



# **GOLD COAST CONVENTION AND EXHIBITION CENTRE** **Exhibition Manual**

Revised July 2018

Version 11

EV-EM-SOP-6



**Please note:** All information listed is current at time of printing but may be subject to change at the discretion of the Gold Coast Convention and Exhibition Centre management.

Please ensure you have accessed the [Events Health and Safety Guidelines](#) for further information.



To our valued client,

Thank you for choosing [Gold Coast Convention and Exhibition Centre](#) (GCCEC) for your next event.

**Perfectly situated in the heart of Australia's Gold Coast region and located within an hour's drive of two major international airports – the AUD \$167 million GCCEC is the nation's largest regional convention centre, renowned for its commitment to quality and service excellence.**

We pride ourselves on offering a world-class meeting, incentive, conference and exhibition destination that effortlessly melds sophistication and indulgence within a balanced lifestyle.

Nowhere else in Australia are you surrounded by pristine beaches and a myriad of entertainment opportunities. Relax and unwind with shopping, restaurants, theme parks and the world heritage listed hinterland rainforest within easy reach of the Centre.

As a valued GCCEC client, we invite you and your guests to [download the Broadbeach Conference App](#) to access exclusive offers and incentives to shop, dine and stay on the coast.

Furthermore, with more than 27,000 accommodation options conveniently located less than 10km from GCCEC via the new G:link light rail network, we're positive your delegates and guests will be spoilt for choice.

Plan your plenary in the comfort of our 6,000 seat divisible arena or make the most of 10,000sqm of exhibition space across our four exhibition halls and south-east foyers which boast 180 degree views of the Gold Coast skyline and neighbouring canals.

If you're looking for a local meeting spot, our 22 modern meeting rooms cater to your every need with restaurant quality cuisine and state of the art technology not yet available at any other convention centre in Australia.

Better yet, as one of the most advanced venues in Australia, offering maximum flexibility and seamless flow for all events, we'll provide you with peace of mind knowing you're in the capable hands of some of the nation's best in-house event managers, audio visual experts and highly experienced chefs who source only the freshest, locally-grown ingredients.

So take a look through our Exhibition Manual at your leisure and if you have any queries at all, please don't hesitate to contact one of the team to discuss your event in more detail.

We look forward to help making your next event your best yet.

Yours sincerely,

The GCCEC team



<b>INTRODUCTION</b>	<b>6</b>
Introduction	6
Contact Details	6
Work Health and Safety	6
Forms and Agreements	6
<b>EXHIBITION INFORMATION</b>	<b>7</b>
Access to GCCEC	7
General Access	7
Event Organiser / Exhibitor	7
Performers	7
Non-compliance	7
Animals	8
Balloons	8
Banners	8
Car Parking	8
Who pays for parking?	9
Cleaning / Waste Disposal	9
Concession Account Card	9
Deliveries	9
Delivery Times	9
Labels	10
Storage	10
Collection of Goods	10
Electrical Appliances (Equipment)	10
Exhibitor Catering	10
Fire Regulations	11
Fire Fighting Equipment	11
Fire Proof Materials	11
Emergency Exit Doors	11
Floor Plans	11
Custom Stand Approval	12
Food and Beverage Sampling	12
Alcohol consumption during bump-in and bump-out	12



Forklift Hire	12
External Hired Equipment	13
Gas (LPG) Cylinders	13
Loading Dock Access	13
Delivery Times	14
Naked Flame	14
Rigging	14
Safety	15
Safety Vest	16
Smoking Policy	16
Stand Cleaning	16
Storage	16
Substance Disposal	16
Technology (Communication and Data)	16
Internet	17
Vehicle Displays	17
Water and Waste Service to Pits	17
Weight Load Capacities (floor)	18
<b>FORMS</b>	19
<b>HELPFUL LINKS</b>	20



## **INTRODUCTION**

### **Introduction**

Welcome to the Gold Coast Convention and Exhibition Centre (GCCEC).

The GCCEC is owned by Queensland State Government and is operated by The Star Entertainment QLD Limited under a management agreement.

This manual has been designed to assist exhibitors when planning an event at the GCCEC and contains information and guidelines that we are sure you will find useful.

### **Contact Details**

The GCCEC exhibitor services team look forward to working with you to create a memorable exhibition.

