

AUSTRALASIAN HOSPITALITY & GAMING



Keno Australasian Hospitality & Gaming Expo 2015

EXHIBITOR MANUAL

Gold Coast Convention & Exhibition Centre
24 & 25 March 2015

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Welcome

Congratulations on booking your stand at the inaugural Keno Australasian Hospitality & Gaming Expo (AHG Expo) 2015.

The Exhibitor Manual is designed to help you plan a successful exhibition, to avoid any problems and to enjoy a smooth, trouble free run-up to the event. Please contact the Keno AHG Expo 2015 team at any time if you have any queries.

PLEASE ENSURE YOU [READ THIS MANUAL FULLY](#) AND RETURN THE REQUIRED FORMS AVAILABLE ONLINE BY THE REQUIRED DEADLINES.

This manual is not designed to replace our personal service. If you have any questions, require special assistance or any clarification whatsoever, please contact us.

On behalf of the Keno AHG Expo Team 2015 - Have a great exhibition!

Please Note:

- All Exhibitors and other visitors to the GCCEC must abide by all relevant Legislation, Australian Standards, Codes of Practice and the **F15 GCCEC Safety Rules**, which are available below.
<http://ahgexpo.com/wp-content/uploads/2014/10/F15-GCCEC-Safety-Rules.pdf>
- The Exhibitor Manual is intended as an additional source of information on the subject matter covered. It does not purport to be comprehensive, or to render expert or legal advice. The Keno AHG Expo 2015 does not represent the relevant Statutory Authorities mentioned in this manual.
- Where possible, references are made to relevant sections of codes, regulations, and standards to enable the reader to source additional information from these publications.
- It is up to the reader to conduct sufficient investigations to keep abreast of relevant legislation and Australian or Industry Standards, so as to fulfil all obligations required by these authorities and governing bodies.
- The Keno AHG Expo 2015 does not accept responsibility for the accuracy or omissions of any statement, opinion, advice or information in this Exhibitor Manual.
- The Keno AHG Expo 2015 requires all exhibitors to read the GCCEC's **Events Health & Safety Guidelines** (<http://ahgexpo.com/wp-content/uploads/2014/10/F15-GCCEC-Safety-Rules.pdf>).

The Keno AHG 2015 Expo Team

Amy Coady

Event Manager

p 07 3319 0666

m 0412 526 575

f 07 3252 0971

e amy@ahgexpo.com

(on maternity leave until 2015)

Sarah Ramsay

Event Manager

p 07 3319 0666

m 0434 058 200

f 07 3252 0971

e sarah@ahgexpo.com

Bob Cordwell

Sales Executive

p 07 3319 0666

m 0431 601 828

f 07 3252 0971

e bob@ahgexpo.com

Boyd Webb

Sales Executive

p 07 3319 0666

m 0412 526 575

f 07 3252 0971

e boyd@ahgexpo.com

The Keno AHG Expo 2015 Timetable

Date	Activity	Start Time	Finish Time
Saturday 21 March 2015	Bump In For space only exhibitors with over 100sqm	Specific bump in times to be confirmed with individual stand holders	
Sunday 22 March 2015	Bump In For 'space only' exhibitor with under 100sqm	TBC	TBC
Monday 23 March 2015	Bump In (For shell scheme exhibitors)	TBC	TBC
Tuesday 24 March 2015	AHG Expo: Day 1 Exhibition Halls 1 – 4 + central rooms B&C	10:00	16:00
Wednesday 25 March 2015	AHG Expo: Day 2 Exhibition Halls 1 – 4 + central rooms B&C	10:00	16:00
	Bump Out	16:30	22:00
Thursday 26 March 2015	Bump Out	10:00	18:00

Please note: times are subject to change. A more comprehensive bump in/bump out schedule will be published closer to the Expo.

The Keno AHG Expo 2015 Contractors

Moreton Hire

Moreton Hire has been appointed as the official show builders of the Keno AHG Expo 2015. Please contact Moreton Hire in relation to the following services which they have available to all exhibitors:

- Stand Construction**
- Stand Signage**
- Audio Visual Equipment Hire**
- Furniture Hire**
- Power & Lighting**
- Floor Coverings**
- Plant Hire**

Moreton Hire

Josh Arnold

p 07 3010 4357

e josh.arnold@moreton.net.au

Gold Coast Convention & Exhibition Centre (Exhibitor Services Office)

The Gold Coast Convention & Exhibition Centre (GCCEC) is home to the Keno AHG Expo 2015. The GCCEC is able to assist exhibitors with the following services:

- Plumbing & Water Connection**
- Rigging**
- Stand Catering**
- Internet Access**
- Food Sampling Requests**
- Beverage Sampling Requests**
- Stand Cleaning**
- AV Services and Hire**
- Telecommunications**

Contact Details

p 07 5504 4028

e exhibitorservices@gccec.com.au

Agility Fairs and Events

Agility Fairs and Events has been appointed as the official contractor for domestic and international freight forwarding as well as materials handling services. Agility can arrange all local, interstate and international transport services including delivery onto each exhibitor's stand at the exhibition venue. Agility Fairs & Events is able to assist exhibitors with the following services:

- Freight Handling**
- Freight Storage during show**

Contact Details

p 02 8755 8899

f 02 9642 6899

e expohelp@agilitylogistics.com

w www.agilitylogistics.com

A-Z OF SERVICES & REGULATIONS

A

ACCOMMODATION & TRAVEL

The Keno AHG Expo 2015 has engaged CCM Travel for all our exhibitor's travel needs.

