



Crown Conference Centre

EVENT & EXHIBITOR GUIDELINES

CleanUp 2017

**Sunday 10, September, 2017 to Wednesday
13, September, 2017**

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1. Information

At Crown we pride ourselves on providing outstanding service to ensure a memorable event.

We appreciate that each event is unique with its own special requirements which will be reflected in our attention to detail.

The guidelines in this manual have been prepared to assist you with the planning of your event. We are happy to discuss any additional requests you may have.

All relevant information is to be included in your exhibitor's manual. We request the opportunity to view all printed collateral prior to printing to ensure all details pertaining to Crown are correct.

To ensure the continuing success of events, Crown reserves the right to amend these guidelines at its discretion.

Crown will provide dedicated Convention Services personnel who look forward to working closely with you, to ensure all expectations are not only met, but also exceeded.

2. Address and Contact Details

Anisolo Sipu
Event and Conference Manager
Crown Events and Conferences
8 Whiteman Street
SOUTHBANK VIC 3006
Telephone: +03 9292 8590
Facsimile: +61 3 9292 6740
Email: Anisolo.Sipu@crownmelbourne.com.au
Web: www.crowneventsandconferences.com.au

Please note that these guidelines are in addition to Crown's standard letter of agreement and terms and conditions, and that it is a condition of holding your event at Crown that you agree to the terms and conditions contained in these documents. Please advise us if you have not received your letter of agreement yet and we will forward it to you.


3. Work Place Safety

Crown Melbourne is committed to protecting the Health and Safety of all persons entering the Complex. As part of this commitment, Crown has established Health and Safety Policies and Procedures, Safety Information Cards and Risk Assessments which outline the level of safety required to be met by all staff and contractors.

All companies must provide Crown with event specific Risk Assessments, which outline all risks associated with all aspects of the event.

1. Exhibition Emergency Procedures

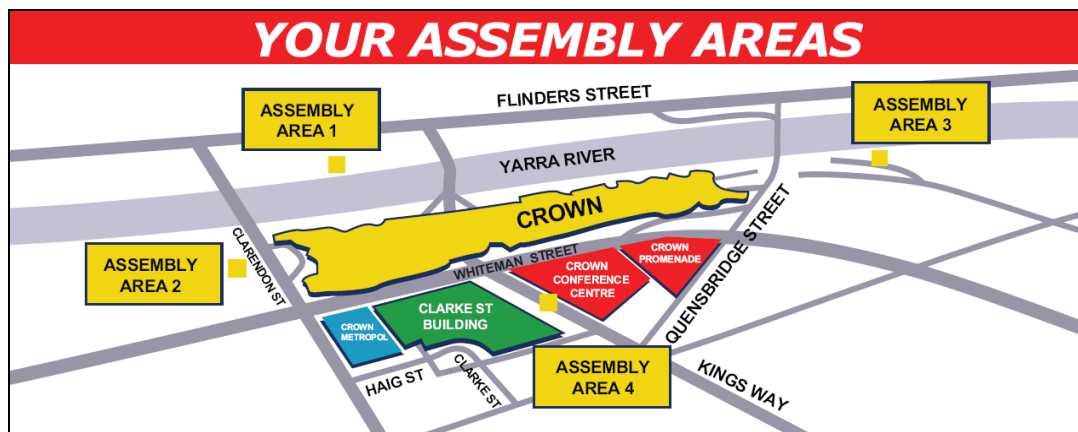
At all times, clear access to the venue's emergency exits must be maintained. Clear access must be provided to fire fighting equipment. No items should be placed in front of fire cupboards and hose reels located within the Centre or in the loading docks.