Our contact details are below:

**Telephone:** +61 7 5504 4000

**Email:** [exhibitorservices@gccec.com.au](mailto:exhibitorservices@gccec.com.au)

**Fax:** +61 7 5504 4001

### **Postal Address:**

Gold Coast Convention and Exhibition Centre  
Corner T.E Peters Drive and Gold Coast Highway  
Broadbeach QLD 4218

or

**PO Box 1407**

**Broadbeach QLD 4218**

### **Work Health and Safety**

The GCCEC is committed to ensuring the health, safety and welfare of employees, contractors and visitors.

Please access the [Events Health and Safety Guidelines](#). These guidelines can be downloaded from our website, [www.gccec.com.au](http://www.gccec.com.au)

### **Forms and Agreements**

All forms and agreements referred to in this manual can be downloaded from our website, [www.gccec.com.au](http://www.gccec.com.au)



## **EXHIBITION INFORMATION**

### **Access to GCCEC**

#### ***General Access***

The GCCEC has an obligation to all personnel and visitors to protect their health and safety whilst on site. In addition, as event organisers, contractors and/or individuals accessing the site, there is a reciprocal obligation to ensure work activities do not endanger the safety of workers or others.

As an event organiser, the GCCEC places a responsibility on you to ensure all persons undertaking work are inducted into the workplace.

In addition, contractors are required to provide a certificate of currency for both work cover and public liability insurance policies where necessary.

Contractors must report to the security control office on arrival of each visit to GCCEC and will be required to undertake an on-site safety induction before commencement of work. Visitor identification or contractor passes will be issued by security and must be worn at all times whilst on site.

As an event organiser, the GCCEC places a responsibility on you to ensure all persons entering the GCCEC – being contractors, exhibitors or others – comply with access controls.

Please access the [Events Health and Safety Guidelines](#) – Section 2.1 Page 8.

#### ***Event Organiser / Exhibitor***

All exhibitors and event organisers must wear accreditation supplied by the event organiser at all times when entering the GCCEC.

Event organisers must supply the GCCEC with a copy of all accreditation types.

It is not compulsory for delegates to wear accreditation during the event. Accreditation is at the discretion of the event organiser.

#### ***Performers***

Event organisers must advise their event manager of all performers entering and performing at the GCCEC.

Please access the [Events Health and Safety Guidelines](#) – Section 3.1 Page 13.

#### ***Non-compliance***

Failure by any party to comply with the access controls of the GCCEC may result in persons being stopped from undertaking any work or expulsion from the GCCEC.



## Animals

No animals, birds, insects or pets are permitted on site with the exception of seeing-eye or companion dogs. Any requests relating to the display of animals for an exhibition will have to be presented in writing for approval by the GCCEC.

Please access the [Events Health and Safety Guidelines](#) – Section 3.3 Page 14.

## Balloons

Where helium filled balloons are being used as part of a display in the exhibition area, approval must be given by the GCCEC. There will be a charge incurred for the retrieval of loose balloons from the ceiling.

## Banners

The GCCEC policy is that all banner rigging points must be provided by a GCCEC licensed rigger.

Charges are applicable and can be confirmed by your event manager or event planner.

- The [Banner Rigging Request Form](#) must be forwarded to GCCEC **no later than 21 days prior to your event**.
- All banners must be delivered to the GCCEC's loading dock, **no later than seven (7) days prior to your event** with a [Banner Delivery Label Form](#). All labels must be clearly marked with the event details (name of event, room/hall and date of event) and affixed to each item.
- If there is a specific order in which banners must appear, a diagram should be forwarded to your event manager or event planner **no later than seven (7) days prior to your event**.
- At the conclusion of the event, banners will be transferred to the loading dock for collection. The GCCEC holds no responsibility for the collection of banners.
- As storage space is limited, all goods must be collected within one (1) working day after the conclusion of the event.

Please access the [Events Health and Safety Guidelines](#) – Section 3.31 Page 28.

## Car Parking

The GCCEC operates an automated car parking system. The cost is \$12.00 per vehicle per entry payable upon exiting the Centre. There are four (4) pay stations positioned throughout various locations in the Centre. These machines accept both cash and credit cards.

A 30 minute grace period applies to all vehicles, whereby payment is not required. Should this period be exceeded, a \$12.00 fee will apply.





Car parking will revert to a manual system on occasions where high volume traffic is expected (i.e. concerts and entertainment events) to avoid major delays and traffic congestion.