Central accommodation starts at under \$200 a night with a number of options to suit you and your team available at <http://www.ccmtravel.com.au/special/australian-hospitality-gaming-expo/>.

Please contact Anthony Mancuso on 02 9439 5100 or anthony@ccmtravel.com.au for all reservations, and any further enquiries.

Of course you are also welcome to make your own arrangements.

AISLES AND GANGWAYS

During the opening hours of the Keno AHG Expo 2015, under no circumstances must any part of a stand, furniture, or exhibits etc. project beyond the boundary of your stand and therefore project into the gangways/aisles.

Exhibitors should not engage in any activity or employ any person or device that, in the opinion of Expo management, creates unreasonable congestion in the gangways/aisles.

Any items protruding out of your stand or found in gangways/aisles will be removed immediately.

ALCOHOL SERVICE/SAMPLING

Full serves of alcohol may be served on exhibition stands whose core business is in the beer, wine or spirits industry from 10:00am - 16:00pm on both Tuesday 24 and Wednesday 25 March 2015 and 16:00pm – 18:00pm on Tuesday 24 March subject to the completion of the **F11 GCCEC FOOD &/or BEVERAGE SAMPLING FORM** (<http://ahgexpo.com/wp-content/uploads/2014/10/F11-Beverage-Sampling-Form-AHG-2015.pdf>) and approval of the GCCEC.

Please note - In compliance with the current legislation, any exhibitors wishing to supply full serves of alcohol to visitors must engage a GCCEC staff at their own cost to serve visitors.

Please note:

- Exhibitors whose core business is not in the food or wine industries are only permitted to supply alcohol if they purchase it from the GCCEC and use a GCCEC staff member to serve alcohol.
- All exhibitors who choose to have alcohol on their stand must fill out the GCCEC F11 FOOD &/or BEVERAGE SAMPLING FORM (<http://ahgexpo.com/wp-content/uploads/2014/10/F11-Beverage-Sampling-Form-AHG-2015.pdf>), and return to the GCCEC and Keno AHG Expo 2015 by 30 January 2015.

Please contact the GCCEC **Exhibitor Services Office** to discuss your requirements.

GCCEC Exhibitor Services Office

p 07 5504 4028

e exhibitorservices@gccec.com.au

AUDIO VISUAL EQUIPMENT HIRE

Moreton Hire can assist you with audio, lighting, data and vision requirements for your event. Contact details are listed below:

Moreton Hire

Josh Arnold

p 07 3010 4357

e josh.arnold@moreton.net.au

If you would like to place an order, please complete and return the **Audio Visual Order Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/MH-Exhibitor-manual-documents.pdf>), to **Moreton Hire**, no later than **Wednesday 25 February 2015**.

B

BADGES

As an exhibitor, you are required to wear an **Exhibitor Badge** at all times during the Keno AHG Expo. These badges will also grant you access to the Exhibition Halls before the official opening time of 10am each morning and during bump-in and bump-out periods.

Please pre-order these badges via the InfoSalons exhibitor registration page. The relevant link will be emailed directly to exhibitors shortly.

Pre-ordered exhibitor badges can be collected prior to the opening of the show from the registration desk at the entry to the Keno AHG Expo015. If you require additional badges on site please visit the registration desk where they'll be able to make these up for you.

Info Salons

Sally Murrell

p: 02 92117344

e: Sally.Murrell@infosalons.com.au

BANNERS (RIGGED)

All rigging at the GCCEC must be performed by GCCEC Riggers or under their direct supervision by a qualified rigger. Please contact Geoff Southward directly to discuss your rigging requirements and to obtain a quote.

Plans of any rigged material must be provided to Keno AHG Expo 2015 before Friday 30 January 2015 - exhibitor@ahgexpo.com.au

GCCEC Rigging

Geoff Southward

p: 07 5504 4227

e: gsouthward@gccec.com.au

BUMP IN AND BUMP OUT

Bump In

Bump in will officially begin on Saturday 21 March 2015. A detailed schedule will be released early 2015, however please use the below as a guide;

- Saturday 21 March** Bump in will begin for **space only exhibitors who have booked more than 100m² of space** - specific times will be allocated to each exhibitor.
- Sunday 22 March** Bump in will begin for **all shell scheme exhibitors and space only exhibitors under 100m² or more of space**. Specific times will be allocated to each exhibitor.
- Monday 23 March** Bump in will begin for **all shell scheme exhibitors**. A window of time will be announced, during which these exhibitors can come and go as they please in order to set up their stands.

Please Note: All Exhibitors must have their stand set up and ready by 9.00am Tuesday 24 March 2015, in time for doors to open to visitors from 10am.

Bump Out

Bump out will officially begin at 16:30pm on Wednesday 25 March 2015. No exhibitors are permitted to pack down their stand prior to the show closing time of 16:00pm Wednesday 25 March 2015.