CROWN

CROWN EVACUATION PROCEDURES

1. Report an emergency by dialing **4777** or alerting a Security Officer
2. On hearing the **alert tone** (beep beep), prepare to evacuate and await further instructions
3. On hearing the **evacuation tone** (whoop whoop), follow the directions of the warden and evacuate the area. Proceed to the assembly area as directed



2. Exhibitor List

A detailed Exhibitor List is to be forwarded to your Crown Event and Conference Manager with the following information:

- Company name
- Contact name and position
- On site representative
- Postal address
- Contact mobile number
- Stand/booth number

1. Car parking

Multi-Deck Car Park Rates

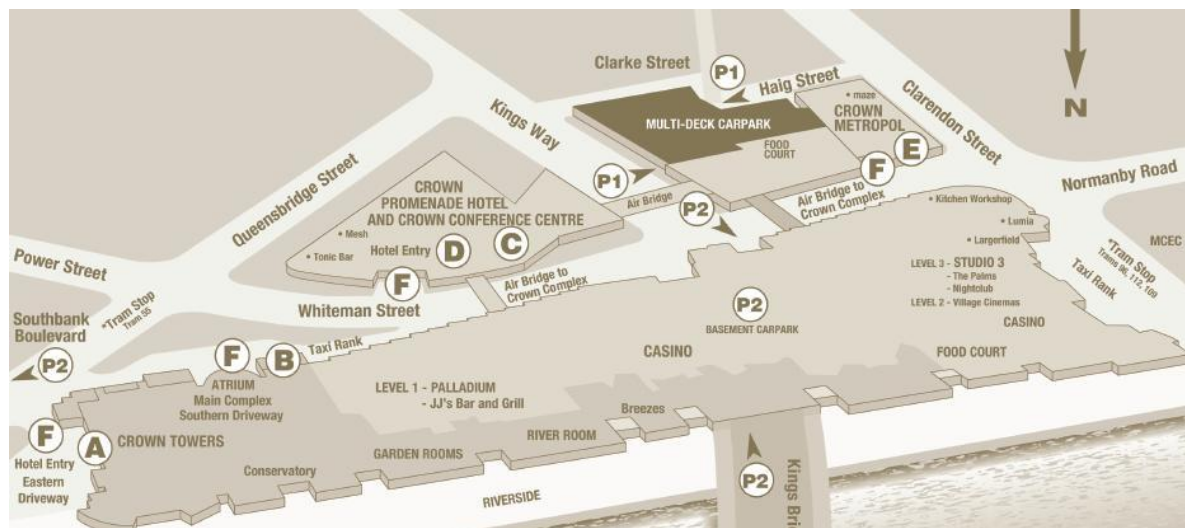
Please see <http://www.crownmelbourne.com.au/parking> for car parking rates.

*** Please refer to P1 on the Car Parking Location Map below – access via Haig Street & Kings Way.*

Multi-Level Parking Terms & Conditions

*Conditions Apply. See Crown Signature Club information desk for details. Parking for Bronze Tier Members is subject to meeting minimum points and/or spend threshold as described in the Bronze Tier brochure. Parking at Crown is subject to the car park terms and conditions (which are displayed at Crown car park entrances) and to the availability of car park spaces. *FLAT RATE applies to entry between 11am to Midnight Friday, Saturday, Peak Event Days, and between 11am on Public Holiday Eves through to Midnight on Public Holidays.*

2. Car Park and Location Map



3. Directions and Public Transport

Trams

Tram route **55** (Domain Interchange to West Coburg) stops on Queens Bridge Street outside the Crown Towers main entrance.

Tram routes **96** (St Kilda to East Brunswick), **109** (Port Melbourne to Box Hill), **112** (St Kilda to West Preston) stop on Clarendon Street outside the Crown Casino Main Complex.

Trains

The Crown Conference Centre is a short walk from both Flinders Street and Southern Cross Stations.

Visit www.metlinkmelbourne.com.au for more information on trams and trains.

Taxis

There are a number of taxi ranks located around Crown including the Crown Casino Main Entertainment Complex (Clarendon Street). Taxis are also available from the Crown Towers Hotel, Crown Promenade Hotel and Crown Metropol Hotel Concierges.

1. Deliveries to the Venue

To assist with a streamlined bump in, all deliveries must be couriered to the Conference Centre Loading Dock 3. Your Event and Conference Manager will provide you with a delivery label. Delivery Label details required:

- Contact person at the exhibition and their phone number
- Event name
- Event date(s)
- Room name/number
- Stand/booth number
- Number of items

Deliveries must arrive no earlier than 48 hours prior to the scheduled bump in day. Should exhibitors wish to deliver their own items, it must be during the nominated bump in day/s. Deliveries to the loading dock during the scheduled bump in time may be subject to long delays and will be on a 'first in first served' basis.