### ***Who pays for parking?***

All guests including exhibitors, contractors and suppliers are required to pay for parking.

Should any specific arrangements be required regarding car parking, including VIP arrangements, please contact your event manager.

## **Cleaning / Waste Disposal**

The GCCEC is responsible for the cleaning of public areas and disposal of rubbish. General cleaning of the exhibition area is conducted during operational hours only at standard charges to the hirer.

Should you require stand cleaning, please complete the [Stand Cleaning Form](#) **no later than 21 days prior to your event.**

## **Concession Account Card**

If a concession outlet is operational during your event, an account card can be arranged for food and beverage items by completing the Account Form. Please confirm opening hours with your event manager or event planner.

The preferred method of payment is by credit card. All charges incurred during the event will be charged to your nominated credit card.

Please complete the [Account Form](#) and return it **no later than 21 days prior to your event.** Please also provide a list of persons authorised to sign.

## **Deliveries**

The GCCEC has five (5) loading docks, which can be accessed from the Gold Coast Highway at the northern end of the GCCEC. Goods will not be accepted at any other point.

### ***Delivery Times***

Loading dock hours: Monday to Friday 7.30am – 4.00pm

**Please note:** Arrangements outside these hours would need to be organised with your event manager or event planner. A labour surcharge may apply.

It is the responsibility of the contractor or sub-contractor to supply sufficient team members for unloading of transport vehicles in the loading bay in a timely, safe and non-disruptive manner.



### **Labels**

A delivery label must be affixed to each item sent to the GCCEC. Please refer to the [Delivery Label Form](#) which can be downloaded from the GCCEC website. All labels must be marked with the name of event, room/hall and date of event.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. **Goods must be collected within 24 hours after the conclusion of your event.** Please refer to “Collection of Goods” below.

### **Storage**

As GCCEC has limited storage facilities, **delivery of items earlier than 24 hours prior to the event will require prior approval** from your event manager. All items will be placed into the appropriate area prior to client access on the first day of the event.

Additional storage and labour charges may be incurred for goods stored or relocated by the GCCEC outside the contracted booking period. Crate or pallet storage is not guaranteed and must be arranged prior to arrival.

### **Collection of Goods**

Goods must be collected from the loading dock within 24 hours after the conclusion of the event. Storage charges will apply for goods remaining after this time.

The GCCEC reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

### **Electrical Appliances (Equipment)**

All electrical appliances must be tested and tagged in accordance with AS/NZS 3760 prior to arriving on-site.

Please access the [Events Health and Safety Guidelines](#) – Section 3.12 Page 17.

### **Exhibitor Catering**

For the convenience of exhibitors, the GCCEC offers stand catering which must be pre-ordered.

Please complete the [Exhibitor Catering Form](#) and return **no later than 21 days prior to your event.**

**Please note:** GCCEC 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.



## **Fire Regulations**

The storage of any flammable liquids or fuel within the exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the exhibition venue must contain a full tank of fuel. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct locations.

### ***Fire Fighting Equipment***

Should construction of stands and exhibits create a potential smoke-locked area or an area not serviceable by the existing sprinkler systems, the GCCEC management may require the smoke detection, emergency lighting and exit lighting systems be extended to cover the stand and/or exhibit areas.

Please access the [Events Health and Safety Guidelines](#) – Section 2.9 Page 10.

### ***Fire Proof Materials***

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non-combustible and inherently non-flammable material
- Durable flame-proof fabric
- Self-extinguishing plastic
- Flame proof fabric

The use of the following materials is prohibited unless treated for fire retardation:

- Plywood, hardwood, pulp board or fibreboard
- Crepe paper
- Hessian
- Styrene
- Leaves
- Plastic
- Loose straw or hay

### ***Emergency Exit Doors***

GCCEC will not accept the following:

- Block or congested emergency exits
- Block the access route to an emergency exit
- Obscure or cover emergency signs
- Store equipment or any other items in the fire exits

## **Floor Plans**

Exhibition floorplans must be submitted to GCCEC for approval **no later than 90 days prior to any event.**

No stand or display is to block any aisle or emergency exit.



### ***Custom Stand Approval***

All custom stand designs must be submitted and approved by GCCEC.