Bump In & Bump Out Rules

- Enclosed footwear must be worn during bump in and bump out periods
- High Visibility Vests/shirts must be worn during bump in and bump out periods
- No children under the age of 18 are permitted in the halls during the bump in or bump out periods. This rule also applies to exhibitors' children and the Keno AHG Expo 2015 has a responsibility to rigidly enforce this rule to comply with the safety regulations of the exhibition.

We strongly advise you not to leave any items unattended on your stand during this time. Neither the Keno AHG Expo 2015 nor the GCCEC will accept any responsibility for any loss or damage.

Access during Bump In & Bump Out

Access to the exhibition hall during bump in and bump out periods can be made via the loading dock (accessible via the Gold Coast Highway, at the northern end of the GCCEC) or through the main entrance door to the exhibition halls via the concourse inside the GCCEC. See the GCCEC site plan on page 23 of the manual.

Please note: Parking on the Loading Dock is restricted to a maximum of 10 minutes. Parking is permitted in designated parking zones for the duration of loading and unloading of vehicles.

Heavy congestion is expected during bump-in and bump-out times. Your patience is most appreciated.

C

CANCELLATION POLICY

It is accepted that any cancellation of stand bookings by the Exhibitor must be made in writing to the Expo Management. Cancellations received prior to COB Friday 9 January 2015 will incur an administration fee of 20% of the total stand cost. No refund will be made for any cancellation received after COB Friday 9 January 2015.

CARPET

All shell scheme stands will be carpeted with standard charcoal coloured carpet. Exhibitors are permitted to upgrade to premium colors or surfaces offered by **Moreton Hire**. Any upgrades to the flooring will be at the exhibitor's own cost.

If you have a space only stand, **Moreton Hire** is able to provide you with a huge array of floor coverings. Please contact them to discuss your needs in detail and to obtain a quote.

The GCCEC will be carpeting the entire four halls, however all space only stand Exhibitors have the ability to remove the carpet should they choose to do so.

Moreton Hire

Josh Arnold

p: 07 3010 4357

e: josh.arnold@moreton.net.au

CATERING ON YOUR STAND

For the convenience of exhibitors, the **GCCEC** offers stand catering and beverages, which can be pre-ordered and consumed at your booth during the exhibition. Please contact the GCCEC Exhibitor Services Office to request stand catering menus and discuss your requirements or complete and return the **F3 Exhibitor Catering Form Order Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/F3-Exhibitor-Catering-Form-copy.pdf>).

GCCEC Exhibitor Services Office

p: 07 5504 4028

e: exhibitorservices@gccec.com.au

COFFEE SAMPLING AND SERVICE

GCCEC has sole rights for the sale and supply of all of food and beverage (including coffee) within the Centre.

Exhibitors whose core business is coffee sales or distribution are able to provide samples to Keno AHG Expo 2015 visitors.

The **GCCEC** can operate a coffee cart on your stand, should your core business not be related to coffee but you wish to supply coffee to visitors. Please contact Exhibitor Services to enquire about this service.

GCCEC Exhibitor Services Office

p 07 5504 4028

e exhibitorservices@GCCEC.com.au

COMMUNICATION (TELEPHONE, FAX LINES AND INTERNET ACCESS)

Telephone, fax, modem data and RF TV lines can be provided throughout the **GCCEC** on request. Please contact the GCCEC team to discuss.

GCCEC Exhibitor Services Office

p 07 5504 4028

e exhibitorservices@GCCEC.com.au

D

DISTRIBUTION OF LITERATURE

Distributing material such as printed brochures or other cards, circulars or articles, is prohibited unless from your own stand - this includes the aiseways surrounding your stand.

Leaflet drops on the tables in any of the catering areas are also prohibited and any literature left here will be disposed of.

DELIVERIES

Please note; the Keno AHG Expo 2015 takes no responsibility for your deliveries or goods.

Agility Fairs & Events has been appointed as the official contractor for freight for the Keno AHG Expo 2015, therefore if you do require any couriers to deliver material, the easiest way will be to book this through them. They will be on site during the entire bump-in and bump-out periods and are able to ensure your goods are delivered to your stand. Please contact them to discuss your requirements.

Agility Fairs and Events

p 02 8755 8899

f 02 9642 6899

e expohelp@agilitylogistics.com

w www.agilitylogistics.com

Alternatively, should you wish to engage your own courier, please ensure that you affix a delivery form to your materials.

E

ELECTRICAL INSTALLATIONS AND SUPPLIES

Moreton Hire has been appointed as official electrical contractors for Keno AHG Expo 2015.

SHELL SCHEME EXHIBITORS: Are provided with 1 x 4amp power board per 9m² of exhibition space. This typically is only enough to power a laptop and small appliance (e.g. lamp). For example, if you wish to power both a laptop and projector you will require 10amp of power, therefore you will need to request additional lighting and power.

SPACE ONLY EXHIBITORS: Power and power boards are not included in your stand space booking. Please ensure you contact Moreton Hire to discuss your power requirements.

