

# Keno Australasian Hospitality & Gaming Expo 2017

## EXHIBITOR MANUAL

Brisbane Convention & Exhibition Centre  
29 & 30 March 2017

*Version 1: Updated 12 January 2017*



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# Welcome

Congratulations on securing a stand at the Keno Australasian Hospitality & Gaming Expo (AHG Expo) 2017.

This 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 team at any time if you have any queries.

[PLEASE ENSURE YOU READ THIS MANUAL FULLY AND RETURN THE REQUIRED FORMS ON THE EXHIBITOR KIT WEB PAGE 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 - Have a great exhibition!**

## **Please Note:**

- All Exhibitors and other visitors to the BCEC must abide by all relevant Legislation, Australian Standards, Codes of Practice and the **BCEC Event Safety Guidelines**, which can be downloaded [here](#).
- 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 AHG Expo 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 AHG Expo does not accept responsibility for the accuracy or omissions of any statement, opinion, advice or information in this Exhibitor Manual.

# The Keno AHG Expo Team

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# The Keno AHG Expo 2017 Timetable

Date	Activity	Start Time	Finish Time
Sunday 26 March 2017	Bump In For selected space only exhibitors	Specific bump in times have been supplied to individual stand holders	
Monday 27 March 2017	Bump In For all remaining SPACE ONLY exhibitors	11:00	22:00
Tuesday 28 March 2017	Bump In For all SHELL SCHEME exhibitors	11:00	22:00
	<b>National Governance &amp; Management Congress</b> Plaza Terrace Room, BCEC	10:00	16:00
Wednesday 29 March 2017	<b>Keno AHG Expo: Day 1</b> Exhibition Halls 2 & 3, BCEC	10:00	16:00
	<b>Treasury Wine Estates AHG Cocktail Party</b> Exhibition Halls 2 & 3, BCEC	16:00	18:00
Thursday 30 March 2017	<b>Club Plus Super AHG Breakfast</b> Plaza Ballroom, BCEC	07:30	09:30
	<b>Keno AHG Expo: Day 2</b> Exhibition Halls 2 & 3	10:00	15:00
	Bump Out	15:30	22:00
Friday 31 March 2017	Bump Out	07:00	10:00

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

# The Keno AHG Expo 2017 Contractors

## Moreton Hire

Moreton Hire has been appointed as the official show builders of the Keno AHG Expo. 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

**Jamie Favios**

p 07 3307 4414

e [jamie.favios@moreton.net.au](mailto:jamie.favios@moreton.net.au)

## Brisbane Convention & Exhibition Centre (Exhibitor Services Department)

The Brisbane Convention & Exhibition Centre (BCEC) is home to the Keno AHG Expo. The BCEC is able to assist exhibitors with the following services:

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

The BCEC have an online ordering system allowing exhibitors to order multiple services as well as providing a secure payment gateway. [Click here to place an order for Keno Australasian Hospitality & Gaming Expo](#)

Alternatively, please contact the Exhibitor Services Department to discuss your requirements.

### **Contact Details**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.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](mailto:expohelp@agilitylogistics.com)

w [www.agilitylogistics.com](http://www.agilitylogistics.com)

# A-Z OF SERVICES & REGULATIONS

## A

### ACCOMMODATION & TRAVEL

For all your Keno AHG Expo travel and accommodation requirements, we recommend you contact CCM Travel who have secured some special rates for exhibitors and visitors.

Accommodation starts at \$189 a night with a number of options to suit you and your team.

Visit [www.ccmtravel.com.au](http://www.ccmtravel.com.au) for full details or contact Jackelyn Barbuto on 02 8405 5996 or [jackeln@ccmtravel.com.au](mailto:jackeln@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, 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

Subject to the approval by the BCEC and appropriate liquor licence provisions, full serves of alcohol **may** be served on stands, where that exhibitor's core business is in the beer, wine or spirits industry. The Exhibitor must hold a valid Qld liquor licence which includes the provision to sell or **supply liquor away from your main premises**. In this instance, the BCEC can and does permit exhibitors to supply full size within the RSA guidelines for this industry event.

If the Exhibitor is **NOT** licenced in Qld and/or their licence DOES NOT have provision to supply liquor away from their main premises;

1. Exhibitors must adhere to the sample sizes only (50ml beer, 30ml wine, 10ml spirits), as they are then subordinated to a special condition on the BCEC liquor licence, OR
2. In order to serve full serves of alcohol to visitors, the exhibitor must engage an RSA certified staff member from the BCEC who will serve product on their behalf.

