



Exhibition and Service Manual

**31 Constitution Avenue
CANBERRA ACT 2601**

PH: 61 2 6257 4905

FX: 61 2 6257 6405

www.nccc.com.au

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Please note: All information in this document is current at the time of printing and maybe subject to change at the discretion of the National Convention Centre Management.

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Introduction

Welcome to the National Convention Centre!

The National Convention Centre is owned by the Australian Capital Territory Government and operated by the Intercontinental Hotel Group

This Exhibitor Information and Services manual has been designed with the intention of making your experience at the National Convention Centre as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

The Service Request Forms should be completed and returned to the National Convention Centre with payment two (2) weeks prior to the commencement of the exhibition. All forms will be processed only after payment and forms have been received.

Our Details

✉ Event Coordinator
National Convention Centre
PO Box 1013
Civic Square ACT 2608

📠 Facsimile: 02 6257 6405

If you have any further queries about the venue or the exhibition, please do not hesitate to contact our Events Team at the National Convention Centre.

☎ Telephone: +61 2 6257 4905

📠 Facsimile: +61 2 6257 6405



Workplace Health and Safety

All contractors and sub contractors must review, comply and acknowledge our workplace and safety policy and procedures before work can commence on site. All workers performing duties on-site are required to attend a short induction outlining the venue evacuation procedures and general workplace health and safety standards.

Services for Exhibition

Audio Visual

Our contracted in-house audio visual supplier is Staging Connections. As a well established and experienced provider of technical and creative service. Staging Connections will assist you with audio, lighting, data and vision requirements for your event and can also provide themeing, video, graphic and production support should you require.

Staging Connections
Kevin Abbott
PO Box 1013
Civic Square ACT 2608

Tel: 02 6276 5212
Email: kabbott@stagingconnections.com.au



Catering/Food and Beverage Accounts

For the convenience of exhibitors, we have put together some suggestions for food and beverage, which can be pre-ordered and consumed at various exhibition booths during and exhibition. Please complete the account form. Once complete, please sign and return it no later than **10 days prior to the event**.

The National Convention Centre has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring food and beverage into the venue from outside caterers.

A public catering account may also be set up during the duration of the event if the organiser has requested a public catering station. The preferred method of payment is by credit card. All charges incurred during the event will be billed to your nominated credit card. Please complete the public catering café account form and return with in 10days prior to the event. Please also designate the names of the persons that are authorised to sign for food and beverage.

Stand Cleaning

The National Convention Centre is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the venue staff. Exhibitors are responsible for the cleaning of their individual display booths. The venue does offer a stand cleaning service to exhibitors. If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, additional charges of apply. Please complete the Stand Cleaning form.

Access to National Convention Centre

The following procedures and requirements are to be adhered to by all contractors working on the premise of the National Convention Centre, regardless of whether they are providing services directly to the National Convention Centre, or are working for a Event Organiser. Failure to comply will place the contract entered by the Intercontinental Hotels Group and the Event Organiser in jeopardy.

High visibility vests and enclosed shoes must be worn at all times during move in/move out and at any time whilst on the loading dock.

All contractors, subcontractors and production companies must undergo a site induction process with



the National Convention Centre prior to commencing any work.

All Event Organisers, their exhibitors, contractors, subcontractors and other associated staff are to comply with the Occupational Health and Safety requirements of the National Convention Centre. This compliance includes familiarisation with the fire and evacuation procedures, which are established for the National Convention Centre.

All Event Organisers must provide full particulars on exhibition bump-in and bump-out schedules including, on-site supervisors, exhibition contractor, major shell scheme contractor, freight forwarding company, security company, rigging contractor, and electrical contractor. On-site supervisors must have the capacity to make a decision and issue instructions to their staff, on instruction from the National Convention Centre Operations Manager.

Only designated service entrances, lifts and loading docks are to be used for the transportation of staff and materials.