All goods relating to the construction and fit out of your exhibition must be directed to the designated loading dock. Under no circumstances are goods to be delivered or removed from the exhibition space via any other areas.

Crown will not take delivery of stand fittings or other materials unless previously notified. Crown will not accept responsibility for the safety or well being of any such items.

Delivery instructions to freight, couriers and contractors **MUST** be as follows:

LOADING DOCK 3
CROWN EVENTS AND CONFERENCES
8 WHITEMAN STREET
SOUTHBANK VIC 3006

Please note there is strictly no parking in the Loading Dock.

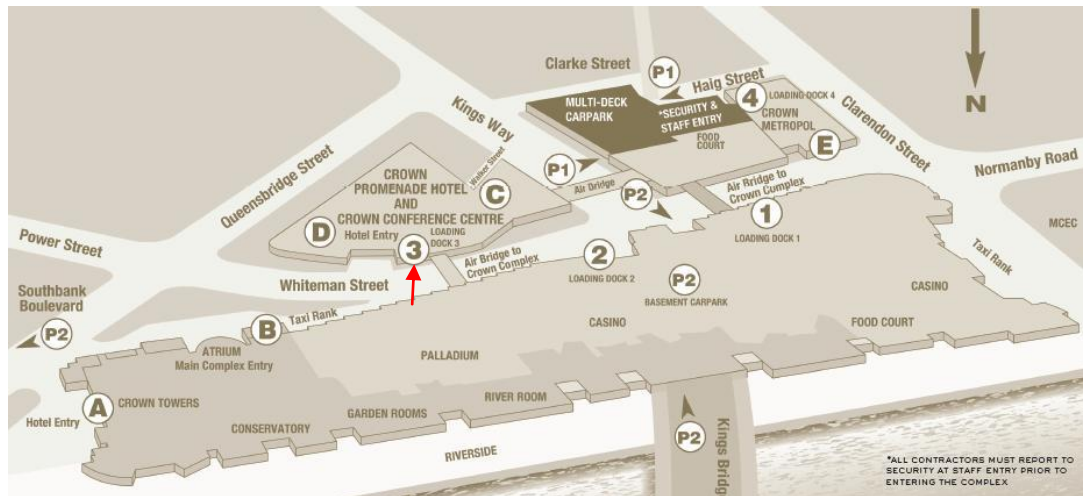
2. Loading Dock 3

Please note the loading dock servicing Crown Conference Centre is Loading Dock 3 on Whiteman Street. This dock is half way along Whiteman Street on the right, just after the set of traffic lights if coming from the Clarendon Street end.

The opening hours of the dock are **Monday to Friday 8am to 4pm** (unless otherwise arranged). Outside of these times the loading dock doors will be closed. To have the doors opened, please contact the Operations Service Manager on 9292 8547, allowing 10 –15 minutes for this to occur.

Loading dock clearance height is 3500mm

1. Loading Dock Map



**** Please refer to Loading Dock 3 for the Crown Conference Centre.**

2. Move In/Move Out Times

Loading Dock 3 does not give priority to any clients and therefore does not take bookings. Priority is given to the next truck waiting.

It is a critical part of the event planning process that you liaise directly with your Event and Conference Manager to ensure access periods are co-ordinated for all deliveries, move-in and move-outs, and to integrate with other activities. This will avoid issues or delays on the event day(s).

3. Storage

Limited storage will be available. Crown does not take responsibility for products left in any storage area or guarantee that space will be available. All road cases, pallets and crates must be stored offsite after bump in, and returned on bump out day.

4. Collection of Goods

At the conclusion of an event, any materials or items needing to be collected are to be packed in appropriate boxes and clearly marked with delivery instructions. An Outgoing Goods Label is provided by your Event and Conference Manager with the delivery label.

Any material left without forwarding instructions will be deemed as rubbish and disposed of within 7 days. Items left with forwarding instructions must be collected within 24 hours of the conclusion of the event.

PLEASE NOTE: Crown employees are not authorised to complete freight and courier forms on behalf of any company or person.