### **Food and Beverage Sampling**

The GCCEC has exclusive rights to the sale of food and beverage. No organiser, exhibitor or person shall bring into a licensed area, distribute or give away any item of food or beverage to visitors within the GCCEC without prior written approval from GCCEC management.

The GCCEC does not object to the distribution by exhibitors of food or beverage samples used as a means of demonstrating their manufactured product, however the sale of such products is not permitted.

- The [Food Sampling Form](#) must be forwarded to your event manager or event planner **no later than 21 days prior to your event**.
- The [Beverage Sampling Form](#) must be forwarded to your event manager or event planner **no later than 42 days prior to your event**.

**Please note:** The Gold Coast City Council may require a temporary food stall license. Please discuss further with your event manager or event planner.

### ***Alcohol consumption during bump-in and bump-out***

Due to WH&S, alcohol cannot be consumed during bump-in and bump-out of an event.

### **Forklift Hire**

The GCCEC have forklifts available for hire (subject to availability).

This service needs to be organised through your event manager **no later than 21 days prior to your event** by completing the [Lifting Equipment Hire Form](#). Charges are outlined on this form.

Please access the [Events Health and Safety Guidelines](#) - Section 3.16 Page 19.

Forklift operators must be licensed to operate a forklift. A copy of the forklift licence must be shown to the security control office before equipment is operated on the GCCEC property.

Forklifts operators must operate equipment in a safe manner and in accordance with current industry standards at all times.

**Please note:** A spotter must also be provided during operation.

At no time can persons, other than the operator, be transported by forklift from one place to another.



### **External Hired Equipment**

Any forklift hired in to be used within the Centre must be fitted with non-marking tyres, service history and must abide by the [Events Health and Safety Guidelines](#).

### **Gas (LPG) Cylinders**

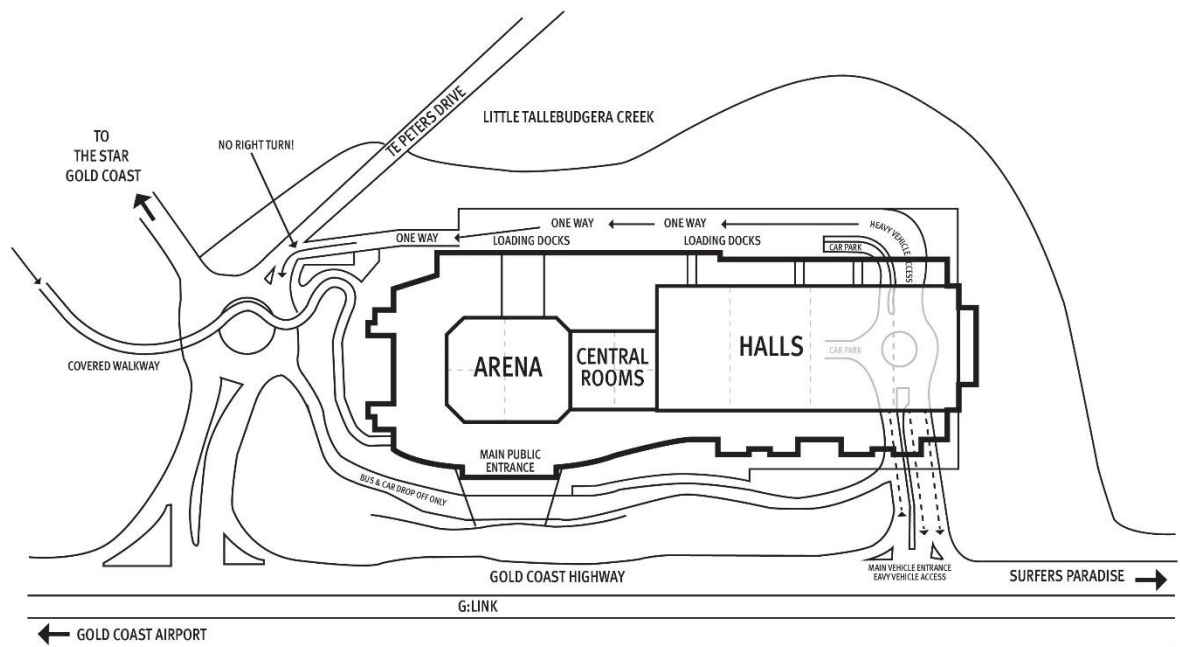
The use of liquefied petroleum gas (LPG) cylinders indoors is discouraged wherever possible. All cylinders must be tested and approved for use and stamped with AG 601.

