



exhibitor manual

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accounts

Accounts may be opened with the Centre at Exhibitor Services prior to or during the exhibition or event.

All charges incurred by the exhibitor during the exhibition as ordered through Exhibitor Services will be recorded.

Terms of payment are strictly in advance. Payments in the form of company cheque, cash, telegraphic bank transfer or credit card are acceptable. The Centre accepts VISA, Diners Club, American Express, Mastercard and Bankcard. Current merchant fees applicable at time of payment will be incurred.

At the end of your event, if the additional charges differ from the amount estimated, the Centre will refund or invoice any variation within fourteen (14) working days as per the Centre's Standard Terms and Conditions.

amusement rides and devices

No mechanical or inflatable amusement rides or devices are to be used in an event without the approval of Centre management. If you intend to use such amusement equipment, please complete an Amusement Rides and Devices Permit Form, located in [Appendix A](#).

animals

No animals are permitted in the Centre except guide dogs; when they are an approved exhibit; or the animals form part of an activity or performance legitimately requiring the use of animals.

In these three (3) cases, written approval from the Centre is required, which can be obtained by completing the Animals Permit form located in [Appendix A](#).

audio visual services

Policy for Exhibitions in Exhibition Halls 1-6

The Centre has an open policy regarding the supply of audio visual and production equipment within Exhibition Halls 1-6.

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Policy for Exhibitions in Convention Centre Bayside and Convention Centre Parkside

The Centre's policy regarding the use of technical production services and equipment throughout the Convention Centre, supplied by either the event organiser or a sub-contractor, limits the provision of such services and equipment to those which cannot be reasonably supplied by the Centre itself.

Exhibitors should complete the Audio Visual Services Order Form (located in Appendix B), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

balloons

Helium balloons are only permitted as fixed features of an exhibit, event display or table decoration.

car displays

If an exhibitor intends to have a car display anywhere within the Convention Centres, Hall 6 or in any public foyer area, written approval from Centre management is required. For approval, please complete the Car Displays Permit Form located in [Appendix A](#).

car parking

Operating under a separate management contract, the Centre Car Park is located below the Exhibition Centre and can accommodate up to 900 vehicles with direct access to the Darling Harbour precinct. Designed for high turnover visitation, the Centre Car Park offers premium car park access to events at the Centre and in Darling Harbour. Entrance/exit is via Darling Drive. Vehicular access is limited to cars and motor cycles only, as the car park has a ceiling height of 1.8 metres. Conditions of entry are posted at the entrance to the car park, at all payment facilities and on the reverse of the car park ticket.

There are also approximately 4,000 car parking spaces surrounding the Centre, including the Entertainment Centre Car Park and Harbourside Car Park.

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Rates / Payment

Rates are set on an hourly basis up to a maximum of four (4) hours, after which a full day rate is applicable. Evening rates apply. The full rate schedule can be found on the Centre's website at www.scec.com.au, under the Explore our Location section.

The Centre's Car Park accepts cash and all major credit cards, with the following payment facilities offered:

- A Central Pay Station facility is located in Section 5 of the car park.
- Automatic cash/credit card ticket machines are located in each section of the car park.
- Prepayment is available for all vehicles with a minimum four (4) hour stay at the Central Pay Station upon arrival.

Parking for the Disabled / Parents with Prams / Motorcycle Parking

Parking for the disabled is available throughout the length of the car park (north-east and south-east corners). Lift access to the Convention and Exhibition Centres is from Sections 1 and 5 of the car park.

Designated bays for 'parents with prams' and motorcycles are available along the wall adjacent to Darling Harbour.

Green Car Park Spaces

The Centre has 2 designated car park spaces specifically for hybrid cars. The spaces are clearly marked and conveniently located in front of the Central Pay Station in Section 5 of the car park.

Alternative Parking for Contractors and Exhibitors

Early-bird parking or long-stay parking is available at the following locations:

Wilson Parking Entertainment Car Park
Harbourside Parking
Secure Parking Harris Street, Pyrmont

Ph: +61 2 9264 1624

Ph: +61 2 9552 2330

Ph: +61 2 8912 4900

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care of building

Signs, banners and similar materials may not be nailed, stapled, hung or attached to the ceilings, walls, windows, sprinkler systems or other surfaces except when permission is granted by the Centre. Damage resulting from installation will be charged directly to the organiser.

centre video production

Under the umbrella of Audio Visual Services is Centre Video Production (CVP). Located on-site, CVP encompasses television broadcast, production and post production facilities. CVP's producers, directors, editors and production crews are accomplished industry professionals with the experience to manage any video production job, from pre-production to final edit, dubbing and distribution. CVP's state-of-the-art equipment complements the permanent broadcast facilities (i.e. audio and video fibre optic lines into and out of the venue), and includes digital cameras and digital online and offline edit suites. CVP can offer the following range of services:

- Event highlights videos.
- Video content for award ceremonies, conferences and exhibitions.
- Event recording and image magnification (projection of a speaker onto a large screen).
- Event broadcasting and webcasting.
- Video or teleconferencing.
- Television commercials.
- Duplication, DVD authoring etc.

