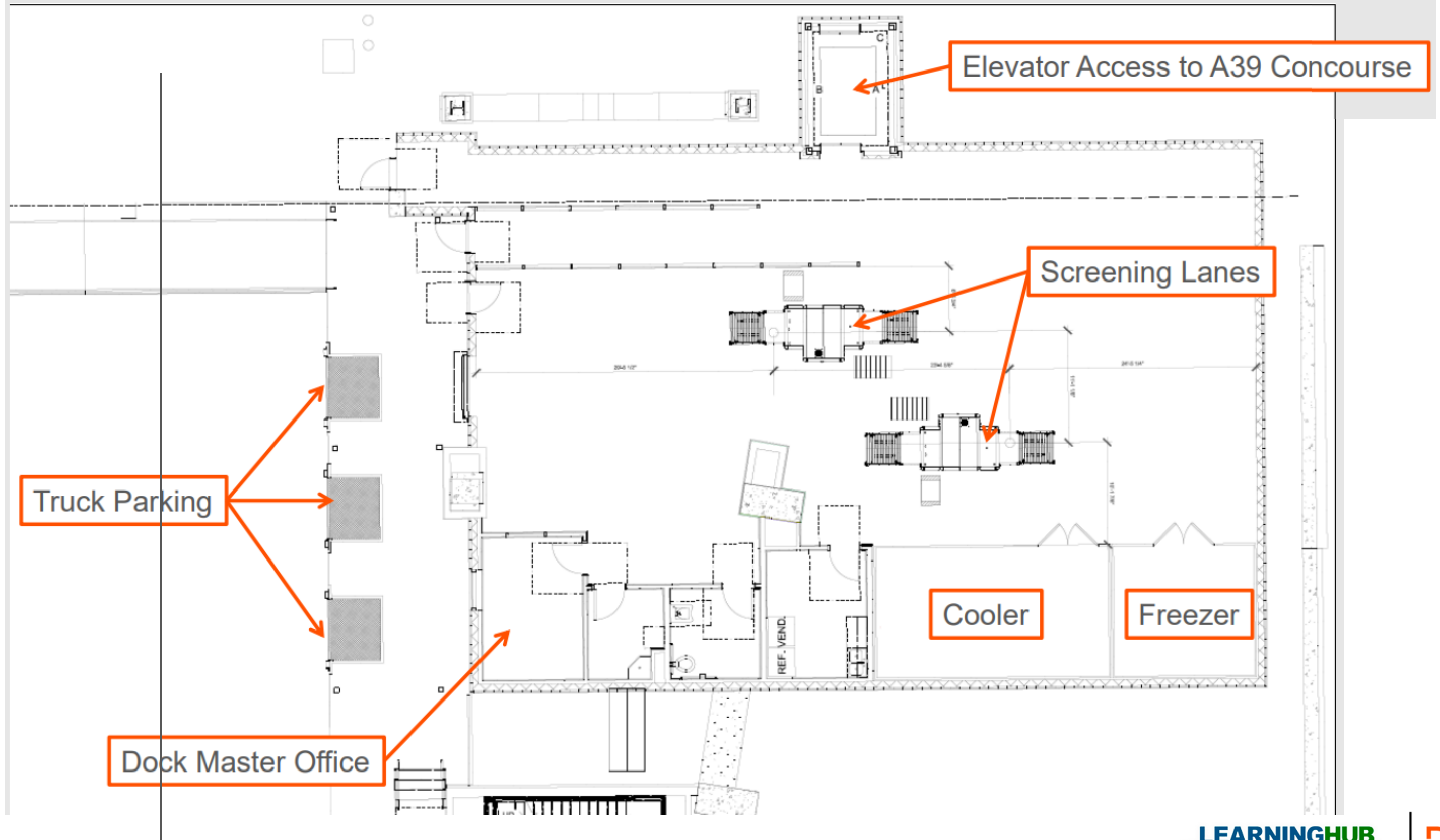
# Terminal A – Concessions Loading Dock Driving Directions (pg. 2)

5. Follow road around to the left
6. After the left-hand turn, take a quick right into the dock area
7. After the right-hand turn, loading dock is on the right