1. Contractor Access Card and Site Induction

All workers on site (e.g.: production, construction and entertainment staff) are to have previously registered with Crown Security at the Clarke Street staff entrance and have completed the online OH&S training.

AT ANYTIME PRIOR TO THE EVENT: (Security Desk is manned 24 hours 7 days).

Each individual must proceed to the Security Desk at staff entry (driveway access at the corner of Haig and Clarke Streets, adjacent to the entrance to the multi-deck car park). Applicants will be required to complete the appropriate paperwork and on line induction (this takes approximately 30-45 minutes).

You can access the induction from <http://crowninduction.ezylearn.net/login.exe> using either a Crown computer (i.e. E-Learning room at Staff Entry) or home/work computers.

PRIOR TO COMING ON SITE ON THE DAY OF THE EVENT:

Each individual must attend the Security desk at the Clarke Street staff entrance and collect a contractors pass. Clearly display the pass at all times while back of house and return the pass to the Security desk upon exiting the site (charges apply if pass not returned). While at the Security desk, please call the Operations Service Manager on 9292 8547 and advise you are 10-15 minutes from arriving at the dock. This will allow enough time for our Operations team to have someone meet them at the dock.

IMPORTANT NOTE: The names and approximate arrival time of each person requiring a contractor's pass must be sent to your Event and Conference Manager at least 72 hours prior to the event. These names are then forwarded to Security. Please nominate the person who is to have elevator access – access will only be given to one crew member per company.

Photo ID is required to obtain your Contractor Pass. Acceptable forms of ID include:

- Australian Drivers Licence; HOLDER MUST BE OVER 18
- Australian Learners Permit; HOLDER MUST BE OVER 18
- Australian Proof of Age Card;
- Australian Keypass
- Current Passports. HOLDER MUST BE OVER 18

Failure to comply with the above process will result in delays to event set-up and production.

Finally, Crown is a 5 star venue and we pride ourselves on our extremely well presented employees. We therefore also expect contractors (such as production and exhibition crews, band crews etc), whilst on site to adhere to professional grooming standards.

Crown Conference Centre – Goods Lift

One team member should be nominated to be responsible for elevator operation. Swipe access is required to operate and access the large goods lift, therefore one contractor card per company will be programmed to have access.

1. Construction Guidelines

Material used in the construction of the stands or for display purposes must comply with fire safety regulations.

To ensure the success of your exhibition the following details must be supplied to Crown for approval at **least 6 months prior** to the commencement of the event.

- Name and contact details of the appointed exhibition contractor.
- Outline of the estimated construction schedule.

The following construction schedule is provided as a reference point. To assist you with your forward planning, the following guidelines should be used to determine the estimated times required for your exhibition:

Quantity of Booths	10	25	40	70	100	150
Contractor Move in	2 hrs	3.5	5	7	10	14
Exhibitor Move in	2 hrs	3	5	6	8	10
Exhibitor Move out	1 hr	1.5	2	4	4	6
Contractor Move out	2 hrs	3	4	6	7	12

All plans and risk assessments for Custom Build Stands must be submitted to Crown to receive signed approval.

The required **move in** time is as per your contract and the schedule is as follows:

- The official stand contractor move in
- Custom-built stand contractors move in
- Exhibitors' resources and equipment

Exhibitors are to be advised of the set up deadline to allow for a detailed pre clean of the exhibition. Pre clean times will vary according to the size and nature of your exhibition. Please liaise with your Event and Conference Manager to determine the required time.

The required **move out** time is as per your contract and the schedule is as follows:

- Exhibitors' resources and equipment
- Custom built stand contractors moves out
- The official stand contractor moves out

2. Goods Lift Capacity

Conference Centre Goods Lift

Our Goods Lift connects the Loading Dock with the Crown Conference Centre on Level One, Two and Three.

Height Restrictions: 2300mm
Width: 2500mm (including door opening)
Length: 5500mm
Load weight: 4000kg

Conference Centre BOH Service Lift

Height Restrictions: 2490mm
Width: 1800mm (including door opening)
Length: 3000mm
Load weight: 3500kg

1. Lifting Equipment

Scissor Lifter

Scissor Lifters are available for hire at \$370.00 per day.