For further information on the services provided by CVP, please visit www.scec.com.au/cvp

cleaning

All cleaning at the Centre must be carried out by the venue's Waste and Environmental Services (WES) staff. WES specialises in providing experienced professional personnel to carry out services such as carpet shampooing, wiping, mopping, the provision of waste compactor/skips, bulk waste removal (e.g. stand materials, timber etc). Exhibitors should complete the Cleaning Services Order Form (located in Appendix E), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

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The Centre will clean all aisles, the public space, stands (vacuuming only) and remove rubbish throughout the operational hours of all exhibitions.

With regards to cleaning during exhibitions, exhibitors should:

- Ensure all rubbish is placed in the aisles for disposal by the Centre's WES staff.
- Ensure no item is affixed to the Sydney Convention and Exhibition Centre walls, doors, glass, floors etc. Any infractions will create a removal, cleaning and/or resurfacing cost to the organiser. Recommended tapes for marking out stand building positions and carpet laying are:
 - Tesa No 4974
 - Qualtape Type AT 330 and B360
 - Stylus 720 (Under normal conditions these products don't leave any residue.)
- Ensure that all materials, e.g. bricks, timber, sand, metal frames etc, are removed from the site.
- Ensure that paint brushes are cleaned in the appropriate location and paint waste is removed off-site.
- Notify your Event Manager of specific waste requirements, especially toxic, grease, oil etc. Correct disposal methods should be discussed with your Event Manager.
- Ensure that the disposal of waste complies with all local, state and federal statutory requirements and Environmental Protection Authority guidelines.

cloak room and information

Cloak room and Information facilities are located on the Ground Levels of Convention Centre Bayside and Parkside.

The cloak rooms are available for storage of personal items only and cannot be used for the storage of event-related material. This is a complimentary service, and the Centre accepts no responsibility for the loss of, or damage to personal items.

Staff at the Information Desk can provide general information on local attractions and transport, provide maps and sell phone cards.

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communications solutions – internet and phone

Internet and Networking

The Centre provides fast, high quality internet and data services from any point in the venue and these are outlined below:

- **Internet**
Connecting to the internet through the in-Centre Ethernet socket gives your business high bandwidth internet access. Speeds can be scaled from 256k to 200Mb and beyond, delivering fast web browsing and email. The in-Centre Ethernet is an end-to-end solution, which eliminates the need for individual modems, ISDN lines and ISPs (Internet Service Providers).
- **Wireless**
The Centre has an extensive wireless network throughout the public areas. Centre wireless access cards can be purchased from the Bayside Business Centre or Exhibitor Services for a per hour rate or for a full day's access. Event specific wireless networks can be designed for your requirements, including coverage of specific areas within the venue and relevant security. A tailored log-on screen can also be created to feature a company or sponsor's logo.
- **Networking**
The in-Centre Ethernet system allows for any number of rooms to be networked so that multiple Local Area Networks (LAN) can be established. Through the network, presentation material can be shared quickly and seamlessly across an event. The system also allows for a single internet connection to be distributed to multiple rooms and the creation of an internet lounge in any part of the Centre.

Exhibitors should complete the Internet Services Order Form (located in Appendix G), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

For more information about these services, please contact the Centre Networks team on + 61 2 9282 5678 or networks@scec.com.au.

Phone Solutions

The Centre, via its PABX system, can provide analogue and digital phone lines for any event. The telephone system is wholly owned, controlled and operated by the Centre and no outside telephone services are permitted to be sold, hired or installed without the prior permission of the Centre.

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Analogue lines are required for:

- Fax machines
- Modems
- EFTPOS

The Centre's PABX analogue phone line system is capable of 33 Kbps (if used with compatible equipment).

Digital lines are supplied with handsets (only one handset per line) for:

- Local lines (cannot call mobile phone numbers)
- STD lines (can call national and mobile phone numbers)
- IDD lines (can call international, national and mobile phone numbers)

Analogue or digital telephone numbers can be pre-allocated by request – please ask your Event Manager.