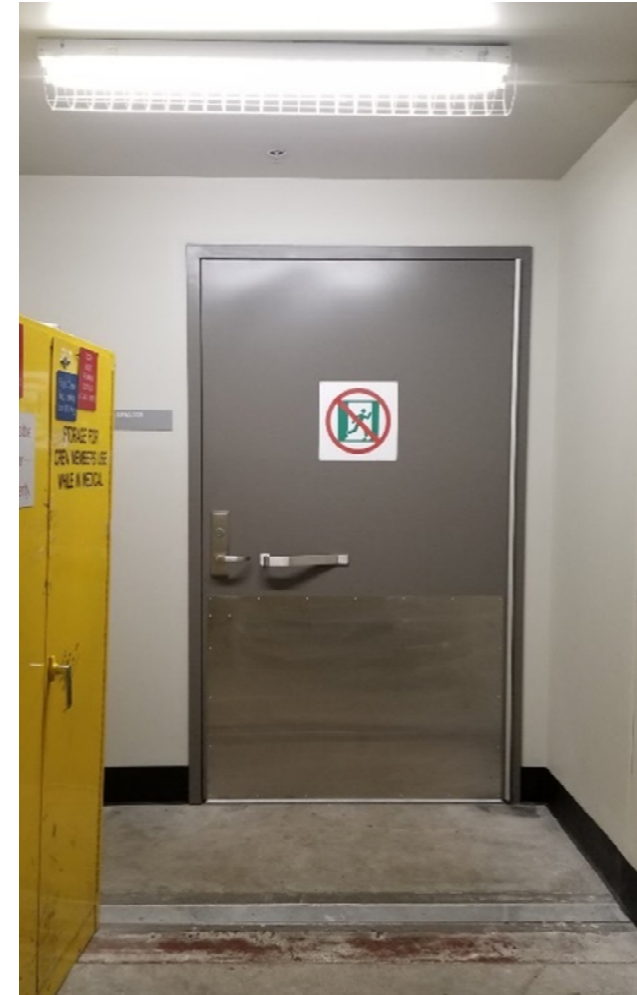


# Terminal A – Concessions Loading Dock Layout



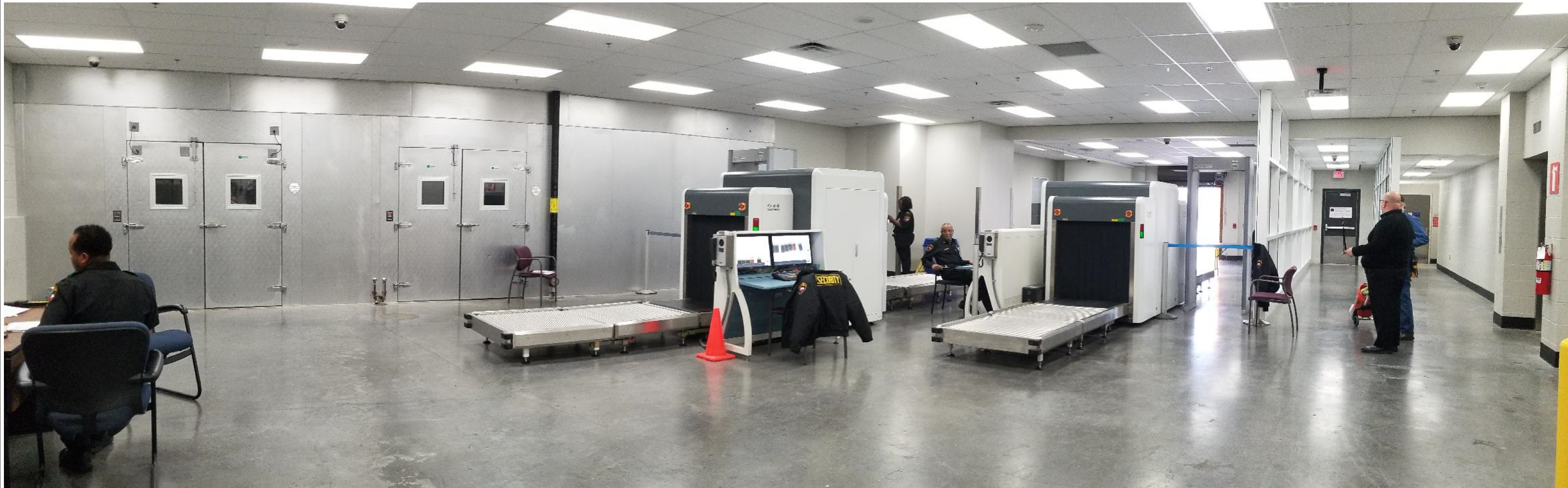
# Terminal A – Dock access from the Concourse (near gate A39)

- Go through door at the end of the Concourse to access Dock elevator (contact Concessions Manager for door code)
- Enter door to the right
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock





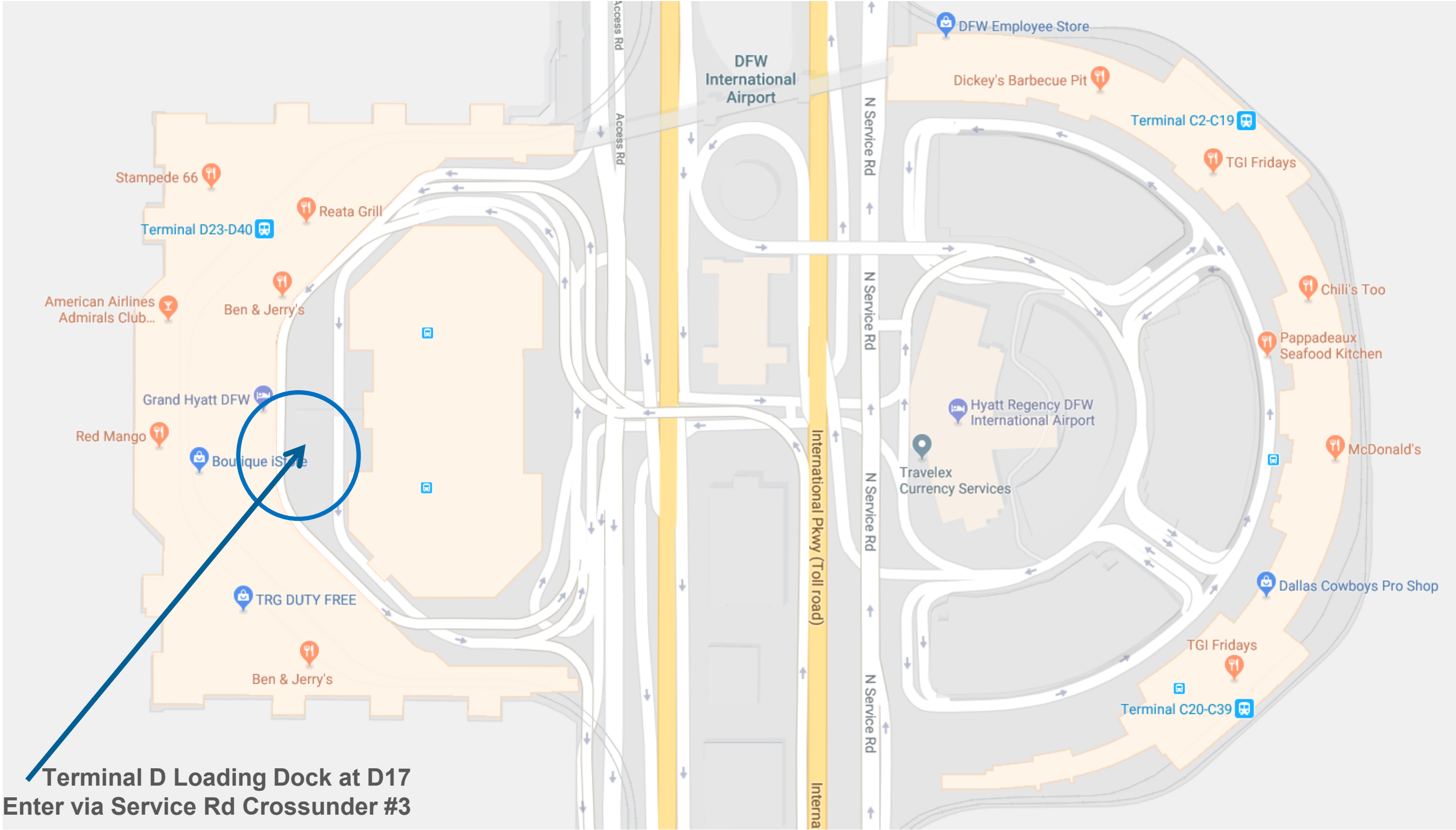
# Terminal A – Dock Cooler/Freezer and Screening Lanes





