

Deliveries and collections

All trucks delivering to or collecting from Shoptalk Luxe at Emirates Palace need an approved gate pass and a confirmed time slot before arrival. Please share this guide with your stand builder, suppliers and drivers.

Key deadlines

Action	Timing
Submit your request and documents	At least 2 weeks before delivery or collection
Submit any changes to truck or driver details	At least 3 days before delivery or collection
Book your loading or unloading slot	Maximum 2 hours
Arrive at Gate 2	No earlier than 15 minutes before your confirmed slot

1. Send your booking request

Email Kuehne+Nagel (K&N) with the details on page 2 and all documents listed below.

Booking email: uk.shoptalk@kuehne-nagel.com

2. Attach the required documents

[Contractor's Safety Guidelines and Regulation Form](#). Read the access rules. Attach a scan completed, signed and stamped by the main production company or contractor.

[Responsibility Letter](#). Provide on the main organiser/client's letterhead, naming the main production company. Attach a completed and signed scan. If subcontractors are involved, include an additional letter from the main production company naming all subcontractors.

[Temporary Entry Permit Form](#). Complete all details and attach a signed scan. Only people listed on the permit will be granted access.

[Vehicle and Driver Information](#). Complete the vehicle and driver details form and attach scans of the truck's Mulkiya (vehicle registration) and the driver's Emirates ID.

[Equipment and cargo list](#). Provide a detailed list of all equipment and goods being delivered or collected, including setup details.

3. Wait for final confirmation

K&N checks your documents and provisionally reserves an available slot. If your preferred slot is unavailable, KN will offer alternatives for you to agree. Emirates Palace Security must approve access before KN confirms your gate pass and time slot.

A provisional slot is not a confirmed booking. Wait for K&N's final confirmation before arrival.

Booking request template

Copy the table below into your email and complete every section. Attach the five document sets listed on page 1.

Company name:	
Company role: sponsor, exhibitor, official partner, stand builder, F&B supplier or other:	
Contact name:	
Contact email:	
Contact mobile:	
Delivery or collection	
Loading or unloading location — Emirates Palace area or booth name:	
Activity (delivery or collection):	
Expected date:	
Preferred time slot — from / to, maximum 2 hours:	
Truck and driver	
Truck type (tilt, curtain side, box or open top):	
Truck payload capacity (e.g. 1, 3, 5, 7.5 or 10 tonnes):	
Truck plate number:	
Driver's full name:	
Driver's Emirates ID number:	
Driver's mobile:	

Before you send

Check that all required forms are complete and signed, and stamped where required.

Check that everyone who needs access is listed on the Temporary Entry Permit.

Submit at least 2 weeks before the delivery or collection date.

Truck or driver changes must be submitted at least 3 days before the delivery or collection date.