The Centre can also provide phone line options to bypass its PABX system. These include:

- **Dedicated lines (also known as direct or exchange lines).** Ten (10) dedicated lines are available for hire. Please refer to your Event Manager for charges. These lines are also known as PSTN lines (Public Switched Telephone Network) or POTS (Plain Old Telephone Service).
- **ISDN lines.** A limited number of ISDN lines are available.

Exhibitors should complete the Phone Services Order Form (located in Appendix H), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of each event.

compressed air

Each hydraulic service pit is supplied by a 20 mm copper line fitted with a local inline 12.5 mm ball valve via 20 mm BSP female threaded fitting. When used, air lines must be the braided clear type, capable of withstanding a minimum pressure of 600 kPa.

Each hall has one compressor capable of producing 50 litres/second. Connection must be via pressure-rated air lines. Regulators must be provided by an installation contractor. Should instrument quality air be required, then air driers must be supplied after the pit connection by the end user.

Air quality oil carryover = 5 parts/million min – condensate = 15% variable.

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Exhibitors should complete the Water and Compressed Air Order Form (located in Appendix J), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

contractors

All contractors and sub-contractors working at the Sydney Convention and Exhibition Centre must adhere to the Centre's standard procedures and requirements at all times. They must be used in conjunction with all other relevant legislation that is in force in New South Wales and Australia. This is regardless of whether they are providing services directly to the Centre or are working for a licensee of the Centre. Details of these standard procedures and requirements can be found in Section 14, Event Contractors and Entertainers, in the Centre's Events Manual, which is available on the Centre's website at www.scec.com.au, under Downloads.

dangerous and hazardous substances

No dangerous goods or hazardous substances are to be brought onto the premises without written approval from the Centre, with the exception of therapeutic goods and cosmetics.

To obtain approval, please complete the Hazardous Substances Permit Form located in [Appendix A](#).

deliveries

The Centre will not accept delivery of any goods on behalf of exhibitors, nor is there any responsibility taken for the safety of any such items delivered to the site in the absence of the exhibitor.

Deliveries are not permitted before the contracted tenancy time for the event.

For deliveries outside the Centre's operational hours, clearance must be obtained from the organiser and the Centre. For deliveries during the exhibition's operational hours, clearance must be obtained from the organiser. A suitable access time must be arranged as loading dock access is limited and bi-fold doors cannot be opened during operational hours. A representative from the receiving company must be present to receive the delivery.

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To assist in the smooth delivery of goods to a stand, all exhibitor deliveries made via courier should use the Centre's Delivery Label. Please refer to Appendix K for a copy of the Centre's Delivery Label and for a copy of the Centre's Goods Access Map indicating where deliveries to the Centre should be made.

exhibitor services

Exhibitor Services is situated in the southern end of the Promenade, Ground Floor of Convention Centre Parkside. It is operated by the Centre's staff and is open during the move-in, operational and move-out stages of exhibitions in Halls 1 to 5, the Bayside Grand Hall and Convention Centre Parkside, including Exhibition Hall 6.

Exhibitors are able to order services such as food and beverage, communication lines and equipment, water and waste facilities, and compressed air. Appropriate forms must be completed and payment received prior to the event, to ensure services are delivered as required. These forms are located at www.scec.com.au under Downloads, Service Order Forms.

Exhibitor Services can also provide:

- Facsimile and photocopying services.
- Electrical equipment (power leads, power boards).
- Gas cylinder refills.
- Access to computers and a typing service (via the Bayside Business Centre only).
- Wheelchairs for visitor use.
- Basic stationery supplies.
- Access cards for the Centre's public internet access facility (located in the Bayside Business Centre).
- Photocopiers – rental rates on application.

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fire protection and emergency procedures

Emergency Evacuation

At all times, clear access to the venue's emergency exits must be maintained.

For information on the Centre's Emergency Evacuation procedure, please refer to Appendix L for a copy of Emergency Evacuation Procedures for Organisers, Exhibitors and Contractors.

Fire Protection

At all times, clear access must be provided to fire fighting equipment. No items should be placed in front of fire cupboards and hose reels located within the Centre or on the loading docks.

first aid room

A fully equipped First Aid Room is located on-site and first aid-trained staff can be contacted by telephoning + 61 2 9282 5555 or by contacting any Security Officer. This includes requests for emergency vehicles. Due to the size of the Centre, please ensure accurate location details are provided with emergency calls.

food and beverage

The Centre's Food and Beverage Policy states that the Centre has sole rights for the sale and distribution of any article of food or drink for consumption on site. These rights represent a material commercial value and any item distributed by an organiser or exhibitor (irrespective of external sponsorship agreements) must be approved by the Centre in writing.