# Terminal D Concessions Loading Dock Driving Directions

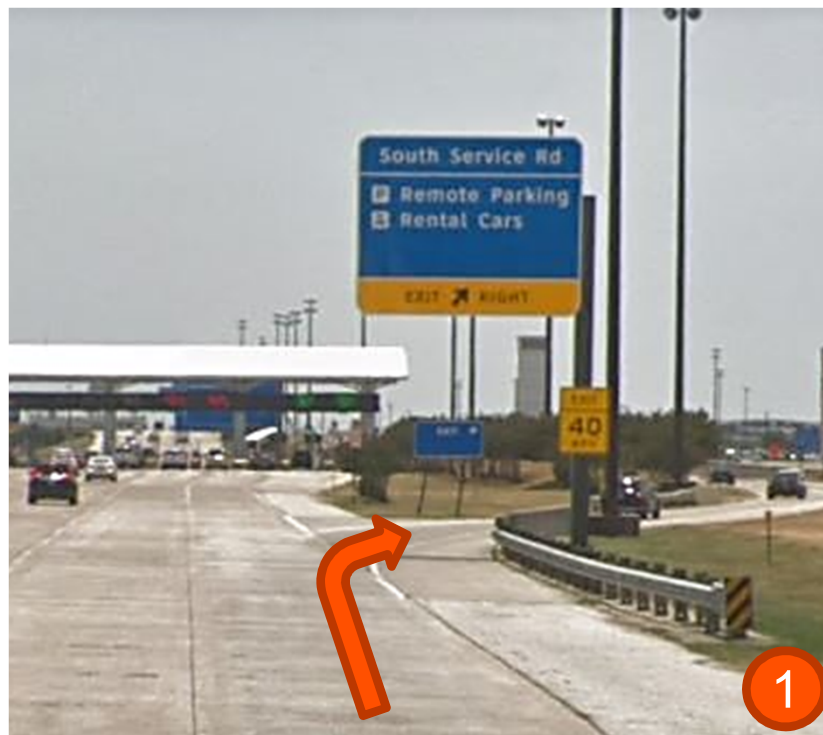
# Terminal D – Concessions Loading Dock Map



# Terminal D – Concessions Loading Dock Directions (Southbound)

## Driving From the North:

1. Take the Southbound Service Road exit before the toll plaza
2. Continue South on Service Road to Crossunder #5
3. Make the U-turn at Crossunder #5 and proceed Northbound
4. Continue on Northbound Service Rd to Crossunder #3/AA Global Priority Shipping Center exit
5. Take the Crossunder #3 exit to the right and follow U-turn past the AA Shipping Center

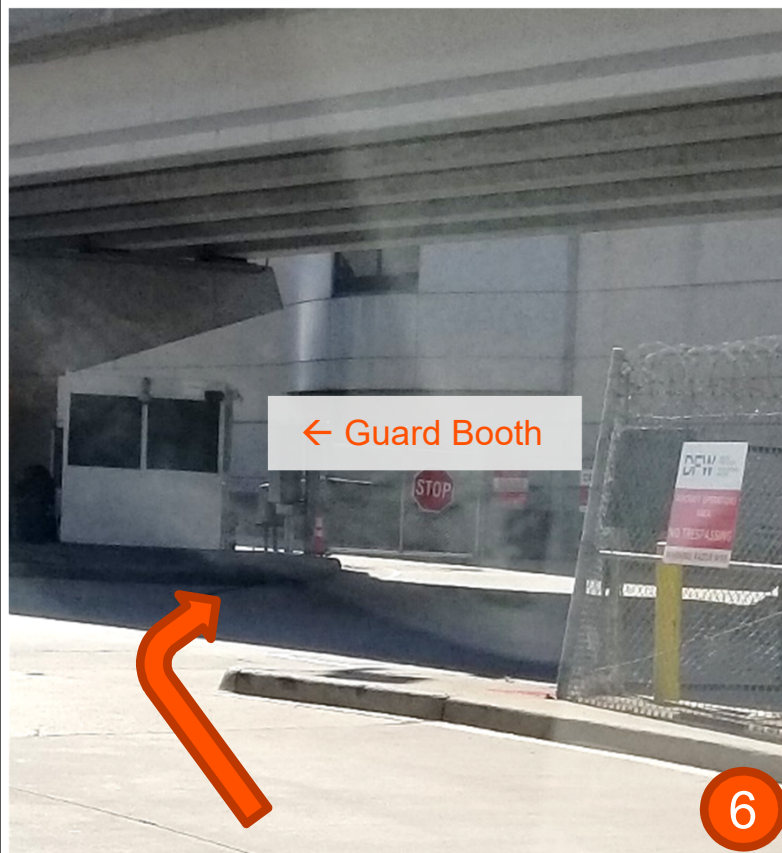




# Terminal D – Concessions Loading Dock Directions (SB pg. 2)

## Driving From the North (continued):

6. Immediately after 2<sup>nd</sup> left curve of the U-turn, exit right toward the Guard Booth
7. Check-in with on-duty security guard to access Term D Concessions Loading Dock
8. Dock area will be on the right-hand side of the roadway, just past the Hyatt Hotel Employee Entrance