Contact **Moreton Hire** directly to discuss your needs in detail and to obtain a quote or please complete and return the **Additional Power & Lighting Order Form** which can be found on **page 3** no later than **Friday 30 January 2015**.

NOTE: Please ensure that you have sufficient power outlets on your stand to run any required electrical devices. If you have insufficient power supply, and power is tripped, the Exhibitor responsible will be liable for the call out fee for an approved electrician to come on site.

Moreton Hire

Josh Arnold

p 07 3010 4357

e josh.arnold@moreton.net.au

ELECTRICAL APPLIANCES

Exhibitors must ensure that all electrical equipment brought onsite to the GCCEC is safe and has been inspected and maintained as per the requirements of AS/NZS 3760.

Further guidelines include:

- Ensure portable electrical equipment and leads have a current test and tag attached in accordance with Australian Standards.
- Ensure all electrical installations are performed by a licensed electrical contractor, and the necessary equipment for operation must be supplied.
- Ensure all electrical accidents or incidents are reported to the GCCEC Security immediately.
- Ensure faulty or damaged electrical equipment is tagged 'out of service' and removed from use.
- When setting up a coffee station at an exhibitor stand, ensure that electrical leads are not exposed to

water.

GCCEC Management reserves the right to demand removal from site any electrical equipment it deems to be non-compliant or suspect.

The GCCEC requires all exhibition booths to turn off non-essential power outside of Expo hours. Please be aware a power and associated charge will apply for any power connected outside of Expo hours. Please contact your Event Manager should this service be required.

Amy Coady
Event Manager
Keno AHG Expo
p 07 3319 0666
e exhibitors@ahgexpo.com

F

FOOD & BEVERAGE (NON-ALCOHOLIC) SAMPLING

GCCEC has the sole rights for the sale and supply of all food and beverage within the Centre.

Exhibitors wishing to provide food samples at GCCEC must obtain prior approval by filling in the **F12 Food Sampling form** (<http://ahgexpo.com/wp-content/uploads/2014/10/F12-Food-Sampling-Form.pdf>), and return to the GCCEC and Keno AHG Expo 2015 by 30 January 2015. Exhibitors without prior approval will not be able to provide food samples. The activity must be the core business of the exhibitor, either demonstrating a food product or equipment.

Once permission has been granted the exhibitor must then comply with legislative requirements, acquiring a Temporary Food Stall Licence from Gold Coast City Council if applicable and adhere to the GCCEC regulations as outlined in the **FOOD SAMPLING GUIDELINES** (<http://ahgexpo.com/wp-content/uploads/2014/10/F12-Food-Sampling-Form.pdf>).

For those wishing to sample Coffee, please see the Coffee Sampling &/or Service requirements on page 10 of this document.

To determine if you need a temporary food stall licence, please refer to the **TEMPORARY FOOD STALL GUIDEBOOK** which is downloadable via the links listed on the **F12 Food sampling form** (<http://ahgexpo.com/wp-content/uploads/2014/10/F12-Food-Sampling-Form.pdf>). Within this link to the Gold Coast City Council document, complete the flow chart on the inset page to ascertain if a license is needed. The guide also outlines how to apply for a licence.

All exhibitors who intend to sample food or beverage **must complete the F12 Food Sampling Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/F12-Food-Sampling-Form.pdf>) &/or **F11 BEVERAGE SAMPLING** (<http://ahgexpo.com/wp-content/uploads/2014/10/F11-Beverage-Sampling-Form-AHG-2015.pdf>) **FORMS** and return by **COB Friday 30 January 2015 in order to gain approval by the GCCEC and the Keno AHG Expo 2015.**

For further information or if you have any queries with regards to the above, please contact the Event Manager.

Amy Coady
Event Manager
Keno AHG Expo
p 07 3319 0666
e exhibitors@ahgexpo.com

FREIGHT HANDLING AND STORAGE

Agility Fairs and Events has been appointed as the official contractor for domestic and international freight forwarding as well as materials handling services. Agility can arrange all local, interstate and international transport services including delivery onto each exhibitor's stand at the exhibition venue.

Storage of early consignments, packing materials during the exhibition and storage after the exhibition can also be arranged.

There will be **no** on site storage facilities for packing materials and boxes. It is recommended that exhibitors organise off site storage with Agility or their own freight company for all packing crates and freight forwarding materials for the duration of the exhibition. Exhibitors may not leave boxes and packing material in the Exhibition Display Area during the show.

To arrange any of these services through Agility, please complete the **Transport Quote Request Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/Transport-Quote-Request-Form1.pdf>). For more information please contact:

Agility Fairs and Events

p 02 8755 8899

f 02 9642 6899

e expohelp@agilitylogistics.com

w www.agilitylogistics.com

If you are an international exhibitor, Agility can provide the following comprehensive services, tailored to each particular exhibitor's requirements, including:

- International Air and Sea Freight (import and export)
- Courier Services (international)
- Customs Clearance
- Tariff Classification and Advice
- Duty and Sales Tax Assessments
- Documentation
- Bond Store Warehouses

For international forwarding, please contact Agility Fairs and Events directly for shipping instructions and to arrange event status allowing goods to enter duty and GST free for the duration of the show only. Agility Fairs and Events also offers pre-show storage, delivery and on site handling.