The Centre operates under the Food Safety Act 2000 and NSW Food Act 2003 and has received the international accreditation of AS/NZS ISO 22000:2005 - the only international standard for food and safety management systems which incorporates HACCP (Hazard Analysis Critical Control Points) and AS/ISO 9001 under the umbrella of FSANZ Food Standards Code.

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The purpose of HACCP and AS/ANZ 22000:2005 is primarily to achieve customer satisfaction by preventing nonconformity at all stages of food preparation, from receipt of raw materials through to final customer service. Exhibitors must comply with and adhere to these standards.

Responsible Service of Alcohol

NSW Liquor Laws and Regulations dictate that RSA certification is required for all persons involved in the sale, supply or service of liquor in licensed venues, such as the Centre. Only approved NSW RSA training will be recognised.

Liquor Sampling

NSW RSA certification will be required for any person serving or supplying liquor at events where sampling is conducted (e.g. exhibition stands in wine and food shows, promotional tastings etc). Copies of NSW RSA certificates must be supplied to the Centre prior to the commencement of the event.

On-stand Hospitality

Where the Centre provides alcohol for exhibitors to entertain delegates, clients and other customers, it is mandatory that all liquor supplied to exhibition stands is served by persons with NSW RSA certification. The Centre can provide NSW RSA-certified staff for your event as a user-pay service. Alternatively, exhibitors wanting to serve alcohol on their stand must be NSW RSA-certified. Copies of certificates for such persons must be supplied to the Centre prior to the commencement of the event.

Additional Information

Any person (including volunteers) involved in the service or supply of liquor **MUST** hold a current NSW RSA certificate, granted by an approved training provider. Those who have completed an RSA course approved by a state other than NSW will be required to meet the NSW regulatory requirements, with bridging courses mandatory.

Exhibition Hall Cafés

Exhibitors can open Centre accounts with Exhibitor Services for use in the Centre Cafés and the Bayside Lounge. Exhibitors should complete the Centre Account Card Order Form (located in Appendix D) , along with the relevant Exhibitor Account Form (located in Appendix F) and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

On-Stand Catering and Hospitality

On-stand catering is a hospitality service provided by the Centre, which enhances the exhibitor's investment in the show by enticing guests to their stand, and assists in entertaining key clients. On-stand catering options range from a coffee machine, to snacks, lunches and cocktail parties.

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Exhibitors should complete the Stand Catering Order Form (located in Appendix I), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event. Alternatively, exhibitors can contact the Centre's On-Stand Functions Coordinator on +61 2 9282 5000.

Exhibitor On-stand Catering Regulations

Exhibitors or other persons cannot distribute, sell or give away any item of food or drink not supplied by the Centre to public or trade exhibition visitors, without written approval from the Centre.

In general, the Centre will have no objection to the provision by exhibitors of foodstuffs which demonstrate any plant or equipment forming part of the exhibition, or the product manufactured or supplied by the exhibitor (refer to Sampling section on Page 14).

Any exhibitor wishing to serve alcohol as on-stand hospitality must enter an "agency agreement" with the Centre to ensure the Liquor Act is not contravened. Copies of the agreement are provided when alcohol is ordered.

Responsible Service of Alcohol regulations must also be adhered to, please refer to Responsible Service of Alcohol, page 12.

The Centre reserves the right to remove any food and beverage not authorised by the Centre.

Use of External Services and Equipment

The Centre limits the provision of external catering services and equipment to that which cannot be reasonably supplied by the Centre. This will only be overridden when the exhibitor can satisfactorily show that the integrity of the exhibition 'experience' would be compromised by the use of resources supplied by/through the Centre. An external supply fee would apply in this case.

Alternatively, the Centre reserves the right to advise an exhibitor that the catering demands of the event are such that it is not feasible for the Centre to supply part or all of the resources requested by the organiser, in which case the exhibitor may make alternative arrangements.

Sale of Food and Beverage On-Stand

No alcoholic beverage sales can take place on the Centre's licensed premises. Exhibitors wishing to sell alcoholic products on their stands must make order forms available for post-event distribution of sold product.

The sale of food or non-alcoholic beverage items is only permitted within certain events and is restricted to those items that are deemed not for immediate consumption. Please discuss the options available to you with your Event Manager.

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Sampling

The Centre has established the following requirements for sample servings of food and beverage not purchased from the Centre's catering facility.

Samples to be given away free of cost to the visitor must be:

- Items which exhibitors or registered members of the association sell wholesale in the normal conduct of business OR
- Items which are produced by equipment used in the normal conduct of their business.

Portions are to be of normal tasting size only and:

- Non-alcoholic beverage samples should be no larger than 100mls.
- Wine and beer samples are to be no larger than 50mls.
- Spirit samples are to be no more than 20mls.
- Solid food should be no larger than bite size (50 grams).