Alcohol service can be from 10:00am - 6:00pm on Wednesday 29 March and 10:00am – 3:00pm Thursday 30 March 2017.

**PLEASE NOTE:** In all instances, Exhibitors **MUST SEEK APPROVAL FROM THE BCEC VIA THE EXHIBITOR SERVICES DEPARTMENT** (contact details are below), and comply with the **BCEC – Liquor Sampling for Exhibitions** guidelines which is available to view [here](#).

Exhibitors **must** also provide the BCEC and Keno AHG Expo with:

- a current Responsible Service of Alcohol certificate issued in Queensland or another Australian state or territory or all service staff; and
- a copy of current liquor or wine license issued in Queensland or another Australian state or territory.



Exhibitors whose core business is not in the food or wine industries are only permitted to supply alcohol if they purchase it from the BCEC and use a BCEC staff member to serve alcohol. Please contact the Exhibitor Services Department to discuss further.

**BCEC Exhibitor Services**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.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**

**Jamie Favios**

p 07 3307 4414

e [jamie.favios@moreton.net.au](mailto:jamie.favios@moreton.net.au)

If you would like to place an order, please complete and return the **Audio Visual Order Form**, available to download via the [Exhibitor Kit](#) webpage, to **Moreton Hire**, no later than **Monday 20 February 2017**.

# 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 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 Expo. If you require additional badges on site, please visit the registration desk where they'll be able to make these up for you.

## BANNERS (RIGGED)

For safety reasons all rigging of overhead banners and signage will be completed by the BCEC and must be pre-arranged with the Centre prior to build up of the Exhibition.

To request a quote, please [click here](#) to do so online via the online ordering system or alternatively contact the BCEC Exhibitor Services Department to discuss your needs.

**BCEC Exhibitor Services**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

**IMPORTANT:** Information and plans pertaining to items intended to be hung overhead, must also be provided to the Keno AHG Expo, along with your stand plans not later than **COB Monday 20 February 2017**, for approval.

## BUMP IN AND BUMP OUT

### ***Bump In***

Bump in will officially begin on Sunday 26 February 2017. A detailed schedule will be released early 2017, however please use the below as a guide;

- Sunday 26 March** Bump in will begin for [space only exhibitors who have booked more than 100m<sup>2</sup> of space](#) - specific times will be allocated to each exhibitor.
- Monday 27 March** Bump in will begin for [all space only exhibitors under 100m<sup>2</sup> or more of space](#). Specific times will be allocated to each exhibitor.
- Tuesday 28 March** Bump in will begin for [all shell scheme exhibitors, from 11am – 10pm](#). During this window of time, 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 Wednesday 29 March 2017, in time for doors to open to visitors from 10am.**

### ***Bump Out***

**Bump out will officially begin at 3:30pm on Thursday 30 March.** No exhibitors are permitted to pack down their stand prior to the show closing time of 3:00pm Thursday 30 March.

### ***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 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 nor the BCEC 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 Glenelg Street) or through the main entrance door to the exhibition halls via the concourse inside the BCEC. See the BCEC site plan on page 24 of the manual.

*Please note:* The Service Road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

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

## C

## CANCELLATION POLICY

Any cancellation of the stand booking by the Exhibitor must be made in writing to the Organiser. Cancellations received within 30 days of the Stand Contract date will be liable for 20% of total cost of the stand booking. Any cancellation received after 30 days of the Stand Contract date will be liable for the total cost of the stand booking.

## 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.

#### **Moreton Hire**

**Jamie Favios**

p: 07 3307 4414

e: [jamie.favios@moreton.net.au](mailto:jamie.favios@moreton.net.au)

## **CATERING ON YOUR STAND**

For the convenience of exhibitors, the **BCEC** offers stand catering and beverages, which can be pre-ordered and consumed at your booth during the exhibition for both your staff and visitors. Please contact the BCEC Exhibitor Services Department to request stand catering menus and discuss your requirements or [click here](#) to order online via the online ordering system.

#### **BCEC Exhibitor Services**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

## **COFFEE SAMPLING AND SERVICE**

**BCEC** 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 visitors.

The **BCEC** 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 or [click here](#) to order online via the online ordering system.

#### **BCEC Exhibitor Services**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.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 aisle ways 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 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, 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](mailto:expohelp@agilitylogistics.com)

**w** [www.agilitylogistics.com](http://www.agilitylogistics.com)

Alternatively, should you wish to engage your own courier, **please note deliveries must be made during your allocated bump in times.**

# E

## **ELECTRICAL INSTALLATIONS AND SUPPLIES**

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

**SHELL SCHEME EXHIBITORS:** Are provided with 1 x 4amp power board per 9m<sup>2</sup> 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 the [Exhibitor Kit](#) webpage within the Moreton Hire paperwork available to download, no later than **Monday 20 February 2017**.