FURNITURE

Furniture is not included with your exhibition stand. **Moreton Hire** offers a furniture rental service for your stand. A catalogue of their products is available online if you click here: http://ahgexpo.com/wp-content/uploads/2014/10/Furniture-catalogue_edtion1-2014.pdf The Exhibitions Catalogue features their full furniture range for hire.

Please contact **Moreton Hire** to discuss your needs or complete and return the **Furniture Order Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/MH-Exhibitor-manual-documents.pdf>) no later than **Friday 30 January 2015**.

Moreton Hire

Josh Arnold

p 07 3010 4357

e josh.arnold@moreton.net.au

Note: Exhibitors are permitted to bring in their own furnishings, or hire from an alternative supplier. If an alternative supplier is appointed, delivery of items **MUST** be made during your allocated bump-in time.

G

GAS APPLIANCES

The use of naked flames, LP gas or flammable liquids requires prior approval and consent. Please contact the GCCEC Exhibitor Service Office for more information regarding this.

GCCEC Exhibitor Services Office

p 07 5504 4028

e exhibitorservices@GCCEC.com.au

INSURANCE

The Keno AHG Expo 2015 is not responsible for any loss, consequential loss or damage to your products whilst at the exhibition.

All exhibitors must have the appropriate insurance for all public risk, product liability, property loss or damage and employer's liability insurance from the first day of bump-in (Saturday 21 March) through to and including the final day of bump-out (Thursday 26 March). **In particular, Exhibitors are required to ensure that they have adequate Public Liability Insurance to the value of \$20 million.** This refers to damage or injury caused to third parties or visitors on or in the vicinity of your exhibition stand. In addition to this, Exhibitors should protect their expenditure against Cancellation and Abandonment or Curtailment of the event due to reasons beyond the control of the Keno AHG Expo 2015.

All Exhibitors are required to submit a copy of their **Public Liability Insurance policy 'Certificate of Currency'** by **Friday 30 January 2015** to the Keno AHG Expo 2015. Please email a copy of your certificate to exhibitors@ahgexpo.com.

P

PARKING & LOADING DOCK

Access to the loading dock is via the Gold Coast Highway, at the northern end of the GCCEC.

Parking on the Loading Dock is restricted to a maximum of **10 minutes**. Parking is permitted in designated parking zones for the duration of loading and unloading of vehicles

The GCCEC operates an automated car parking system. The cost is \$10.00 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 card.

PAYMENT TERMS (STANDS)

Payment Terms: Stand costs payable in full upon receipt of invoice, unless a payment plan has been agreed to, by the Keno AHG Expo 2015.

PLUMBING / WATER CONNECTION

If you require any equipment to be connected to mains water, this must be completed by a GCCEC Plumber. Please contact the **GCCEC office** directly to discuss your requirements and book this service prior to bump in.

Please also ensure that your stand is in a position over a water pit. Contact the Keno AHG Expo 2015 Sales team directly to ensure that you are on 07 3319 0666.

GCCEC Exhibitor Services Office
p 07 5504 4028
e exhibitorservices@GCCEC.com.au

POWER & ASSOCIATED CHARGES

Please ensure that you have sufficient power outlets on your stand to run any required electrical devices. If you have insufficient power supply, and power is tripped, the Exhibitor responsible **will be liable for the call out fee** for an approved electrician to come on site to reinstate the power.

To discuss and arrange your power supply requirements, please contact **Moreton Hire**.

Moreton Hire
Josh Arnold
p 07 3010 4357
e josh.arnold@moreton.net.au

R

RIGGING

All rigging at the GCCEC must be performed by GCCEC Riggers or under their direct supervision by a qualified rigger.

Please contact the **GCCEC team** directly to discuss your rigging requirements and to obtain a quote and book this service.

GCCEC Rigging
Geoff Southward
p: 07 5504 4227
e: gsouthward@gccec.com.au

S

SAFETY VEST/HIGH VISIBILITY VEST

All contractors, exhibitors and their staff **must** wear high visibility safety shirts or vests **at all times during bump-in and bump-out** as the area is officially classed as a construction zone. Contractors and exhibitors **will not be allowed entry to the area unless a safety vest is worn**. It is the exhibitor's responsibility to provide their own safety vest/shirt.

A limited number of safety vests may be available for purchase at a cost of \$10 per vest from the GCCEC Security Control Office. It is however strongly recommended to bring your own in the instance that they are sold out from the Security Control Office.

SECURITY

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment, the Keno AHG Expo 2015 does not accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall your personnel and their property.

We recommend that valuables particularly of a portable nature are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the bump-in and bump-out periods.

SHELL SCHEME EXHIBITORS

Standard Shell Scheme Package (3m x 3m)

Each Standard Shell Scheme Package includes:

- Wall system - white walls in aluminum frame
 - 3m of back wall
 - 2m of side wall at 2.5m high
 - 1 half end front panel at 1m in height
- Company sign – 1 x digital print sign with company name in standard font
- Lighting – 1 x 300w flood light on arm
- Power – 1 x 4amp power
- Carpet – charcoal carpet

Stand Signage

Details of the exact company name required on your shell scheme fascia panel are required to be confirmed directly with **Moreton Hire**. Please complete **Signage Order Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/MH-Exhibitor-manual-documents.pdf>) as part of the Moreton Hire Forms **before Friday 30 January 2015**. This form is **MANDATORY** to ensure the correct name is featured on your stand.