Exceptions to the above require written approval from Centre management, which can be obtained by completing the Sampling Permit Form located in [Appendix A](#).

Exhibitors are permitted to offer finished goods and full-sized snack foods, as they are produced for the retail market, where they can show:

- Their product has direct relevance to the exhibition; and
- The branding and/or the 'experience' offered by the product is devalued if offered in sample size.

Written approval from Centre management is required in these instances, and this can be obtained by completing the Sampling Permit Form located in [Appendix A](#).

For health regulations relating to sampling, please see the Health Regulations section below.

Health Regulations

The City of Sydney has requirements for anyone serving, sampling or selling food or beverages from a temporary facility (stand) set-up within the Centre. Further details can be obtained from the City of Sydney website, www.cityofsydney.nsw.gov.au

Cooking of Food On-Stand

Cooking of food on stands is discouraged, however each case will be considered on its merits in conjunction with the type and quality of food being cooked, the method used for cooking and the removal of any cooking odours. Early consultation with your Event Manager is required, with written approval from Centre management. For approval, please complete the Cooking Permit Form located in [Appendix A](#).

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illegal and immoral use of the centre

The Centre is not to be used for any illegal or immoral purpose and the Centre reserves the right to remove all materials which, in its opinion, may be considered offensive or obscene. Any illegal activities will be reported to the police.

insurance

It is recommended that an insurance/liability clause be included in any correspondence with third parties and also in the Exhibitor Manual (refer to the Centre's Standard Terms and Conditions, found on the Centre's website at www.scec.com.au, under Downloads).

loading dock

The access ramp and driveway for the Exhibition Halls is a one-way directional system accessible via the signed entrance, "Exhibition Centre Loading Dock", directly off Darling Drive (north to south).

Access to the loading dock for Convention Centres Bayside and Parkside is also via an entrance off Darling Drive, signposted "Convention Centre Loading Dock".

The Centre has manned vehicle checkpoints to monitor access, assisting in the orderly flow of traffic in accordance with move-in/move-out schedules.

The driveway and ramps are classified as tow-away zones to ensure a continuous flow of traffic to the Exhibition Halls and Convention Centres.

Infringement notices will be issued to vehicles that do not obey the rules signposted on the "Conditions of Entry" notices, located at the vehicle checkpoints and on the loading docks.

Marked thoroughfares must be kept clear at all times.

The Centre accepts no responsibility for the safety of vehicles and their contents within Centre premises.

Exhibitors should be aware that:

1. It is a condition of entry to all persons who require access to the loading docks that vehicles, equipment and personal belongings, i.e. bags etc may be randomly searched by Centre Security staff upon entering and exiting the loading docks.

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2. Upon request, all drivers of vehicles requiring access to the loading docks must present their driver's licence to Centre Security staff to verify their identity.
3. A 15-minute unloading limit applies to all vehicles in this area. Times for larger vehicles are at the Dock Traffic Controller's discretion. Parking fines can be incurred.
4. Any person wishing to gain access to the Convention and Exhibition Centres outside the scheduled hours must seek approval from the Centre, through the organiser, at least twenty-four (24) hours in advance.
5. There is no parking available to contractors or exhibitors on the loading dock during the move-in, operation and move-out of an exhibition unless the organiser has pre-arranged this with either their Event Manager or the Logistics Control Coordinator.
6. Access into the Exhibition Halls and Convention Centres for move-in and/or move-out will be via the loading dock only, unless permission has been granted by Centre management.
7. No access will be permitted to the loading docks outside the scheduled event licensed period, unless approved by Centre management.
8. The security company contracted to the event is responsible for allowing access from the loading dock to the Exhibition Halls.
9. The loading or unloading of equipment from Darling Drive or the garbage collection area at the southern end of Exhibition Hall 1 is not permitted. No responsibility will be taken by the Centre in the case of an accident and/or damage to equipment.
10. Access to the Exhibition Halls via the western bi-fold doors during operational hours is strictly prohibited once an event is in progress.
11. By law, the Centre is required to maintain clear access for egress from all emergency exit doors leading onto the loading docks and to the fire stairwells on each dock.
12. There is a holding lane on the western side of Darling Drive (southern end) where vehicles can wait for loading dock access when required. All drivers must stay with their vehicles at all times whilst in the holding lane in order to avoid receiving infringement notices from the NSW Police.
13. Darling Drive is patrolled by the NSW Police, operates as a public road and is subject to current roads and traffic regulations.

Please note that Centre Security will issue parking fines on the loading dock or Porte-cochère in the event of non-compliance with the above.