The organiser must provide fire extinguishers CO<sup>2</sup> and dry chemical. All LPG cylinders must be removed overnight and stored in the loading dock.

Please access the [Events Health and Safety Guidelines](#) – Section 3.17 Page 21.

### **Loading Dock Access**

The GCCEC has five (5) loading docks which can be accessed from the Gold Coast Highway at the northern end of the GCCEC. Goods will not be accepted at any other point.



Please be aware a 30 minute parking limit applies for vehicles during bump-in and bump-out



Under no circumstances are any vehicles authorised to park on the loading dock during bump-in and bump-in

Please access the [Events Health and Safety Guidelines](#) – Section 2.12 Page 11.

### ***Delivery Times***

Loading dock hours: Monday to Friday 7.30am – 4.00pm

**Please note:** Arrangements outside these hours would need to be organised with your event manager. A labour surcharge may apply.

It is the responsibility of the contractor or sub-contractor to supply sufficient team members for the unloading of transport vehicles in the loading dock in a timely, safe and non-disruptive manner.

### **Naked Flame**

All naked flames including candles, burning incense, sparklers, fuel lanterns or any other items must be approved by your event manager or event planner.

Please access the [Events Health and Safety Guidelines](#) – Section 3.22 Page 22.

### **Rigging**

**Please note: ALL** rigging top points must be installed and removed by a GCCEC licensed rigger (charges will apply for this service).

All rigging plots must be submitted to the GCCEC for venue approval **no later than 21 days prior to an event.**

Please be aware that no external personnel or contractors will be permitted to commence works on any exhibition shell schemes prior to the installation of **ALL** rigging points and truss structures.

Please access the [Events Health and Safety Guidelines](#) – Section 3.31 Page 28.

## Safety



All visitors and/or contractors must report to security control office prior to entering the construction zones.



Parking on the loading dock should be restricted to a maximum of 10 minutes. Parking is permitted in designated parking zones for the duration of loading and unloading of vehicles, unless previous permission has been obtained from either the exhibition organiser or GCCEC.



All electrical equipment (leads, power boards, LCD's, computers, etc) must be tested and tagged before used on-site. The use of double adaptors is not acceptable. AS/NZ approved power boards can be used in place of these.



Safety vests must be worn at all times while working onsite at the GCCEC during bump-in and bump-out



Children under the age of 15 years are not permitted in the loading dock, exhibition halls, central rooms and arena areas during bump-in, bump-out and construction of events.



Approved industrial grade ladders with a minimum load rating of 120kg are to be used. All ladders must meet the requirements set down by the Australian Standards.



Beware of forklifts and other plant machinery operating within the construction zone. The movement of these vehicles can create hazardous situations and care is advised at all times around any of this equipment.



Appropriate (covered/enclosed) footwear must be worn at all times.



Do not block fire exits or walkways. All access points and fire egress must be kept clear during bump-in and bump-out.



All vehicle and plant operators must ensure they are aware of all height restrictions, whilst in control of equipment.



## Safety Vest

All organisers, contractors, exhibitors and their team members must wear safety vests and enclosed footwear in a construction zone. A construction zone is designated during an exhibition or production bump-in and bump-out.

Organisers, contractors or exhibitors will not be allowed entry within the construction area unless a safety vest and enclosed footwear is worn. Safety vests are available for purchase from GCCEC security control office or reception.

## Smoking Policy

The GCCEC is a **non-smoking** venue. Smoking is permitted at clearly signed designated areas outside the GCCEC.

Please access the [Events Health and Safety Guidelines](#) – Section 2.2 Page 8.

## Stand Cleaning

The GCCEC offer a stand cleaning service to exhibitors. If required, your stand can be vacuumed, mopped and dusted prior to opening of the exhibition each day (charges will apply for this service).

Please complete the [Stand Cleaning Form](#) if this service is required.

## Storage

Limited storage facilities are available at the GCCEC for the event. To store property at the GCCEC for an event, prior approval in writing must be obtained from the event manager or event planner.

## Substance Disposal

Under no circumstances are any chemicals to be disposed of into the GCCEC drainage system. Persons found disposing of chemicals in this way will incur any cost involved to rectify this situation. All chemical substances and paints must be contained, taken off site and disposed of in an appropriate manner by the contractor.