Neither the **Keno AHG Expo 2015** nor **Moreton Hire** take any responsibility for the approval and correct signage for any exhibitor who HAS NOT returned this form. Any changes required on site to signage as a result of not returning this form are at the expense of the exhibitor.

Moreton Hire

Josh Arnold

p 07 3010 4357

e josh.arnold@moreton.net.au

PLEASE NOTE: Shell scheme exhibitors are not to erect signage, banners, equipment or any other item which sits above or outside the walling of your own stand. Exhibitors who do, will be requested to remove, move or dismantle the item.

SPACE ONLY EXHIBITORS

To comply with Australian legislation, venue and local authority regulations, together with the rules of the Keno AHG Expo 2015, all **space only stands 18m² and above** in size are required to submit designs, construction risk assessments and method statements for review to the Keno AHG Expo 2015. This process aims to avoid any costly onsite modifications to stands in scenarios where their structure, peripherals or proposed methods of construction fall short of regulatory compliance.

a) Submission of technical drawings

Fully detailed and scaled plans must be submitted for all **space only stands 18m² and above** in size. Photographs, unclear faxed drawings or drawings from other exhibitions will not be accepted. All plans and associated documentation must be submitted in English. No stand may be constructed onsite without official written approval from the Keno AHG Expo 2015.

Upon confirmation from the Keno AHG Expo 2015, no alterations can be made to the drawings submitted. The exhibitor must pay any fees payable to structural engineers or the district surveyor for special approval.

b) Complex Structures

If sending by post, three sets of drawings together with three sets of structural calculations and construction drawings to prove stability must be submitted. Alternatively if you are able to email all of the necessary paperwork, one copy will suffice.

Plans should include:

- A ground plan and elevation drawing
- A plan of any overhead structures (e.g. rigged banners etc)
- The name, postal and email addresses and telephone number of the exhibitor, contractor or designer submitting the plans.

All plans should be sent no later than COB Friday 23 January 2015 to exhibitors@ahgexpo.com.au.

If stand plans are not received together with the appropriate documentation from structural engineers (where necessary), stand building will not be allowed to begin until the Keno AHG Expo 2015, and where necessary, the Venue has approved them. Late submissions of plans can result in the Venue failing to provide a licence to the exhibitor; therefore the stand will not be allowed to be constructed.

STAND BUILDERS

It is requested that exhibitors with Space Only sites notify the Keno AHG Expo 2015 of their appointed Stand Builder **as soon as possible**.

When briefing your contractor, please ensure that they are aware of the **Stand Building Regulations** which are outlined from page 18 of this manual or available as a separate soft copy document upon request.

Please contact the AHG Event Manager via exhibitors@ahgexpo.com.au or 07 3319 0666 for more information.

STAND CLEANING

The Keno AHG Expo will be arranging for all booths to be **vacuumed only** overnight on Monday 23 March 2015 in preparation for the show opening on Tuesday 24 March 2015. Please advise the Keno AHG Expo Event Manager (exhibitors@ahgexpo.com or 07 3319 0666) if you do not wish for your stand to be vacuumed.

After this initial vacuum, the exhibitors are responsible for the cleaning of their individual display booths for the duration of the Event. The **GCCEC** does offer a stand cleaning service to exhibitors. If required your stand can be vacuumed and dusted prior to opening of the exhibition each day. Please complete the **F10 Stand Cleaning Order Form, available here**, or contact the **GCCEC Exhibitor Services Office** to discuss your requirements and the services available.

GCCEC Exhibitor Services Office

p 07 5504 4028

e exhibitorservices@gccec.com.au

STAND SHARING

Exhibitors **may not** sublet or share their stand without prior consent of the Event Manager. The Event Manager reserves the right to refuse stand sharing requests. Any Exhibitors stand sharing at the event without prior permission may be refused entry and/or asked to leave.

STAND TRACKER

Capture sales leads at the Keno AHG Expo 2015 the easy way! **Info Salons**, our registration company, is offering the use of **Stand Tracker Machines**, for any exhibitor requiring the service.

Using a Stand Tracker Machine is the quickest and most effective way of capturing visitors details who enter your stand. With the click of a button against a visitor's badge, you will have full contact details available electronically awaiting your follow up.

For more information please contact **Info Salons** or you can book your stand tracker online via <http://www.infosalongroup.com/Content/Tracker-Orders>

Info Salons

p: 02 9211 7344

e: trackersales@infosalons.com.au

STORAGE

There will be no on site storage facilities at the GCCEC for packing materials and boxes or any other items during the Keno AHG Expo 2015.

The storage of materials will be strictly enforced and in particular, any items left on the loading dock during the expo will be disposed of.

If you are unable to remove or store such materials within your own stand, it is recommended that you organise off site storage with **Agility Fairs and Events** or your own freight company for all packing crates and freight forwarding materials for the duration of the exhibition. Exhibitors may not leave boxes and packing materials in the Exhibition Display Area during the show.