# Terminal D – Concessions Loading Dock Directions (Northbound)

## Driving From the South:

1. Take the Northbound Service Road/Airfield Drive exit and stay in left or center lane to stay on Service Road
2. Continue on Service Rd to Crossunder #3/AA Global Priority Shipping Center exit
3. Take the Crossunder #3 exit to the right and follow U-turn past the AA Shipping Center

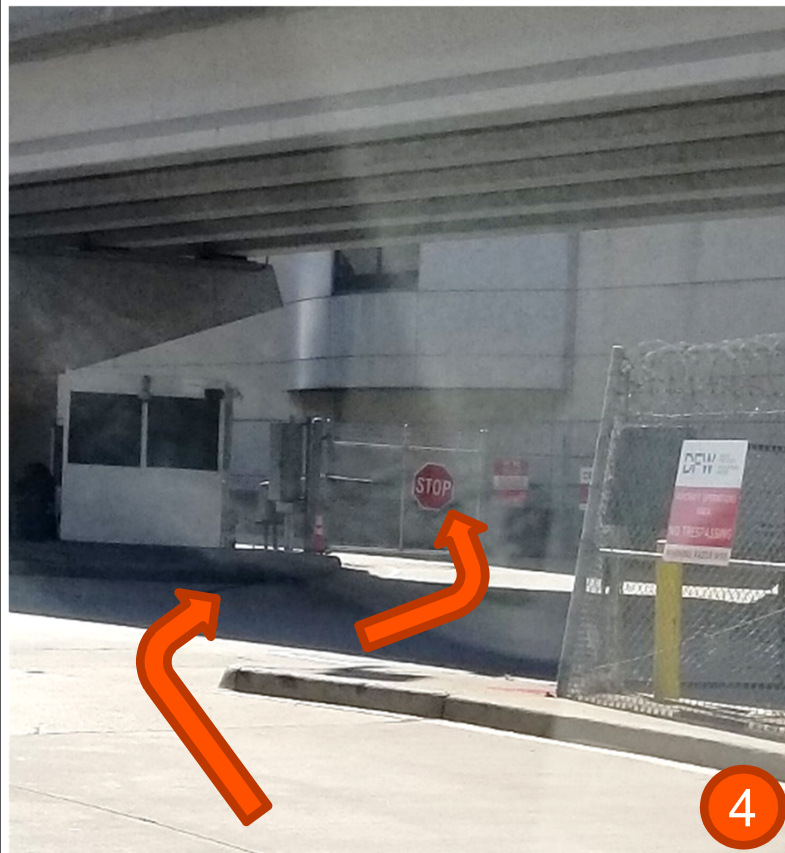




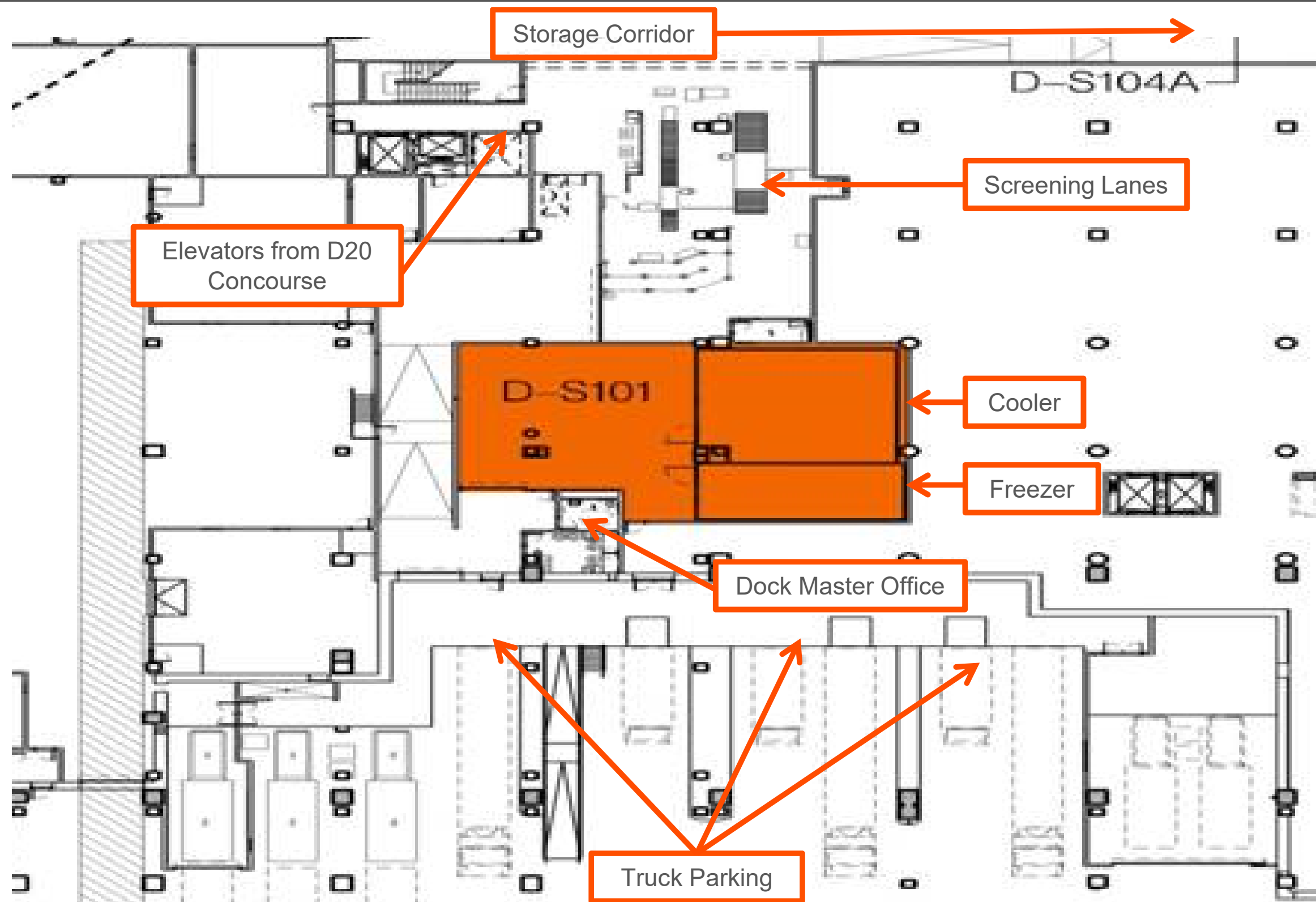
# Terminal D – Concessions Loading Dock Directions (NB pg. 2)