Note: You must arrange your own licensed driver.

The Scissor Lifter hire is subject to availability and needs to be arranged **7 working days prior** to the commencement of the event.

Forklifts & Licensed Driver

Forklifts are available for hire at \$370.00 per day plus driver charges to be advised by your Event and Conference Manager.

Note: Only Crown Staff are permitted to use the Forklifts within the Crown Complex.

The Forklifts are subject to availability and needs to be arranged **7 working days prior** to the commencement of the event.

Complimentary Loading Dock 3 Equipment

Pallet Jack – maximum load 2727kg

Walkie Stacker – maximum load 1363kg

Note: The Conference Centre staff must operate the Walker Stacker & Pallet Jacks if required. These are generally sufficient to load and unload.

2. Ceiling Heights

Ceiling Heights for the Crown Conference Centre are as follows:

SPACE	CEILING HEIGHT
Exhibition Hall (Ground Level)	3.93 m
Meeting Rooms 1 – 8	2.9 m
Meeting Rooms 9 – 16	2.7 m
Promenade Room	5.5 m
Promenade Pre Function Area	Low: 2.7 m High: 4.7 m
Crown Conference Hall	5.5 m
Crown Conference Hall Pre Function Area	5.5 m
Metropol Meeting Rooms	2.7 m
Metropol Pre Function Area	2.7 m

3. Rigging

Approval must be gained from the Crown Event and Conference Manager (who will confirm with Crown compliance and a rigging consultant) for any rigging, hanging or attaching of any items within Crown venues. Prior written approval for all plans is required no less than **10 working days prior** to the event.

The following information is required:

- Complete Rigging Plans, including weight loadings for every point
- Completed risk assessments (RA), Job Safety Analysis (JSA) or Safe Work Method Statements (SWMS)

1. Floor Weight Load Information

Floor Weight Loads for the Crown Conference Centre	UNIFORMLY DISTRIBUTED LIVE (IMPOSED) LOAD	LIVE (IMPOSED) POINT LOAD
GROUND LEVEL		
Loading Dock to Goods Lifts	1500 kg/m ²	3000 kg
Exhibition Halls	1250 kg/m ²	3000 kg
Inc. Pits in Exhibition Floor	Unspecified	
Public Foyer Spaces	500 kg/m ²	3000 kg
LEVEL 1		
Access Corridor from Goods Lift	500 kg/m ²	1300 kg
Access Corridors (From Lifts)	500 kg/m ²	1300 kg
Meeting Rooms 11-16	400 kg/m ²	1300 kg
Public Foyer Spaces	500 kg/m ²	1300 kg
LEVEL 2		
Access Corridor from Goods Lift	500 kg/m ²	1300 kg
Access Corridors (From Lifts)	500 kg/m ²	1300 kg
Conference Hall (1, 2, 3)	500 kg/m ²	1300 kg
Public Foyer Spaces	500 kg/m ²	1300 kg
GOODS LIFTS		
CCC BOH Services Lift	3500 kg	
CCC Main Goods lift	4000 kg	

NB: Written approval must be obtained from the Event & Conference Manager if:

- the Uniformly Distributed Live Load approaches the design criteria or if there is any uncertainty
- the Point Load approaches 75% of the design criteria or if there is any uncertainty

2. Approvals and Regulations

Smoking regulations

Smoking is prohibited in the Crown Complex. There are designated smoking locations throughout the venue.

Attachment of signs

The attachment of signs, banners and posters to any wall surface or the use of pins, blu-tack, nails, staples or tape is not permitted.

Floor Plans

To ensure the safety and success of your exhibition, all floor plans must be submitted to Crown for approval **no later than 21 days prior to the event**, to ensure adequate time for signed approval. Should the exhibition contain any structure, which may be deemed to be a “prescribed temporary structure” under the Building Act 1993 (Vic) and the Building Regulations (Vic) 1994, an occupancy permit must also be enclosed with the floor plans. Emergency exits and fire equipment must be visible and accessible at all times. Exhibitors wishing to use any of the following items as part of their exhibit must submit in writing a proposal to the Crown Event and Conference Manager:

- Tents, marquees or booths with floor area greater than 100m².
- Seating stands for more than 20 persons.
- Stages or platforms (including sky borders and stage wings) exceeding 150m² in floor area.
- Prefabricated buildings exceeding 100m² other than ones placed directly on ground surface.
- Stairs and ramps must comply with the appropriate regulations.
- No display will use pyrotechnics.