**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**

**Jamie Favios**

**p** 07 3307 4414

**e** [jamie.favios@moreton.net.au](mailto:jamie.favios@moreton.net.au)

## **ELECTRICAL APPLIANCES**

The BCEC Management reserves the right to request removal from the site of any electrical equipment it deems to be non-compliant or suspect and can call upon internal specialists to assist when necessary.

**All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and WH&S Act 2011.** Any electrical equipment found not tested will have to be done immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

Where an Exhibition has demonstrations using portable electrical equipment a work permit needs to be submitted to the Safety Department. Please contact the BCEC Exhibitor Services Department for more details if required.

### **BCEC Exhibitor Services**

**p** 07 3308 3134

**e** [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

# F

## FOOD & BEVERAGE (NON-ALCOHOLIC) SAMPLING

The BCEC has sole rights for the sale or distribution of any article of food and beverage, therefore no food or beverage may be brought into the Centre without the consent of the Centre's Management.

Samples to be given away free of cost to Keno AHG Expo visitors must be:

- Items which registered members of the association buy wholesale in the normal conduct of business or
- Are produced by equipment used in the normal conduct of their business
- Portions must be of tasting size only:
  - Liquid portions should not exceed 30% of what would be considered to be standard serving size.
  - Solid food should be no larger than bite size.

*Exceptions to the above require written approval by the BCEC.*

Please contact the BCEC via the Exhibitor Services Department to seek approval for food & beverage sampling.

### ***BCEC Exhibitor Services***

**p** 07 3308 3134

**e** exhibitorservices@bcec.com.au

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 Brisbane City Council if applicable and adhere to the BCEC regulations as outlined in the **FOOD SAMPLING GUIDELINES** which is downloadable via the [Exhibitor Kit](#) web page.

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 [Exhibitor Kit](#) web page or [click here](#) to view online.

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 3607 1226

**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**, which can be downloaded here or via the [Exhibitor Kit](#) web page. For more information please contact:

#### **Agility Fairs and Events**

**p** 02 8755 8899

**f** 02 9642 6899

**e** [expohelp@agilitylogistics.com](mailto:expohelp@agilitylogistics.com)

**w** [www.agilitylogistics.com](http://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](#). 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** which can be found is available to download in the Moreton Hire Paperwork on the [Exhibitor Kit](#) webpage, no later than **Monday 20 February 2017**.

#### **Moreton Hire**

**Jamie Favios**

**p** 07 3307 4414

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**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 BCEC Exhibitor Service Department for more information regarding this.

#### **BCEC Exhibitor Services**

**p** 07 3308 3134

**e** [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

# I

## INSURANCE

The Keno AHG Expo 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 (Sunday 27 March 2017) through to and including the final day of bump-out (Friday 31 March 2017). **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.

All Exhibitors are required to submit a copy of their **Public Liability Insurance policy 'Certificate of Currency'** by **Monday 20 February 2017** to the Keno AHG Expo. Please email a copy of your certificate to exhibitors@ahgexpo.com.

## INTERNET

Casual wireless internet is available at no cost to all visitors to BCEC and is designed for web browsing and checking web based emails. It is not designed for accessing VPNs or downloading large files. The speed is limited to 256k.

Please contact the BCEC Exhibitor Services Department to order a designated internet connection or [click here](#) to order online via the online ordering system.

### ***BCEC Exhibitor Services***

p 07 3308 3134

e exhibitorservices@bcec.com.au

# P

## PARKING & LOADING DOCK

The BCEC provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities. The flat rate for exhibitor parking is \$15.00 per day/per vehicle, parking tickets must be validated at the **BCEC Exhibitor Services Office** which is situated on the Exhibition Concourse between halls 2 & 3.

Access to the car park is possible via Grey Street or Merivale Street.

## PAYMENT TERMS (STANDS)

- a. The Keno AHG Expo (the Organiser) shall charge the total cost of the stand booking by way of invoice to the Exhibitor. In the event that full payment for any invoiced amount is not received within 14 days of the date of the invoice, the Organiser reserves the right to release the Exhibition Stand for sale to another exhibitor.
- b. Payment is to be made by credit card or direct deposit. If paying by direct deposit, please include the invoice number in your transaction description. Any payments made by AMEX will incur a 3% surcharge.