## Driving From the South (continued):

4. Immediately after 2<sup>nd</sup> left curve of the U-turn, exit right
5. Dock area will be on the right-hand side of the roadway, just past the Hyatt Hotel Employee Entrance



# Terminal D – Concessions Loading Dock Layout





# Terminal D – Dock access from Concourse (Gate D20)

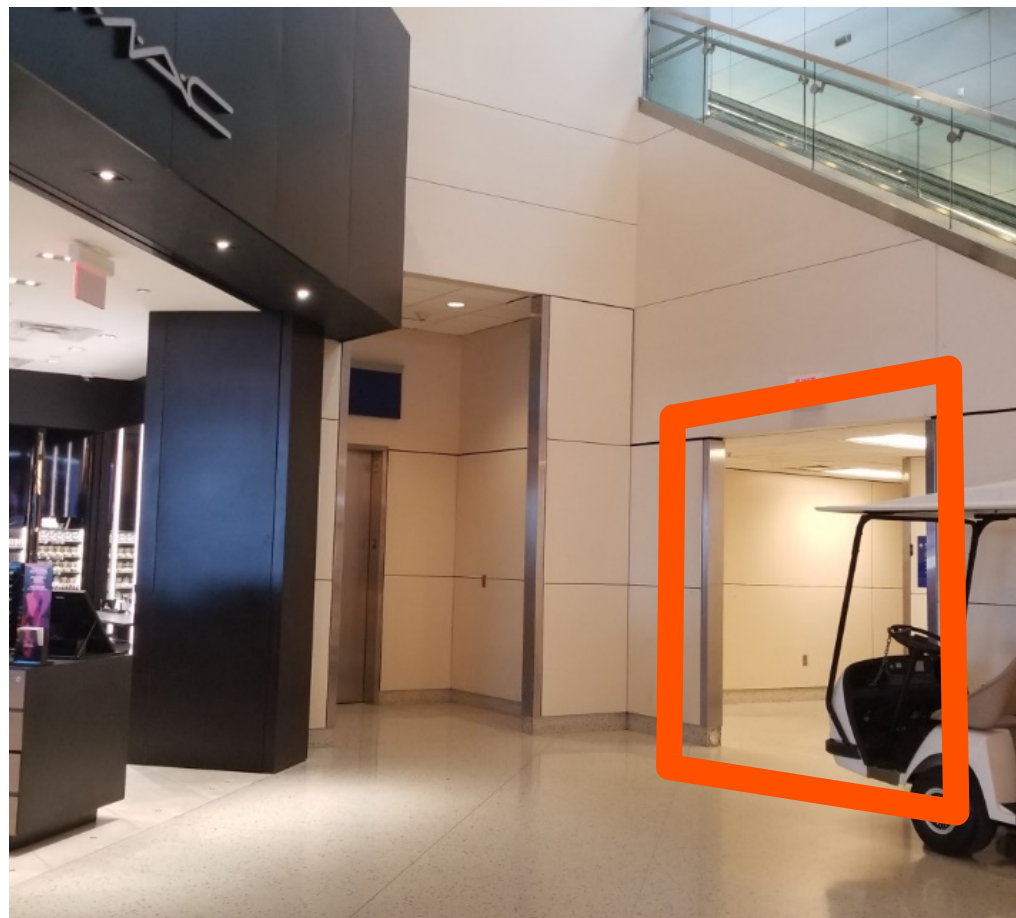
- Enter double doors under escalator
- Take elevator on the left to the Service Level (LL) to access airside corridor to loading docks