To arrange any of these services through Agility, please complete the **Transport Quote Request Form** (<http://ahgexpo.com/wp-content/uploads/2014/10/Transport-Quote-Request-Form1.pdf>) and return as directed. For more information please contact:

Agility Fairs and Events

p 02 8755 8899

f 02 9642 6899

e expohelp@agilitylogistics.com

w www.agilitylogistics.com

SUBSTANCE DISPOSAL

Under no circumstances will any chemicals be disposed of into the GCCEC drainage system. Persons found disposing of chemicals in this way will incur all costs 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.

V

VEHICLE DISPLAYS

Any exhibitor who wishes to display a Motor Vehicle on their stand must contact the Keno AHG Expo 2015 Event Manager directly for approval. Please phone 07 3319 0666 or email exhibitors@ahgexpo.com.

Please note any vehicle being displayed within the exhibition must have a **full** tank of fuel, drip mats and keys to be held at the GCCEC security control.

THE KENO AHG EXPO 2015

EXHIBITION STAND BUILDING REGULATIONS

THESE REGULATIONS APPLY TO ALL STANDS WITHIN THE EXHIBITION

PERMITTED USE

Exhibition stands are provided for the sole purpose of displaying products and services.

The Keno AHG Expo 2015 may, at any time, demand the removal or modification of any exhibits or fittings which are not permissible under the Regulations, which are unsuitable or which would be objectionable or dangerous to the exhibition, visitors or neighbouring exhibitors. Should such a demand not be complied with, the Expo may remove such exhibits or fittings without liability for damage. All costs involved in removal will be payable by the exhibitor.

STAND BUILDERS

It is requested that exhibitors with Space Only sites notify the Keno AHG Expo 2015 (exhibitors@ahgexpo.com) of their appointed Stand Builder **as soon as possible**.

When briefing your contractor, please ensure that they are aware of these **Stand Building Regulations**.

STAND PLANS

To comply with Australian legislation, venue and local authority regulations, together with the rules of the Keno AHG Expo 2015, all **space only stands 18m² and above** in size are required to submit designs, construction risk assessments and method statements for review to the Expo. This process aims to avoid any costly on-site modifications to stands in scenarios where their structure, peripherals or proposed methods of construction fall short of regulatory compliance.

c) Submission of technical drawings

Fully detailed and scaled plans must be submitted for all **space only stands 18m² and above** in size. Photographs, unclear faxed drawings or drawings from other exhibitions will not be accepted. All plans and associated documentation must be submitted in English. No stand may be constructed on site without official written approval from the Keno AHG Expo 2015.

Upon confirmation from the Keno AHG Expo 2015, no alterations can be made to the drawings submitted. The exhibitor must pay any fees payable to structural engineers or the district surveyor for special approval.

d) Complex Structures

If sending by post, three sets of drawings together with three sets of structural calculations and construction drawings to prove stability must be submitted. Alternatively if you are able to email all of the necessary paperwork, one copy will suffice.

Plans should include:

- A ground plan and elevation drawing
- A plan of any overhead structures (e.g. rigged banners etc)
- The name, postal and email addresses and telephone number of the exhibitor, contractor or designer submitting the plans.

All plans should be sent no later than COB Friday 30 January 2015 to exhibitors@ahgexpo.com.

If stand plans are not received together with the appropriate documentation from structural engineers (where necessary), stand building will not be allowed to begin until the Keno AHG Expo 2015, and where necessary the venue has approved them. Late submissions of plans can result in the Venue failing to provide a license to the exhibitor, therefore the stand will not be allowed to be constructed.

CONSTRUCTION

Any building or construction work must comply with Building code of Australia, statutory regulations and be constructed with all relevant Australian Standards and according to the plans submitted to the Keno AHG Expo 2015.

The stand builder/exhibitor is responsible for ensuring that each stand has suitable clearance height below the existing ceiling, it must be half a meter from any sprinkler head, and that the stand is of the correct dimensions.

Custom built stands/two storey structures, scaffolding or temporary seating require Keno AHG Expo 2015 and GCCEC approval. Approval will only be granted for the construction of two storey stands after the contractor provides a Job Safety Analysis or Safe Work Method Statement and agrees to abide by such documents.

All structures over 2.4 metres in height must receive approval from the Keno AHG Expo 2015 and GCCEC as booth builds above this height could obstruct fire exit signs. Please ensure plans are provided to the Keno AHG Expo 2015 by COB Friday 30 January 2015 as previously stated.

Two storey structures must comply with the BCA and the National construction code NCC and must also:

- Have a plan of the structure,
- Be constructed or erected to the design plans,
- All Contractors are to undertake the GCCEC online Contractors induction via <https://www.inductee.com.au/gccec/login.php>,
- Contractors must document controls in the risk assessment for all construction work and submit to the GCCEC via the above link,
- Complete construction work off-site where possible,
- Use qualified tradespeople for construction work,
- Construct items to meet relevant codes and Australian Standards,
- Obtain permission from the Executive Manager Property Operations before attaching temporary construction to property,
- Follow permit system for hot work, confined space and work from heights,
- Follow Safety Information instructions for housekeeping, electrical safety and dusts,
- Consider clean up e.g. need to have vacuum cleaner and disposal of any residue,
- Have Safety Data Sheets (SDS) for any chemicals used on site,
- Follow the GCCEC site safety rules on Personal Protective Equipment and Clothing requirements, and
- Ensure that any construction meets fire retardant standards e.g. non combustible, non flammable.