## PLUMBING / WATER CONNECTION

If you require any equipment to be connected to mains water, this must be completed by a BCEC Plumber. Please contact the **BCEC Exhibitor Services Department** 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 Sales team directly to ensure that you are on 07 3607 1226.

### **BCEC Exhibitor Services**

p 07 3308 3134

e exhibitorservices@bcec.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**

**Jamie Favios**

p 07 3307 4414

e jamie.favios@moreton.net.au

## R

## RIGGING

For safety reasons all rigging of overhead banners and signage will be completed by the BCEC and must be pre-arranged with the Centre prior to the start of the event.

To request a quote or to discuss your needs, please contact the BCEC Exhibitor Services Department, or [click here](#) to do so via the online ordering system.

### **BCEC Exhibitor Services**

p 07 3308 3134

e exhibitorservices@bcec.com.au

**IMPORTANT:** Information and plans pertaining to items intended to be hung overhead, must also be provided to the Keno AHG Expo, along with your stand plans not later than **COB Monday 20 February 2017**, for approval.

## 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** whilst on the loading dock, service road or in the exhibition hall 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.**

## SECURITY

Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment, the Keno AHG Expo and the BCEC accept no 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** as part of the Moreton Hire Forms, which can be found [here](#) and on the [Exhibitor Kit](#) web page, **before Monday 20 February 2017. This form is MANDATORY** to ensure the correct name is featured on your stand.

The **Keno AHG Expo** and **Moreton Hire** take no 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**

**Jamie Favios**

p 07 3307 4414

e [jamie.favios@moreton.net.au](mailto:jamie.favios@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, all **space only stands above 27m<sup>2</sup>** in size are required to submit designs for review and approval to the Keno AHG Expo. 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.

### **Submission of technical drawings**

Fully detailed and scaled plans must be submitted for all **space only stands above 27m<sup>2</sup>** in size. Photographs, unclear faxed drawings or drawings from other exhibitions will not be accepted. No stand may be constructed onsite without official written approval from the Keno AHG Expo.

Upon confirmation from the Keno AHG Expo, 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.

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 Monday 20 February 2017 to [exhibitors@ahgexpo.com.au](mailto: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, and where necessary, the BCEC has approved them. Late submissions of plans can result in the BCEC failing to provide a licence to the exhibitor; therefore the stand will not be allowed to be constructed.

[Click here](#) to download the Moreton Hire forms related to your Space Only booking, which includes order forms for power, lighting, furniture etc.

## STAND BUILDERS

It is requested that exhibitors with Space Only sites notify the Keno AHG Expo 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 20 of this manual or available as a separate soft copy document upon request.

**Please contact the Amy Coady, AHG Expo Event Manager via [amy@ahgexpo.com](mailto:amy@ahgexpo.com) or phone 07 3607 1226** for more information.

## STAND CLEANING

The Keno AHG Expo will be arranging for all booths to be **vacuumed only** overnight on Tuesday 28 March in preparation for the show opening on Wednesday 29 March 2017. Please advise the Keno AHG Expo Event Manager ([exhibitors@ahgexpo.com](mailto:exhibitors@ahgexpo.com) or 07 3607 1226) 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 **BCEC** 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 contact the **BCEC Exhibitor Services Office** or [click here](#) to book this service via the online ordering system.

### **BCEC Exhibitor Services**

p 07 3308 3134

e [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

## STAND SHARING

Exhibitors must not share its Exhibition Stand without prior consent of the Keno AHG Expo. The Keno AHG Expo reserves the right to refuse Exhibition Stand sharing requests. Any Exhibitor 'Exhibition Stand sharing' at the event without prior permission may be refused entry and/or asked to leave. All requests for 'Exhibition Stand sharing' arrangements must be received prior to **COB Monday 20 February 2017**. Please send requests through to the AHG Event Manager via [exhibitors@ahgexpo.com](mailto:exhibitors@ahgexpo.com).

## STAND TRACKER

More details regarding stand trackers will be available soon.

## STORAGE

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

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**, which is to download via the online [Exhibitor Kit](#) 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](mailto:expohelp@agilitylogistics.com)

**w** [www.agilitylogistics.com](http://www.agilitylogistics.com)

## V

## VEHICLE DISPLAYS

Any exhibitor who wishes to display a Motor Vehicle on their stand must contact the Keno AHG Expo Event Manager directly for approval. Please phone 07 3607 1226 or email [exhibitors@ahgexpo.com](mailto:exhibitors@ahgexpo.com).