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liquefied petroleum gas – storage and use

Any exhibitor wishing to use gas cylinders or appliances must have written approval from the Centre, which can be obtained by completing the Liquid Petroleum Gas Permit Form located at [Appendix A](#). LPG cylinders used to fuel moving plant do not require approval.

Gas cylinder cages are located at the rear of Exhibition Halls 2–5. The cages are to be used by contractors and exhibitors requiring gas cylinder storage on-site during an event. All cylinders must be removed from the cages at the end of the contracted event agreement. The Centre's Security Department will control access to these cages and they can be opened upon request. Storage is based on availability and the Centre accepts no responsibility for any loss or damage caused to the cylinders.

naked flames

Naked flames include: candles, burning incense, gas fires, sparklers, fuel lanterns, fire breathing/juggling, or any other flame used for display, set or theatrical purposes.

Public venues have strict fire protection requirements and as such, all naked flames must be limited and adequately controlled. Anyone wishing to use naked flames as part of a display, set design or theatrical performance, must obtain written approval from Centre management, which can be obtained by completing the Naked Flames Permit Form, located in [Appendix A](#).

Exhibition stands are only permitted to have naked flames where it is part of their product range or essential for the demonstration of their product. The flame source must be positioned so that it cannot be knocked over or come into contact with any person or flammable item. An appropriate fire extinguisher must also be positioned on the stand.

Notwithstanding the prior approval to use naked flames, nominated Centre representatives may stop or postpone the use of naked flames at anytime if they are not satisfied with the safety precautions.

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non-smoking policy

The Centre has a strict non-smoking policy which covers all internal areas of the venue. External designated smoking zones are provided on the Exhibition Centre and Convention Centre Loading Docks:

- Convention Centre Loading Dock has one (1) dedicated smoking zone
- Exhibition Centre Loading Dock has four (4) smoking zones (one per Halls 2-5).

All zones are clearly signed and fitted with ashtrays to encourage the correct disposal of cigarette butts. Use of these zones will be strictly enforced.

occupational health and safety

For a copy of the Centre's Venue Safety Information for Exhibitors, please refer to Appendix M.

High-Visibility Clothing

All persons attending or working on the move-in and move-out of exhibitions within the Centre are required to wear high-visibility clothing in order to minimise risks associated with plant and vehicle movements around the venue.

These can be in the form of high-visibility vests or uniforms and must meet the requirements of AS/NZS 4602.

Specifically, it is the organiser's responsibility to ensure that high-visibility clothing is worn:

- At all times on the Centre's loading docks.
- On the Porte-cochère (western entrance to Convention Centre Parkside) when being used for the move-in or move-out of an event.
- At all times inside the Exhibition Halls or Bayside Grand Hall during the move-in or move-out of an event.
- When working in the Exhibition Centre Car Park.

Without exception, the above requirements must be observed by contractors and exhibitors working on the event.

High-visibility vests are available for purchase at Exhibitor Services and the Car Park payment booth.

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power

Power irregularities beyond the control of the Centre have been known to occur. Therefore it is mandatory that equipment sensitive to supply fluctuations be protected with appropriate surge-protection equipment.

The Centre will not take responsibility for disruption to power which may be incurred by faulty equipment supplied by external electrical contractors.

public facilities

Banks

| | |
|-------------------|--|
| St George | 699 George Street Haymarket NSW 2000 Phone: + 61 13 33 30 |
| Westpac | 44 Market Street (Cnr Clarence) Sydney NSW 2000 Phone: + 61 2 9226 3311 or +61 13 20 32 |
| ANZ | 365 George Street (Cnr King) Sydney NSW 2000 Phone: + 61 13 13 14 665-669 George Street Haymarket NSW 2000 Phone: + 61 13 13 14 |
| Commonwealth Bank | 691-693 George Street Haymarket NSW 2000 Phone: + 61 2 9211 2133 or + 61 13 22 21 |

There is an ATM located in Hall 3 foyer. Additional ATMs are located within the Harbourside Shopping Centre.

Pharmacy

There is a pharmacy located in Harbourside Shopping Centre.

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Post Offices

| | |
|-------------------------|--|
| Pymont | 183 Harris Street Pymont NSW 2009 Phone: + 61 2 8512 9890 |
| Haymarket | Sydney Central Building Shop 13, 477 Pitt Street Haymarket NSW 2000 Phone: + 61 2 9211 1662 |
| Queen Victoria Building | Lower Ground Floor 44 Market Street Sydney NSW 2000 Phone: + 61 13 13 18 |

Medical Centres

| | |
|------------------------------|--|
| Pymont Medical Centre | Shop 142, 313 Harris Street Pymont NSW 2009 Phone: + 61 2 9660 8145 |
| Sydney Hospital | 8 Macquarie Street Sydney NSW 2000 Phone: + 61 2 9382 7111 |
| George Street Medical Centre | Level 1 308 George Street Sydney NSW 2000 Phone: + 61 2 9231 3211 |

For all medical emergencies within the building, telephone + 61 2 9282 5555.