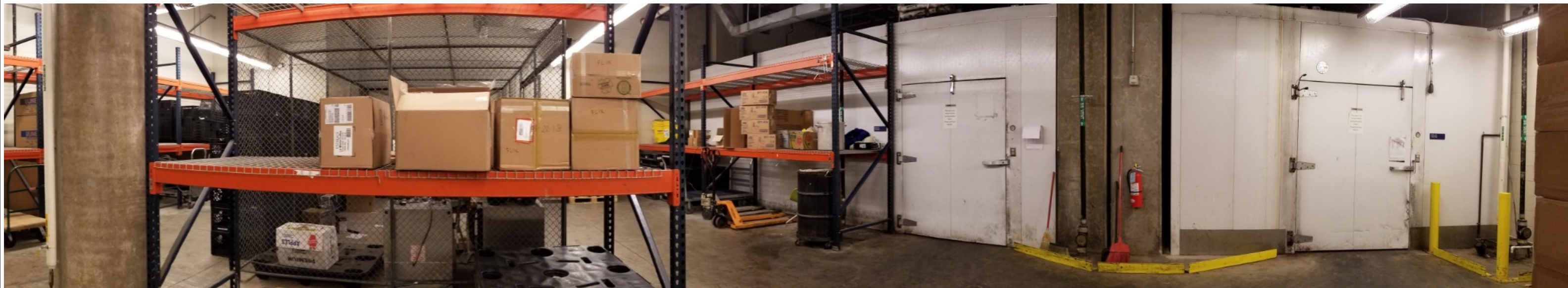
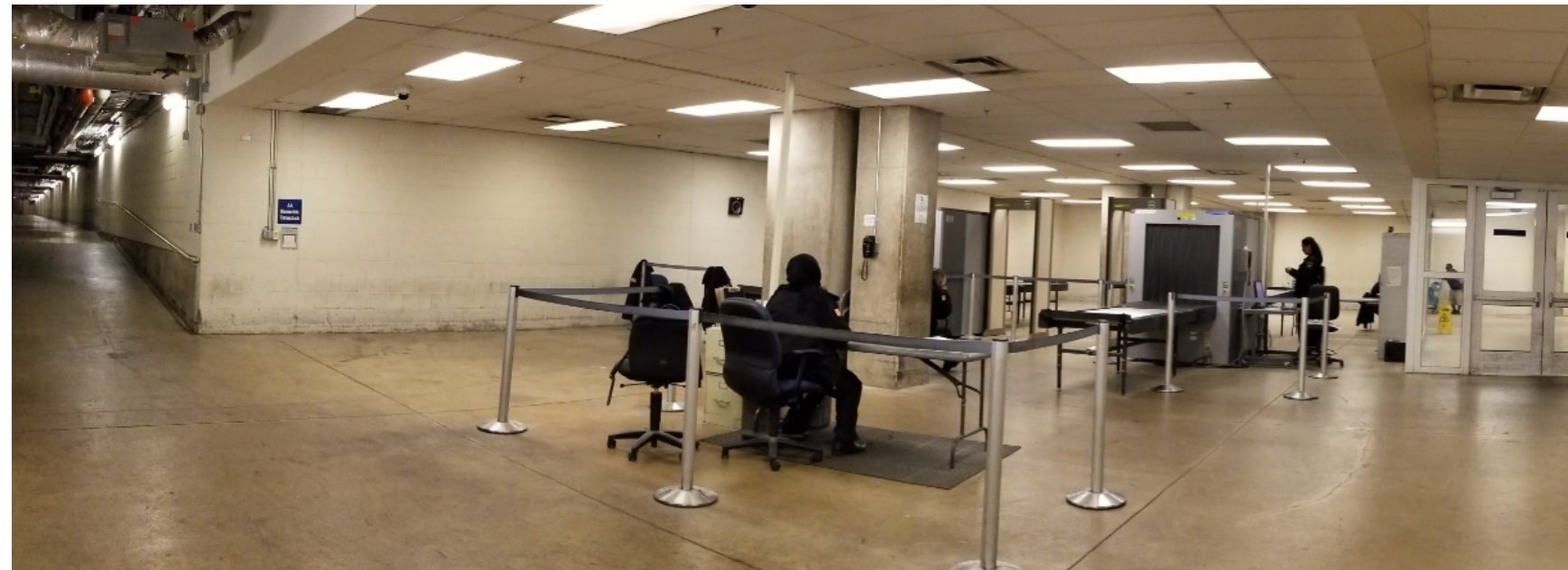
# Terminal D – Dock access from Concourse (Gate D24)

- Enter hallway under escalators
- Go through the double or single door
- Take elevator to Service Level (LL) to access airside corridor to loading dock





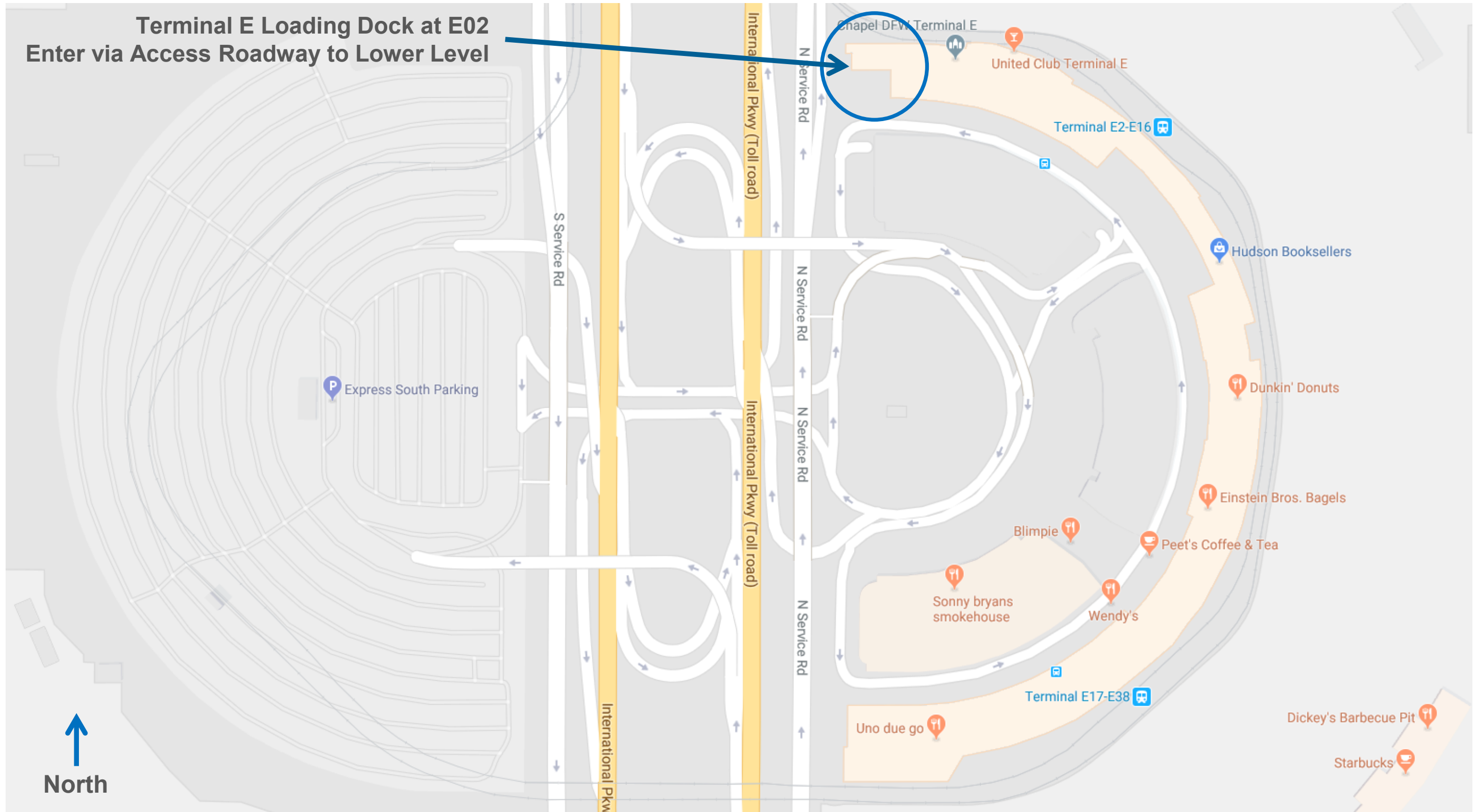
# Terminal D – Dock Master Office, Screening & Storage Cooler/Freezer