## Technology (Communication and Data)

For all your technology, communication and business services please refer to the order form. This form must be returned **no later than 21 days prior to your event**.

Please refer to the [Technology Communication and Data Form](#) for relevant connection costs.





## **Internet**

GCCEC offers free Wi-Fi services. Coverage extends throughout the venue.

The complimentary service is suitable for email, social media and basic internet browsing. This is not suitable for streaming video such as Skype.

Maximum bandwidth of 256Kb/s per user. The actual bandwidth will be affected by the number and location of users.

**Please note:** The GCCEC does not manage, monitor or support the use of routers, proxy servers, DHCP servers or wireless access points on the high speed internet connection. If these devices pose a security risk to the GCCEC network or create network issues, they will be disconnected, removed or disabled.

If any special service needs to be connected to the GCCEC network, this must be approved by the GCCEC Information Technology department.

## **Vehicle Displays**

If you intend to have a vehicle display anywhere within the GCCEC arena, halls or in any public foyer areas, written approval is required from the GCCEC. The following must be provided:

- Ensure that fuel tanks are sealed with a fuel cap.
- Provide the Centre's Safety and Security department with a set of spare keys for the vehicle(s).
- Floor must be protected with drip tray.
- Drive at a speed less than 5kph.
- Escort moving vehicles with a spotter.
- Keep pedestrians clear of moving vehicles.
- Ensure fuel tanks are full (vapours are explosive).
- Minimise engine running times. Consider if additional ventilation is required to reduce exhaust fumes.

Please access the [Events Health and Safety Guidelines](#) – Section 3.29 Page 27.

## **Water and Waste Service to Pits**

A number of floor pits in the GCCEC are supplied with non-potable water. The waste service only allows for the disposal of clean water waste, as these lines go straight to sewage. The floor pits are not designed for effluent or untreated trade waste discharges (i.e. solvents and paints).

Trade waste must be stored in containers and removed from the site for treatment and disposal. Any exhibitor wanting to dispose of trade waste must supply their own separator system and dispose of waste in areas designated by the Property Operations department.



It is the responsibility of the exhibitor to arrange connection from the service pit to their equipment. If you require a licensed plumber or tradesperson, please contact your event services planner.

If the disposal of trade waste causes a reportable (EPA) spill or a service call, the cost will be \$1,000.00.

Please complete the [Plumbing Water/Waste Request Form](#) should this service be required.

### **Weight Load Capacities (floor)**

The floor load allowances for GCCEC are as follows:-

- |                 |        |                          |
|-----------------|--------|--------------------------|
| • Arena         | 15 kPa | (1500kg/m <sup>2</sup> ) |
| • Central Rooms | 15 kPa | (1500kg/m <sup>2</sup> ) |
| • Halls         | 20 kPa | (200kg/m <sup>2</sup> )  |
| • Rooms 1 – 12  | 5 kPa  | (500kg/m <sup>2</sup> )  |

Dimensions, weights and other specifications are required to be submitted in writing to our technical engineer for approval before any heavy equipment, display, vehicle or machinery is required to be set inside the GCCEC.



## **FORMS**

The following forms can be downloaded from our website [www.gccec.com.au](http://www.gccec.com.au)

[\*\*F1.0 Account Form\*\*](#)

[\*\*F2.0 Banner Delivery Label\*\*](#)

[\*\*F3.0 Banner Rigging Request Form\*\*](#)

[\*\*F4.0 Beverage Sampling Form\*\*](#)

[\*\*F5.0 Contractors Agreement Form\*\*](#)

[\*\*F6.0 Delivery Label\*\*](#)

[\*\*F7.0 Equipment Hire Form\*\*](#)

[\*\*F8.0 Exhibitor Catering Order Form\*\*](#)

[\*\*F9.0 Fireworks Application Form\*\*](#)

[\*\*F10.0 Food Sampling Form\*\*](#)

[\*\*F11.0 GCCEC Safety Rules\*\*](#)

[\*\*F12.0 Lifting Equipment Hire Order Form\*\*](#)

[\*\*F13.0 Plumbing Water/Waste Request Form\*\*](#)

[\*\*F14.0 Stand Cleaning Form\*\*](#)

[\*\*F15.0 Technology Communication and Data Form\*\*](#)



## HELPFUL LINKS

# Download the Broadbeach Conference APP



We are social... #GCCEC