Restaurants / Shopping in the immediate Darling Harbour precinct

Harbourside Shopping Centre has an extensive range of specialist retail shops and boutiques, as well as restaurants and fast food outlets.

Cockle Bay Wharf and King Street Wharf both have a selection of restaurants, cafés and bars.

Market City and Chinatown are a three minute walk from the Exhibition Centre.

Public Telephones / Internet Services

Public telephones are available in foyers of Halls 1 and 5 of the Exhibition Centre. They are also available in Foyer Ground Level, Convention Centre Bayside and beside the Parkside Office on Level 1 of Convention Centre Parkside.

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Public internet and computer access is available at the Bayside Business Lounge, Ground Level, Convention Centre Bayside.

The Centre provides pre-paid wireless internet connectivity. Centre Wireless coverage is available in the following areas:

- Upper and lower level of the Bayside Lounge.
- Centre foyers.
- Bayside Grand Hall.
- Bayside Gallery.
- Bayside 107-108.
- All of Convention Centre Bayside Level 2.
- Parkside G04-G07.
- Parkside Auditorium.
- Parkside Office.
- Halls 1-6.

Cards can be purchased at the Bayside Business Centre, Exhibitor Services and Information Desks.

public transport

Monorail / Light Rail

The Monorail and Light Rail both provide a scenic link between Darling Harbour and hotels, shops, restaurants, museums and cinemas in and around the city centre. Stations closest to the Centre are:

| | |
|------------|--|
| Light Rai: | Exhibition Station for the Exhibition Centre Convention Station for the Convention Centre |
| Monorail: | Convention Station for the Exhibition Centre Convention Station for the Convention Centre |

Please refer to the Metro Monorail and Light Rail website at www.metrotransport.com.au for further information, including timetables and maps.

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Water Transport

The Darling Harbour/Luna Park/Circular Quay Rocket Express jetcat runs daily to and from Circular Quay, via the Sydney Aquarium and Luna Park. Services arrive at and depart from the wharf outside the Harbourside Shopping Centre. For further details, please contact Matilda Cruises on + 61 2 9264 7377 or visit www.matilda.com.au.

Sydney Ferries also run a service from Darling Harbour to Circular Quay. For timetable enquiries, please contact Sydney Ferries on + 61 131 500 or visit www.sydneyferries.nsw.gov.au.

Water Taxi Services can be organised 24 hours a day, if booked well in advance, to and from any accessible wharfs or waterfront locations:

- + 61 1300 138 840 or www.yellowwatertaxis.com.au - Yellow Water Taxis
- + 61 2 9555 8888 or www.watertaxis.com.au - Water Taxis Combined, Harbour Taxi Boats and Taxis Afloat

Buses and Trains

The 443 bus service runs between Darling Harbour and the city. For information regarding timetables and alternative services, visit the State Transit website at www.131500.com.au.

The closest train stations to the Centre are Town Hall and Central stations.

An airport shuttle bus service departs every thirty minutes from the Coach Bay outside the Novotel Sydney on Darling Harbour Hotel. The first service departs at 5.00am and the last service departs at 7.00pm. For further information, please contact KST Shuttles on + 61 2 9666 9988.

recycling

During the move-in and move-out stages of an event, waste materials are separated into three bins:

- Green bins labelled "Cardboard Only" for cardboard and paper waste.
- Grey bins with red lids for food and non-recyclable waste.
- Green bins with yellow lids for glass, PET bottles and tin/cans.

These bins are housed within clearly marked recycling and waste stations, located around the perimeter of each hall.

Exhibitors and contractors are encouraged to use these bins, which will assist with the sorting and waste removal process.

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Please note that untreated timber (such as pallets) can also be left on site for recycling by Centre staff, by prior arrangement only.

During operational hours of an event, waste materials are separated into two bins:

- Bins with red lids for food and non recyclable waste.
- Bins with yellow lids for recyclable waste (e.g. PET bottles, tins/cans, glass and paper).

Please refer to Appendix N Waste Management and Recycling at the Centre for an information sheet that can be provided to exhibitors to assist in their education and support of the recycling system.

rigging

Exhibition Halls 1-6

Exhibitors must use the appointed rigger for their event to coordinate rigging services in the exhibition halls. The organiser will nominate a Centre accredited rigging company to carry out this service.