# Terminal E Concessions Loading Dock Driving Directions



# Terminal E – Concessions Loading Dock Map





# Terminal E – Concessions Loading Dock Driving Directions

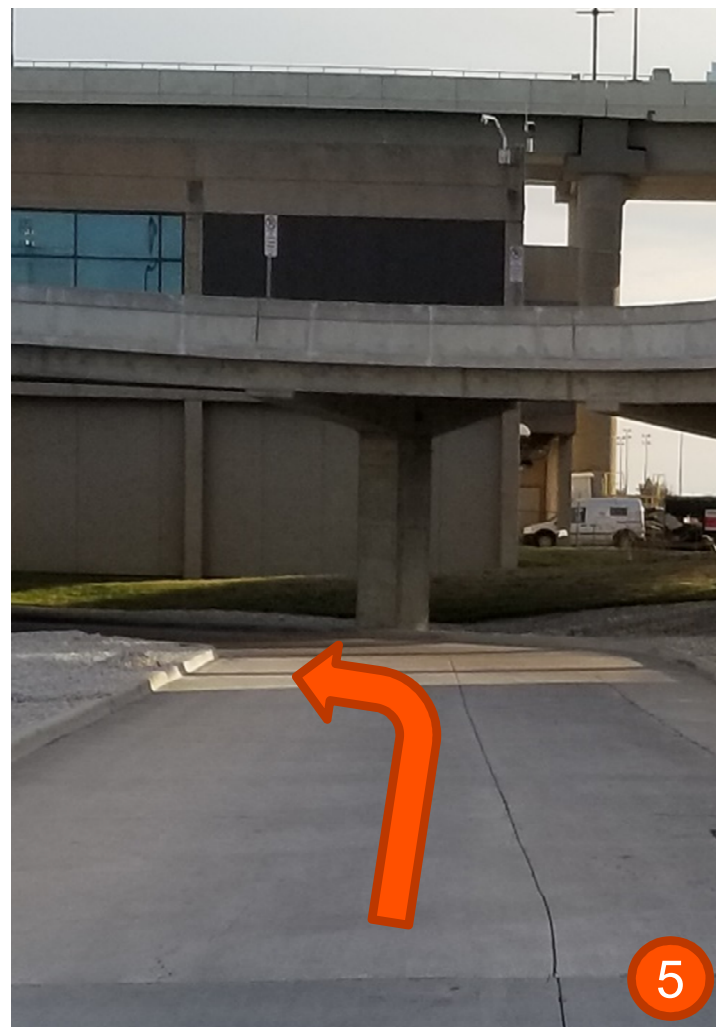
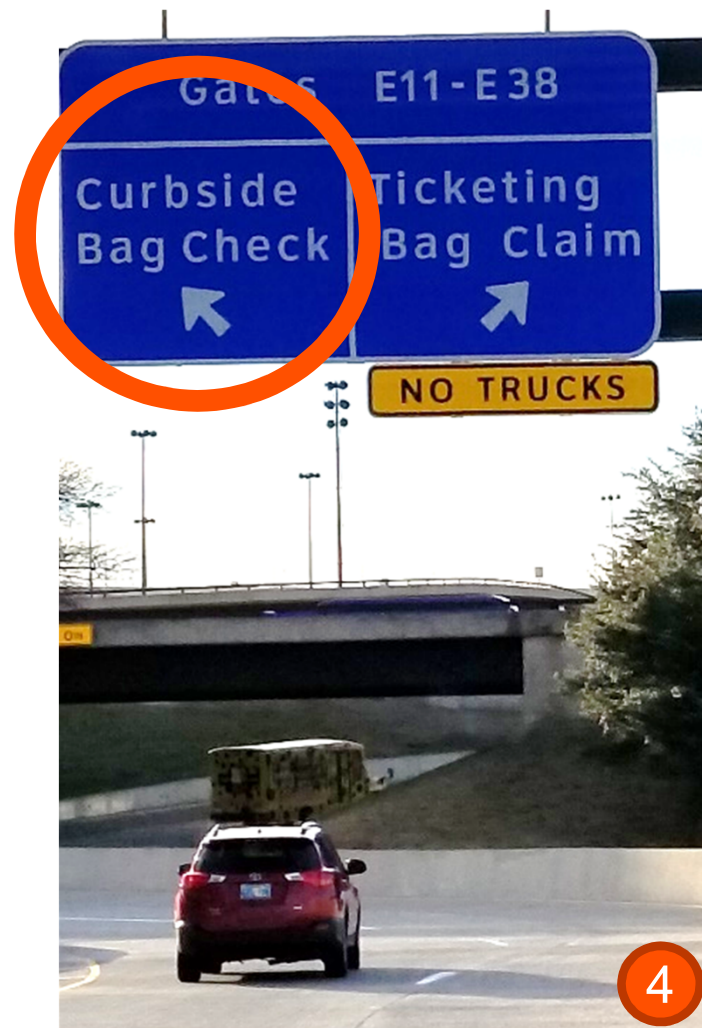
1. Take the Terminal E Exit from International Parkway and keep left to follow Truck Route
2. Follow signs toward Terminal E (not North Exit)
3. Keep right and follow signs toward Gate E38





# Terminal E – Concessions Loading Dock Driving Directions (pg. 2)

4. Prior to the left-hand curve near the end of the terminal, merge into the left lane
5. Take left exit continue to Curbside/Bag Check lower level roadway
6. Follow road toward Gate E1 and be prepared to yield to pedestrians
7. Continue past all interim exits and entrances to the parking garages