All contractors and exhibitors and subcontractors working at the National Convention Centre will need to be provided by the National Convention Centre with Contractor/Exhibitor passes, which are to be clearly identifiable and worn at all times during the bump-in and bump-out periods.

All sub-contractors and their staff must have visible identification of their company. Attire must be appropriate for work being conducted and in line with the most up to date workplace safety legislation and practices. All sub-contractors and their staff must use their own tools and equipment. All sub-contractors and/or their staff are strictly prohibited from using guest facilities or loitering in guest areas and are restricted to the area where the work is being conducted.

Gambling, consumption of illicit substances or alcohol is strictly prohibited of all Event Organisers, contractors, sub-contractors and production company staff.

Smoking is not permitted within the National Convention Centre.

Exhibition Hall Ceiling Heights:

| | |
|--|-------|
| Height of entrance to Exhibition Hall via loading dock bi-fold doors | 3.9m |
| Height of entrance to Exhibition Hall via main foyer | 2.47m |
| Height of Exhibition Hall floor to ceiling trusses | 9.1m |
| Height of Exhibition Hall floor to underside of gallery | 3.06m |
| Exhibition Hall floor to ceiling | 10.4m |

Area: 2,400M²



- Floor Loading:** 700kg M²
- Ceiling Loading:** Details and ceiling diagrams provided upon request
- Power:** Floor pits: 18 pits that house
 - 2 x double 1 amp general purpose outlet
 - 1 x 15 amp outlet
 Surrounding: 9 x 32amp 3 phase outlets
 Walls: 1 x 50amp 3-phase outlet
- Flooring:** Carpeted throughout

Ballroom

- Ceiling Height:** 4.5m
- Area:** 650m
- Floor Loading:** 500kg /M2 distributed
 360kg /M2 concentrated
- Power:** Walls
- Flooring:** Carpeted throughout

Access for bump in & bump out

Main vehicle access to the Exhibitor Loading Area (back of the Exhibition Hall) at the National Convention Centre is via Constitution Avenue. Passenger vehicles may also use the car park to access a one-metre wide goods lift. Disabled access is via front entrance ramps and internal lift.

All goods must be removed at the completion of the event. The National Convention Centre will not store any goods after an event concludes.

Vehicles are required to unload and move their car to the car park. The loading dock at the National Convention Centre is for loading and unloading only. It is open from 8:00am to 12:00pm, and 1:00pm to 4:30pm Monday to Friday (excluding public holidays). Under no circumstances are vehicles to be left unattended on the terrace area or on the loading dock. The height of the exhibitor loading dock is 10m.

Please note: clients should be aware the National Convention Centre does not possess a forklift.



Car Parking

Paid parking for 260 cars, with internal lift access from entry level, is available underneath the National. Pre-paid parking is available at Reception, in the main foyer. Passes may be obtained by completing the exhibitor services request form attached and returning it to the National Convention Centre with full **payment at least 10 days prior to your event**. Alternatively, voucher public parking is available across the road from the Centre. Under no circumstances are exhibitors permitted to park in or around the centre, other than in the designated spaces provided.

Rigging

Licensed riggers must perform all rigging work done at the National Convention Centre. Riggers will be asked to produce their license before they commence work. Riggers must complete a hazard analysis and submit this to the Centre seven (7) working days prior to the work being undertaken.

Scissor Lift & Boom Lift

Arrangements can be made to hire a scissor lift through the National Convention Centre. A current operating ticket must be sighted before hire approval is granted. Alternatively, qualified staff may be hired to operate the lift. The current hire charges, both with and without operators are available upon request.

Banners and Signs

The National Convention Centre can arrange to hang your banners and signs in accordance with organiser's requirements. This service must be arranged prior to arrival at the Centre. For further information regarding banner hanging please contact Staging Connections on 02 6257 6786.

Display and Set up

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor be able to emit toxic fumes should ignition take place.
- The Structure of the building must remain in exactly the same condition prior to set-up. Any changes to the building and property of the National Convention Centre will be charged to the company at fault.