HEIGHT RESTRICTIONS

Exhibitors whose Stands exceed 2.5m in height will be responsible for finishing that part of the back of their walls above 2.5m in height (if adjacent to another stand). The back of these walls must be solid with no holes or gaps, must be finished to the same standard as the adjoining exhibition stand and must not show any advertising, logos or other identification. They must be finished in a single plain colour (normally white) approved by the Keno AHG Expo 2015 Event Manager.

WALLS

If an exhibitor is displaying at the Keno AHG Expo 2015 on an Island Stand (surrounded by 3 or more aisles), they are expected to exhibit the full 360 degrees.

Exhibitors and their designers must ensure that there are NO large expanses of walling built on the perimeter of their stand space. Please ensure that any meeting, entertainment rooms, storage or bar spaces in Island Stands are situated in the centre of the space.

For those exhibitors that do not abut a hall wall or no build zone, you will NOT be permitted to build a wall that exceeds more than half the length of one of the given boundaries.

Subjecting other exhibitors to 'facing blank walls', even if the walls have graphics, will not be accepted by the Keno AHG Expo.

For those space only exhibitors who have stands that abut the Convention Centre walls or a no build zone, the Keno AHG Expo 2015 will permit those stand holders to build walls on any side and across the full length of their stand that abuts the hall wall or no build zone.

NOTE: If in doubt please discuss this with the Event Manager.

FLOORS

(The following is an extract from the GCCEC Events Health and Safety Guidelines (<http://ahgexpo.com/wp-content/uploads/2014/10/F15-GCCEC-Safety-Rules.pdf>).

Legislative requirements: The Commonwealth Disability Discrimination Act (DDA) 1992 makes it a federal offence to discriminate on the basis of disability.

It is important to note that while the National Construction Code and the Australian Standards set the minimum requirement for access, they do not ensure compliance under the DDA.

It is vital to give careful consideration to the provision of safe and equitable access for everyone.

In accordance with the Disability Discrimination Act (DDA) 1992 (S23, S24) all stands within an exhibition that are intended to be occupied by members of the public must be accessible to people with a disability.

All raised floors, ramps and steps / stairs must comply with the relevant sections of the National Construction Code and Australian Standards.

Floors – Edging

Where possible all corners on aisle and walkways must be rounded (no sharp corners) and tapered down from stand floor level to existing floor level to ensure that no trip hazard exists. A corner nosing is recommended for all corner edges.

Ramps and landings with drop-offs must all have edge protection, shall have lips, walls, railings or projecting surfaces that prevent people from slipping off the edge.

All raised flooring must be treated in such a way to reduce trip or slip hazards and be clearly distinguishable from the surrounding floor area. This can be achieved by the use of markings, contrasting edge, tactile surface indicators, non slip materials and effective lighting.

Stand edging is the responsibility of the stand owner and must be continually monitored during the event to ensure that it remains in good condition.

All ramping must be incorporated within the stand floor space and must not encroach into the aisle way.

Floor Levels

Slips, trips and falls are a major cause of injury and litigation. It is therefore recommended that raised flooring be avoided wherever possible. Any change in floor level or surface is a potential tripping hazard. Where changing floor levels occur, every effort should be made to avoid an incident through the use of non-slip materials, contrasting colours, tactile indicators and effective lighting.

Where ramps are required, careful consideration should be given to the number and location of these ramps to ensure minimal inconvenience to users.

Bark, pebbles, dirt, and other loose materials must be steady under foot.

Ensure that steps are constructed for all raised floors where the height exceeds 190mm as per BCA requirement.

Ensure handrails are provided where 6 or more steps are provided or height exceeds 1m. The handrail must be 865mm minimum in height.

Ensure that the gap/opening from the nosing line of a step to a rail does not exceed 125mm.

Floor Surface

All floor surfaces should be constructed to ensure safety through the use of firm, slip resistant materials and should be traversable by all users.

All floor coverings including carpet must be securely attached and exposed edges must be fastened to floor surfaces and have trim along the entire length of the exposed edge.

Carpet should have a level, low pile and a firm pad or no pad at all underneath it. Any loose carpeting shall be taped or secured to the floor surface.

OVERHEAD STRUCTURES/RIGGING

All rigging must be performed by GCCEC Riggers or under their direct supervision by a qualified rigger during your scheduled bump in time. Please contact the GCCEC directly to book your rigging requirements.

GCCEC Rigging

Geoff Southward

p: 07 5504 4227

e: gsouthward@gccec.com.au

IMPORTANT: Information and plans pertaining to items intended to be hung overhead, must also be provided to the Keno AHG Expo 2015, along with your stand plans not later than **COB Friday 30 January 2015**, for approval.

GCCEC SITE PLAN