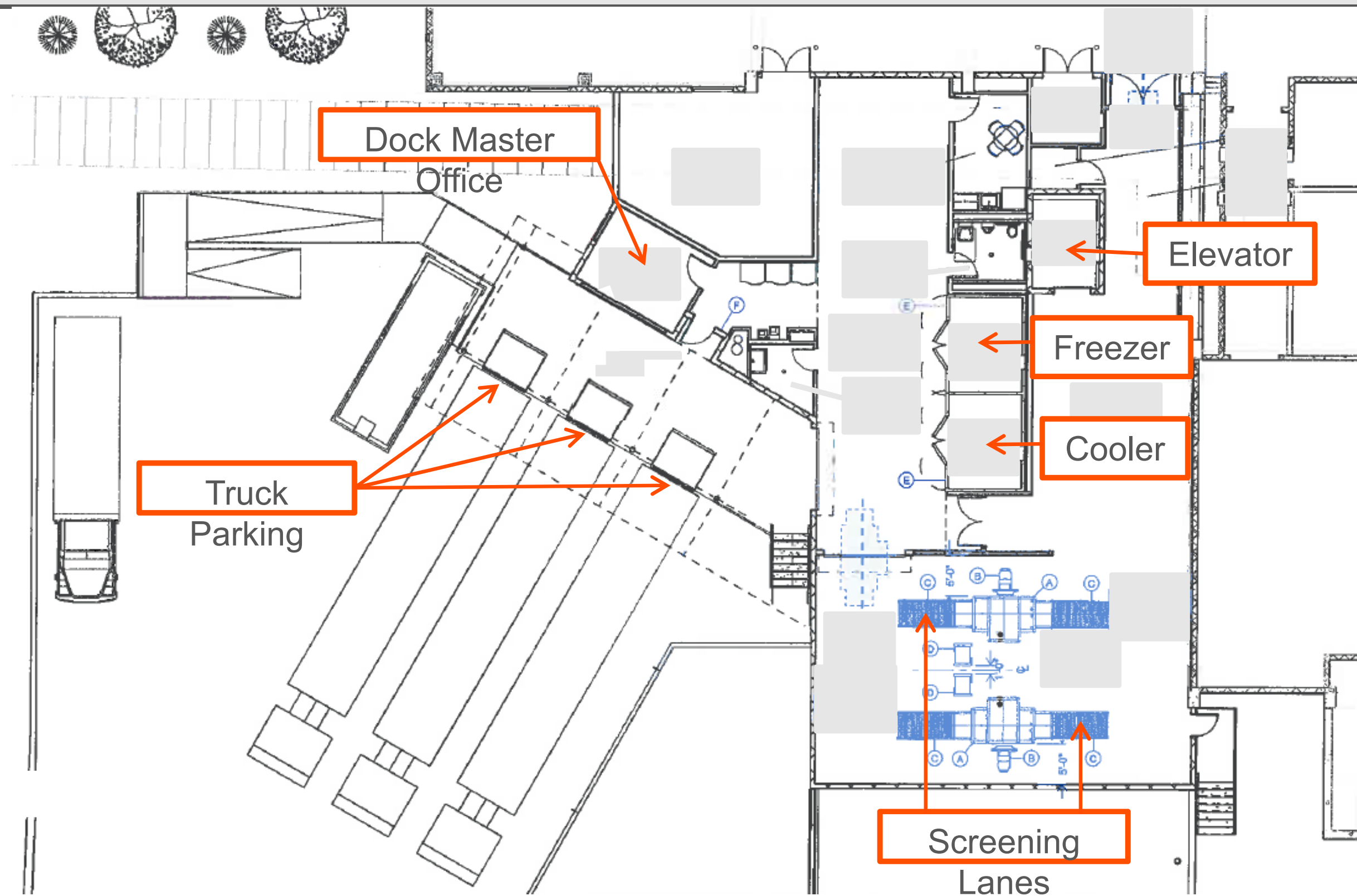


# Terminal E – Concessions Loading Dock Driving Directions (pg. 3)

8. Toward the end of the terminal, past Employee Bus Stop, merge and turn right into loading dock area
9. Loading dock will be on your right



# Terminal E – Concessions Loading Dock Layout





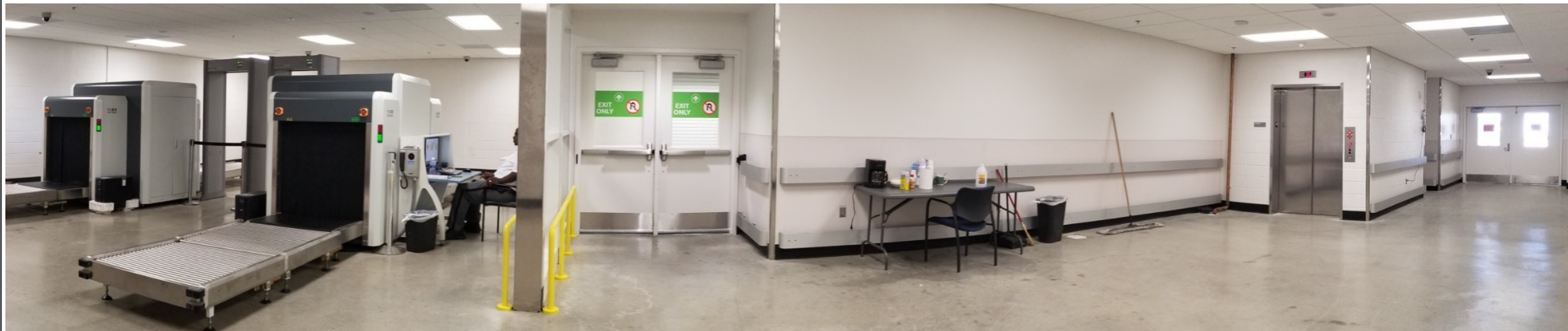
# Terminal E – Concourse access to Concessions Loading Dock

- Go through double doors at the end of the Concourse, gate E2, to access Dock elevator (contact Concessions Manager for door code)
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock





# Terminal E – Landside entrances & Airside screening and exits





# Concessions Product Delivery Program