Storage

Goods will only be accepted two working days prior to an event. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during Exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the



booth area. Once the event has concluded, all goods should be removed from the Centre within 24 hours.

Electrical Equipment

All electrical equipment used by contractors and exhibitors must comply with current Australian Electrical Standards and Workplace Health and Safety Regulations. The National Convention Centre reserves the right to refuse any equipment used by contractors, exhibitors and clients. Points to note:

- Electrical equipment and leads must have current test and tag.
- Damaged faulty equipment will not be permitted to be used in the Centre
- Frayed Electrical cables and leads will not be permitted to be used in the centre

Fire Safety & Dangerous substances

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, and other flammables, and equipment using such flammable materials as gas stoves and electric stoves without prior consent from the National Convention Centre Management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of the Australian Capital Territory and the Commonwealth of Australia.

LPG use on Exhibitor Stands

The National Convention Centre must be notified of intent to install LPG appliances prior to the move-in period. Each application is assessed with the safety of the public as its prime pre-requisite. The National Convention Centre reserves the right to accept or reject any application.

The use of LPG on stands is allowed in the Exhibition Hall, however the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations
- All applications must be approved for the use in accordance with the relevant acts and regulations
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day
- Maximum Cylinder Size = 45kg
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system is not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public
- Each evening at the close of show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to designated areas
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser



- All installations must be tested for leaks prior to each operational period by an approved “sniffer” device eg. AGL “snoop” or by electronic detectors
- An appropriate fire extinguisher must be present on every stand where LPG is being used

Animals

No animals - birds, fish etc. (with the exception of Seeing Eye dogs) are permitted in the Centre at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Written approval must be obtained prior to any animal (other than Seeing Eye dogs) entering the Centre.

Smoke Detector Isolation

Please be aware that smoke detector beams are in place throughout the Exhibition Hall. Items such as helium balloons, smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Coordinator prior to arrival at the centre, and arrange for Smoke Detector Isolation if necessary, at a cost of \$370.00 per day. Please note that this service will be reinstated daily. If the detectors are set off due to client or exhibitor negligence, a charge of \$500.00 will be passed on directly from the ACT Fire Brigade.

Vehicles and Other Machinery

- * Vehicles must be driven in and out of the building, during pack-in and pack-out of an Exhibition, at a walking pace. Passenger or Non-Exhibitor Vehicles are not to enter the building except in loading dock area.
- * The weight load of the vehicle must be approved
- * The integrity of the vehicle's fuel and oil system is to be inspected by the Exhibitor or their nominated representative, before they are permitted to enter the building.
- * The cap of the fuel tank must be locked. If there is no locking device on the cap, the fuel pipe must be sealed prior to the cap being placed on it. Self-adhesive seals shall cover the locked fuel caps.
- * Battery terminals must be disconnected unless approval in writing has been given stating otherwise to the exhibitor.
- * All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- * No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the Centre
- * No exposed tyres are allowed on any floor. This is particularly important when driving forklifts, scissor or boom lifts.
- * All show cars and presentation cars must have oil drip trays in place.



- * All keys for any vehicles on site must be signed in at reception (i.e. show vehicles, forklifts, boom and scissor lifts)

Insurance

Exhibitors should also consult their own insurance companies for proper coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage
- Expenses incurred due to abandonment or postponement of the Exhibition
- Additional Public Liability

Disclaimer

Subject to any provision of the Trade Practices Act 1974 (if applicable) which cannot be excluded the National Convention Centre will not accept responsibility for damages or loss of goods and property left in the Centre prior to, during or after an exhibition. All goods and chattels belonging to clients must be claimed and removed from the Centre on the last day of the exhibition or on the following day by prior arrangement. The National Convention Centre reserves the right to inspect vehicles leaving the Centre during pack in/pack out of an Exhibition.