Convention Centre

Rigging in the Convention Centre must be carried out by the Centre's approved riggers, and supervised by the Centre's Audio Visual Production Manager.

All rigging details and set information, including scale drawings, weights etc, must be submitted for approval by the Audio Visual Services Department. Exhibitors should complete the Banner Hanging and Rigging Services Form (located in Appendix C), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

security

Exhibitors should ensure they keep an inventory of items prior to shipping and display on their stand. They should also be aware of individual stand security during move-in, operational and move-out periods (refer to Security of Goods located in Appendix O).

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stand design and construction

All temporary structures built for exhibitions must comply with the Building Code of Australia (BCA) and all other statutory regulations current at the time of construction. This includes areas pertaining to egress, fire safety and flammability rating of materials.

All stands must be designed and constructed in accordance with all relevant Australian Standards.

Stand Construction Requirements

The Centre's general minimum requirements for stand construction are as follows:

- A stand that has a roof or ceiling fitted is required to provide additional fire protection equipment, such as the fitting of a smoke detector and portable CO² or dry chemical extinguisher. In some cases an extension of the existing sprinkler system will be required.
- Where halogen tube lights are to be used, the globe unit must be protected with safety glass to minimise the risk of explosion and fire.
- All temporary spotlights, or the like, are to be a minimum of 300 mm from the partitions or combustible goods.
- Internal aisles within exhibits must have a minimum aisle width of three (3) metres and be clearly defined or have a floor covering with a contrasting colour to the remainder of the stand flooring. At no time during the event can these aisles be partially or completely blocked.
- Where any permanent exit signs are blocked from view by a custom-built stand, the Centre will require additional and supplementary signage within the stand to comply with the BCA and relevant standards.

The BCA requires that materials used for stand construction comply with the Fire Hazard Properties set out in clause C 1.10 of the BCA.

Fire Hydrant and Hose Reel Cupboard Requirements

General requirements relating to fire hydrant and hose reel cupboards are as follows:

- All exhibits must provide clear access to fire fighting equipment and be designed in accordance with the BCA and to the satisfaction of Centre management.
- Where the location of any fire hydrant and hose reel is visually obscured by an exhibit, additional signage will be required.

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- Replacement signage must be as per Australian Standards AS1319 and should be clearly visible. Architecturally-finished signage is not permissible as a replacement. Replacement signage will be at a cost to the exhibitor.
- Permission must be granted by Centre management to remove the doors from any fire hydrant and hose reel cupboard. If agreed, all removal and replacement must be carried out by Centre Building Services at a cost to the exhibitor. Exhibitor Services can coordinate this service which must be ordered prior to the commencement of the event move-in.

Structural Engineer's Certification

For multiple-storey structures, the Centre requires a structural engineer's certification for perusal and appraisal. With this, the stand builder must provide drawings showing all features, including access/egress points and stairways, plus elevators. Full dimensional drawings are required.

A structural engineer's inspection and further certification is required once any multiple-storey structure is built on site. This further/second certificate must be provided to the Centre prior to the stand being occupied by exhibitors or visitors.

In cases where a stand appears structurally unsafe, the Centre may request the stand builder to verify the integrity of the structure or compliance with the BCA, e.g. obtain a structural engineer's certificate.

Machinery within Exhibits

Machinery or equipment likely to jeopardise the health or safety of any person is prohibited.

Sensitive equipment, especially with variable-speed drives, may cause nuisance tripping of Residual Current Devices (RCDs). Therefore prior notice is required and all relevant technical specifications must be provided.

venue contact details

Event Manager's Name:

Sydney Convention and Exhibition Centre
Darling Drive, Darling Harbour NSW 2000
Australia

| | |
|-----------|------------------|
| Phone | + 61 2 9282 5000 |
| Facsimile | + 61 2 9282 5041 |
| Website | www.scec.com.au |
| Email | info@scec.com.au |

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Postal Address:
Locked Bag 14
Pyrmont NSW 2009
Australia

venue location map

A high resolution copy of the Darling Harbour map can be found on the Centre's website at www.scec.com.au, under Downloads.

water and drainage

The Centre has a limited supply of laundry-style sinks (45 litres) fitted with 20 litre quick-recovery hot water heaters. These must be pre-booked prior to the commencement of the event.

The Centre can connect exhibitors' sinks, however water access fees will apply.

The Centre must be informed of specific waste requirements, e.g. grease, oil, paint to ensure correct disposal methods are followed. Please contact your Event Manager regarding these requirements.

Exhibitors should complete the Water and Compressed Air Order Form (located in Appendix J), along with the relevant Exhibitor Account Form (located in Appendix F), and return them to the Centre no later than fourteen (14) days prior to the move-in of the event.

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