This information does not constitute legal advice. It should not be relied upon as legal advice. You should make your own inquiries regarding your compliance obligations under the Building Act 1993. Crown makes no representation or warranty as to its accuracy or completeness.

Animals

No pets or animals (with the exception of Assistance Animals) are permitted on site. Crown approval is required if you wish to exhibit animals.

Stand Materials

All build materials must be fire retardant. Aisles are not to be obstructed by the construction of raised floor coverings between adjoining stands.

Helium Balloons

Approval must be first given by the Crown Event and Conference Manager when planning to use helium filled balloons as part of an exhibit. A minimum charge of \$300.00 will be incurred for the retrieval of loose balloons from the ceiling.

LPG Cylinders

LPG Cylinders are not permitted on site at any time.

Motor Vehicle Display Guidelines

Written request for vehicle display must be submitted to your Event and Conference Manager no later than 30 days prior to the event.

Please note the following **Motor Vehicle Display Guidelines** are to be adhered to at all times:

- Vehicles may only be detailed in the designated location in the loading dock.
- Obtain permission from your Event and Conference Manager for vehicle displays and provide vehicle insurance details prior to event.
- Plan vehicle movements within the event to be isolated from public as far as practicable and to be under supervision of Wardens and/or Security.
- Refer to the appropriate Crown Facility Specifications for load limits for the floor area over which vehicle will be moved and sit.
- Ensure only licensed drivers move vehicles.
- Drive at a speed less than 5 kph with hazard lights on.
- Escort moving vehicles with a spotter who is a Trained Crown Responsible Person.
- Keep pedestrians clear of moving vehicles.
- Ensure fuel tanks are full.
- Use oil drip trays under vehicles (client’s responsibility to provide all equipment).

- Provide two spare sets of keys to the Engineering & Maintenance Shift Manager so the vehicle can be moved in an emergency.
- Minimise engine running times. Consider if additional ventilation is required to reduce exhaust fumes.
- Monitor diesel vehicle emissions.
- Vehicle must be collected at the conclusion of the event.
- Car is displayed at Supplier's own risk. Crown takes no responsibility for any damage caused while the vehicle is on Crown premises.
- Have vehicles delivered via loading dock 3.

Loading Dock 3 specifications are as follows:

Height Restrictions: 2300mm
Width: 2500mm (including door opening)
Length: 5500mm
Weight: 4000kg

The Operations Service Manager is to be contacted when vehicles arrive and will coordinate vehicle movement. Service Manager Contact No: 9292 8547

Please ensure that the following are forwarded to your Event and Conference Manager no later than 72 hour prior to arrival.

- Driver of the vehicle
 - name
 - mobile number
 - T number

Food Sampling

Crown Melbourne Limited has sole catering rights for the distribution and sale of all food and beverage items within the Crown Complex.

No exhibitor or organiser is permitted to bring any food or beverage into the Crown Complex from an external supplier.

Exceptions may be made for Exhibitors and Organisers wishing to provide sample servings of their food or beverage item. All requests must be sent to the Event and Conference Manager no later than 2 weeks prior to the event and an indemnity for food supplied form is to be completed and signed.

3. Electrical Equipment

All electrical wiring must be carried out by a qualified Electrician.

All electric lighting must be 2.2 metres from floor level to prevent injury from hot light fittings.

Testing & Tagging of Electrical Equipment

Australian Standard AS/NZ 3760:2001

If you bring electrical equipment onto Crown premises, it is a requirement by law that all equipment, (including leads and power boards), is tested and tagged as outlined in Australian Standard AS/NZ 3760:2001.

All equipment must be tested and tagged prior to coming onsite at Crown.

Organisers/exhibitors/performers will be sent off site immediately by the Operations Service Manager if the equipment has not fulfilled these requirements.