Delivery/Collection

All exhibition goods being forwarded to the National Convention Centre should be marked with a delivery label (refer to attached form). Arrangements should be made for goods to arrive on the Exhibitor pack-in day or two working days prior. The National Convention Centre will not accept responsibility for the security of any items delivered to the Centre in the absence of the Exhibitor or their agent.

Conditions:

- The National Convention Centre does not take accept responsibility for the safety of any items on, delivered or dispatched to the site in the absence of the Exhibitor, Agent or Contractor.
- Deliveries can only be accepted on Monday – Friday between 8am –4pm.
- A consignment note must be attached to boxes for prompt collection and delivery. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice *prior* to pack out time.



- All goods must be removed within 24 hours of conclusion of the event. The National Convention Centre reserves the right to dispose of any goods after 14 days.

Phone Lines

| Line Type | Cost per unit | Number required | Cost |
|-----------------------------------|---------------------|-----------------|-----------|
| Standard Phone Line (direct dial) | \$150 per line | | \$ |
| Telephone Handset | \$20.00 per handset | | \$ |
| On-ramp* (limited lines) | \$200.00 per line | | \$ |
| ADSL Cable | \$150.00 per line | | \$ |
| Wireless ADSL | \$150.00/24 hrs | | \$ |
| Total | | | \$ |

Please Note:

*You will need to provide a terminal adaptor/ interface from the Network Terminator to your equipment (PC or equivalent) for ISDN lines.

* All equipment is on a Hire basis and prices include Hire, Installation, Removal, Insurance and GST. The cost for all Telephone/ modem lines is for the line only, (this does not include configuration of PC) should you require technical support this is available for an extra charge of \$60.00 per hour.

Telephone lines and handsets will be delivered to your booth



Parking

Multi entry tickets are valid for one vehicle per day.

Car park tickets must be collected from the Reception Desk located in the Main Foyer.

| Parking Ticket | Cost per ticket | Number of tickets per day | Number of days required | Cost |
|-----------------------------|-----------------|---------------------------|-------------------------|------|
| Multi Entry Car park passes | \$10.00 | | | \$ |
| Total | | | | |

Table Cloths

Table cloths must be collected from the Reception Desk located in the Main Foyer.

| Table Cloth | Cost per cloth | Amount Required | Cost |
|-----------------------|----------------|-----------------|------|
| Trestle Cloth - white | \$15.00 | | \$ |
| Total | | | \$ |

Stand Cleaning

The National Convention Centre is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the venue staff. Exhibitors are responsible for the cleaning of their individual display booths. The venue does offer a stand cleaning service to exhibitors. If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, additional charges of **\$25.00 per hour apply**. Please complete the table below;

| Stand Cleaning | Times Required | Cost |
|----------------|----------------|------|
| Day/Date | | \$ |
| Day/Date | | \$ |
| Day/Date | | \$ |
| Total | | \$ |

Audio Visual Equipment



For a complete range of Audio Visual equipment please contact Event Staging Manager, Kevin Abbott on 02 6257 6786

STAGING CONNECTIONS

INSPIRATION AT WORK

| Data Display Equipment | Quantity | First Day | Additional Days | No. Days | Cost \$ |
|--------------------------------|----------|-----------|-----------------|----------|-----------|
| 42" Plasma, Stand and Speakers | | \$350.00 | \$250.00 | | |
| XP Laptop, Mouse, VGA cable | | \$200.00 | \$150.00 | | |
| 19" Flat Screen Monitor | | \$75.00 | \$50.00 | | |
| VCR or DVD Player | | \$50.00 | \$30.00 | | |
| Data Projector and Screen | | POA | POA | | |
| Sub Total Cost | | | | | \$ |