# THE KENO AHG EXPO 2017 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 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 ([exhibitors@ahgexpo.com](mailto: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 and have viewed the [BCEC Event Safety Guidelines](#)** .

## STAND PLANS

To comply with Australian legislation, venue and local authority regulations, together with the rules of the Keno AHG Expo, all **space only stands 27m<sup>2</sup> and above** in size are required to submit designs for review and approval to the Keno AHG Expo. 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.

### Submission of technical drawings

Fully detailed and scaled plans must be submitted for all **space only stands above 27m<sup>2</sup>** in size. Photographs, unclear faxed drawings or drawings from other exhibitions will not be accepted. No stand may be constructed onsite without official written approval from the Keno AHG Expo.

Upon confirmation from the Keno AHG Expo, 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.

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 Monday 20 February 2017 to [exhibitors@ahgexpo.com.au](mailto: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, and the BCEC has approved them. Late submissions of plans can result in the Keno AHG Expo or BCEC failing to provide a licence to the exhibitor; therefore the stand will not be allowed to be constructed.

## CONSTRUCTION

All temporary structures will be professionally designed, structurally sound and will contain reasonable provision for:

- Safety of persons to be accommodated in the event of fire including means of egress

- Prevention of fire
- Suppression of fire
- Health of persons accommodated
- All structures over 2.4 metres in height, where persons either staff or guests gather must be certified by an engineer
- Patrons must give consideration for wheelchair access to the Stand (National Construction Code – Section D3.3)

## HEIGHT RESTRICTIONS

Exhibitors whose Stands exceed 2.4m in height will require prior approval from the Keno AHG Expo and as previously stated, require be certified by an engineer. Furthermore, the exhibitor is responsible for finishing that part of the back of their walls above 2.4m in height (if deemed appropriate by Keno AHG Expo). 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 Event Manager.

## WALLS

**If an exhibitor is displaying at the Keno AHG Expo 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 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 BCEC Event Safety Guidelines which can be downloaded in full [here](#)).*

**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 – Dance & Terrazzo

Elevated work platforms, boom lifts or similar heavy equipment, weighing in excess of 300kg is not to be driven on the dance or terrazzo floor and/or sections of the floors at any time. Approved equipment is to be used on the dance floor only (i.e. ladders, or BCEC small scissor lift). Boom lifts and external scissor lifts are not permitted.

## 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.

The following notes detail floor treatment guidelines for raised Stands that are intended to be accessed by members of the public:

- All displays should allow at least one ramped access on each side of the exhibit
- A ramp should be considered as the first method of universal access to a display or exhibit
- followed by stairs
- Where stairs are provided an adjacent ramp should also be provided
- 00-5mm rise – threshold ramps are not required
- 6-10mm rise – bevelled edges at a maximum gradient of 1 in 2
- 10-60mm rise – maximum gradient of 1 in 8 over maximum 450mm length, and a minimum width of 1000mm Ref AS1428.1 Figure 10
- 60-190mm rise – maximum gradient of 1 in 8, over a length of 1520mm, with clear space of 1330mm at top and bottom of ramp. Ref AS1428.1 Figure 8
- Greater than 190mm rise - ramps are to be 1 in 14 gradient with a 1200mm landing every six metres of ramp or if the ramp is less than 12 metres a landing must be provided in the middle. Ref AS1428.2 Ref Appendix C

Ensure that all requirements for steps and ramps are taken into consideration, including edging, handrails and landings in accordance with NCC and AS1428 – Design for Access & Mobility.

## Floor Load Weight Limits

All floor areas within BCEC have specified loading limits per square metre. Any equipment or item to be displayed, or used during an event weighing more than 500 Kilograms must be assessed prior to the item or equipment being positioned. The Event Organiser is required to notify the BCEC Event Planning Manager and provide the following information:

- The dimensions of the base of the item.
- The gross weight of the item
- Provide a picture or diagram of the item
- Indicate on the floor plan where the item is to be located

### **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**

For safety reasons all rigging of overhead banners and signage will be completed by the BCEC and must be pre-arranged with the Centre prior to the start of the event.

To request a quote or to discuss your needs, please contact the BCEC Exhibitor Services Department, or [click here](#) to do so via the online ordering system.

### ***BCEC Exhibitor Services***

**p** 07 3308 3134

**e** exhibitorservices@bcec.com.au

**IMPORTANT:** Information and plans pertaining to items intended to be hung overhead, must also be provided to the Keno AHG Expo, along with your stand plans not later than **COB Monday 20 February 2017**, for approval.