The importance of testing and tagging must be emphasised for the safety of all Crown patrons, staff and organisers/exhibitors/performers.

1. Liability and Insurance

Indemnity

The Client releases and indemnifies Crown, its employees, officers, contractors, agents and related corporate bodies (including but not limited to Crown Melbourne Limited and Crown Resorts Limited) from and against any loss, claim, demand, liability or damage whatsoever however arising (including liability or damage caused by any negligent act or omission) in connection with the Event (including, without limitation, in connection with any Third Party Service Providers, Materials and advertising by Client), except to the extent that such loss, claim, demand, liability or damage is directly caused by Crown.

Crown shall not be held liable for any loss or damage suffered by the Exhibition caused by or arising out of any industrial dispute and/or equipment failure due to power supply loss or disruption.

Insurance

If requested in writing by Crown, the Client must maintain public liability insurance for \$20 million (or such other amount or procedure as agreed by Crown and specified in this Agreement). If, in the opinion of Crown, the Event, the Client's proposed use of the Function Room or any activity or matter in connection with the Event poses any particular, special, unusual or increased risk, Crown may require the Client to take out and maintain additional insurances appropriate to the risks.

2. Security

Employing Crown Security

Security patrol the Crown Complex 24 hours a day, however you may wish to arrange additional security for your event. Your Event and Conference Manager would be happy to discuss your requirements further.

Each security staff is charged at a rate of \$51.50 per hour with a minimum of 4 hours.

Crown Requirements for External Security Officers

All security staff engaged by the organiser must hold a current private security individual operator licence in the appropriate class or classes. These persons are only permitted to provide internal security in the designated area of the Exhibition and must be unarmed.

At no time are security officers to hinder, obstruct or prevent Crown staff from conducting their duties.

Your security staff must comply with all requests of Crown and/or its staff employees, agents or other representatives.

3. Business Centre Services

The Crown Conference Business Centre is conveniently located on Level 2 of Crown Promenade Hotel and is available for both Hotel and Conference Centre guests. The centre is staffed between 8.30am and 5.00pm from Monday to Friday.

The Crown Conference Business Centre offers:

- Internet workstations
- 6 person capacity meeting room
- Photocopier and facsimile services
- Office equipment (computer hire, paper shredder, binder, scanner, CD burner, guillotine, laminator etc.)
- Word processing and printing service
- Equipment hire including laptops, mobile phones, CD players and TV's

1. Audio Visual

Staging Connections

Staging Connections continues its longstanding partnership with Crown Melbourne to deliver a total event solution. Driven by passion and renowned for our expertise in live event communications, Staging Connections and Crown Events and Conferences offers truly unique, modern meeting facilities featuring state-of-the-art audio visual technology together with the experience and support you would expect from Australia's premier audio visual and staging services provider.

Staging Connections delivers flawless events ranging from meetings and conferences, product and media launches, incentives, corporate functions through to themed gala dinners. Supported by a national network of event resources and infrastructure, our dedicated specialist onsite team is with you every step of the way from concept through to delivery.

Staging Connections Exhibition Team

The Staging Connections Exhibitions team are your conference exhibition specialists; from the construction of a single booth to the management of an entire exhibition. Understanding your exhibition needs, taking the concept to floor plan and organising exhibitor needs is our speciality. Staging Connections is experienced in working with Crown Events and Conferences, offering excellent value and an unparalleled level of service, our exhibition specialists will install, operate and remove all the exhibitions equipment to your requirements. Some of the expertise that we can offer is:

Highlights include

- **Exhibition Stands** - Standard shell scheme booths through to custom design and constructed stands.
- **Furniture** - A complete range of modern and stylish furniture from stools and lounges, to counters, cabinets, brochure holders and tables.
- **Vision** - A single individual monitor through to a wall of plasma screens
- **Signage** - From standard fascia signage to printed and brand panels promoting your brand with impact
- **Display Accessories** - Add the finishing touches with pot plants, indoor topiary trees, and a variety of accessories.
- **CAD Floor plans** - Individually designed to your requirements with revisions as requested
- **Lighting & Power** - Booth lighting and accessory lighting.

Contact details:

Phone: 03 9292 7469

Email: stagingconnections@crownltd.com.au