All prices include equipment, labour and GST



Menu Selections

Snacks:

| | |
|---|---------------------|
| Chef's selection of sandwiches (4 points per round) (Minimum 10 rounds) | \$5.50 per round |
| Chef's selection of rolls and foccaccia (Minimum 10 pieces) | \$6.50 per piece |
| Whole fruit (minimum 10 pieces) | \$1.50 per piece |
| Fresh fruit salad (minimum 10 people) | \$5.50 per person |
| Assorted cheese platter (minimum 10 people) | \$5.50 per person |
| Popcorn machine (including popcorn) (Minimum 2 days hire) | \$350.00 per day |
| Cappuccino machine (minimum 6 x hours hire) (Including coffee, milk, sugar, cups and 1 x staff member) | \$160.00 per hour |
| Smoothie Station (Highball 300ml) with a minimum order of 75 and maximum of 200 per day | \$5.50 per smoothie |
| Nudie Juices Unit Flavours include: Blackberry, Mango/Passionfruit, Cranberry/Raspberry, Orange/Mango/Pineapple, Strawberry/Banana | \$6.50 per 250ml |
| Home Made Cookies Standard | \$1.20 per piece |
| Large cookie - (flavours include Chocolate Chip, Anzac and White Chocolate Chip Macadamia) | \$2.00 per piece |
| Jumbo Cookies | \$3.00 per piece |
| Soup Station - minimum order of 75 cups And maximum of 200 cups per day | \$3.00 per cup |

Staffing Rates for stations:



\$ 35.00 per hour Monday – Friday
\$40.00 per hour Saturday
\$45.00 per hour Sunday

| | |
|---|------------------|
| Bowl of Chocolates (1 kg of Cadbury Favourites) | \$50.00 per bowl |
| Bowl of Lollies or mints (1 kg) | \$20.00 per bowl |
| Movenpick Ice-creams (150ml tubs + \$150.00 for Freezer Hire) | \$4.00 per piece |

Dessert:

| | |
|---|--------------------|
| Cake selection – banana, carrot and humming bird (Minimum 10 pieces) | \$3.50 per piece |
| Assorted muffins (2 mini muffins per portion) (Minimum 10 portions) | \$2.50 per portion |
| Pastry selection – Danish, cinnamon scrolls or croissants (Minimum 10 pieces) | \$3.50 per piece |
| French pastries – éclairs, vanilla slice or fruit tartlets (Minimum 10 pieces) | \$4.50 per piece |

Canapés:

| | |
|---|--------------------|
| Assorted sushi (minimum 20 pieces) | \$ 3.20 per piece |
| Bowl of chips or nuts (minimum 20 people) | \$ 2.50 per person |
| Spring Rolls/Samosa (minimum 20 pieces) | \$ 2.50 per piece |
| Corn chips & dips platter (minimum 20 people) | \$ 3.00 per person |

Beverages:

| | |
|---------------------------|-------------------|
| Assorted soft drinks cans | \$3.00 per can |
| Bottled water (600ml) | \$3.00 per bottle |



| | |
|--|--------------------------|
| Assorted bottled juices (250ml) | \$2.50 per bottle |
| House Sparkling Wine | \$26.00 per bottle |
| House White Wine | \$26.00 per bottle |
| House Red Wine | \$26.00 per bottle |

**DELIVER TO:
NATIONAL CONVENTION CENTRE
31 CONSTITUTION AVE
CANBERRA ACT 2601**

Please fax a copy of the delivery docket (first page only) to National Convention Centre on 02 6257 6405.

YOUR COMPANY NAME: _____

EVENT NAME: _____

DATE OF EVENT: _____

ROOM: _____ **STAND NUMBER:** _____

SENDERS CONTACT NAME: _____

CONTACT NUMBER: _____



BOX: _____ OF: _____

BANNER BAG: _____ OF: _____

DESCRIPTION OF GOODS (PLEASE CIRCLE):

Organisers Goods

Satchel Materials

Exhibition Goods

***PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE
NATIONAL CONVENTION CENTRE
Goods will only be accepted between the hours of 8am and 4pm, Mon - Fri.***

