



# Keno AHG Expo EXHIBITOR MANUAL



BRISBANE  
CONVENTION & EXHIBITION CENTRE  
7 & 8 MARCH 2018



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# Welcome

Congratulations on securing a stand at the Keno Australasian Hospitality & Gaming Expo (AHG Expo) 2018.

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 2018 Timetable

Date	Activity	Start Time	Finish Time
Sunday 4 March 2018	Bump In For selected, large space only exhibitors	Specific bump in times will be supplied to individual stand holders	
Monday 5 March 2018	Bump In For all remaining SPACE ONLY exhibitors	11:00	22:00
Tuesday 6 March 2018	Bump In For all SHELL SCHEME exhibitors	11:00	22:00
	<b>National Governance &amp; Management Congress</b> M3 & M4, BCEC	10:00	16:00
Wednesday 7 March 2018	<b>Keno AHG Expo: Day 1</b> Exhibition Halls 2 & 3, BCEC	10:00	16:00
	<b>AHG Cocktail Party</b> Exhibition Halls 2 & 3, BCEC	16:00	17:30
Thursday 8 March 2018	<b>AHG Breakfast</b> M3 & M4, BCEC	07:30	09:30
	<b>Keno AHG Expo: Day 2</b> Exhibition Halls 2 & 3	10:00	15:00
	Bump Out – <i>high vis safety vest mandatory</i> (Custom stand builders access from 17:30)	15:30	22:00
Friday 9 March 2018	Bump Out – <i>high vis safety vest mandatory</i> (Custom stand builders to vacate BCEC by 17:00)	06:00	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 2018 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**

**Jamie Favios**

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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**
- **Internet Access**
- **Food Sampling Approval Requests**
- **Beverage Sampling Approval Requests**
- **Stand Cleaning**
- **AV Services and Hire**
- **Telecommunications**

The BCEC have an online **Exhibitor Services 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 Laura Allan from Exhibitor Services Department to discuss your requirements.

**Contact Details**

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## AGILITY FAIRS & 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**

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# 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.

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

**The consumption of liquor at the AHG Expo must be in compliance with the Queensland Liquor Act 1992, Queensland Liquor regulations as well as BCEC's liquor license and Responsible Service of Alcohol Policy.**

The BCEC's Liquor Sampling guidelines can be found on the Exhibitor Kit webpage or by clicking [here](#).

**PLEASE NOTE:** All alcoholic beverage tastings must be approved by the BCEC F&B Director or the F&B Manager. Approval is to be sought by submitting a Food Sampling Request form through the online portal for BCEC Management approval. [Click here](#) to be taken to the Online Ordering System and the relevant document and upload facility can be found under the 'Sampling Guidelines' page.

Exhibitors **must** also provide the BCEC and 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 not legally permitted to sell or sample liquor at the BCEC. No third party supplier can be used.

If you are not in the food or wine industries and wish to have alcohol served on your stand, you can book this as an 'On Stand Catering' option. [Click here](#) to do this via the Online Ordering System or contact the BCEC Exhibitor Services office for more details.

#### **BCEC Exhibitor Services**

**Laura Allen**

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## 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**

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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 22 January 2018**.

## 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 [here](#). This link is also available in the exhibitor kit and is absolutely necessary to pre-order your badges to avoid complications at the door. Once your staff are registered, you can also book staff in to attend the AHG Breakfast and the Congress via [this link](#).

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**

**Laura Allen**

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**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 22 January 2018**, for approval.



# BUMP IN AND BUMP OUT

## ***Bump In***

Bump in will officially begin on Sunday 4 March 2018. A detailed schedule will be released early 2018, however please use the below as a guide;

**Sunday 4 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 5 March** Bump in will begin for [all space only exhibitors under 100m<sup>2</sup> or more of space, from 11am – 10pm](#). Space only exhibitors who were granted access from Sunday will continue bump in from 7am on Monday.

**Tuesday 6 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 7 March 2018, in time for doors to open to visitors from 10am.**

## ***Bump Out***

**Bump out will officially begin at 3:30pm on Thursday 8 March.** No exhibitors are permitted to pack down their stand prior to the show closing time of 3:00pm Thursday 8 March.

**Custom Stand Builders** will be granted access to the loading dock from 5:30pm for bump out.

## ***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 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 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 25 of this document.

*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.

For exhibitors who booked their stand as part of the "Previous Exhibitor Pre-Sale". The following cancellation policy applies;

*Any cancellation of the stand booking by the Exhibitor must be made in writing to the Organiser. Cancellations received on or before COB Friday 1 September 2017 will be liable for 20% of total cost of the stand booking. Any cancellation received after COB Friday 1 September 2017, will be liable for the total cost of the stand booking.*

## CARPET

All shell scheme and POD 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.

Please note; the aisle ways within the AHG tastes precinct will have red coloured carpet.

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**

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## 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**

**Laura Allen**

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## 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.**

**IMPORTANT ACTION ITEM:** You **MUST** seek permission to sample coffee by submitting a **Food Sampling Request form** through the online portal for BCEC Management approval. [Click here](#) to be taken to the Online Ordering System and the relevant document and upload facility can be found under the 'Sampling Guidelines' page.

Alternatively, if you aren't a coffee supplier or distributor and you want to offer coffee to visitors on your stand, the **BCEC** can operate a coffee cart on your stand. You are not permitted to have another company/supplier do so on your stand. Please contact Exhibitor Services to enquire about this service or [click here](#) to order this online via the online ordering system.

**BCEC Exhibitor Services**

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## 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 directly to your stand. [Click here](#) to download a **TRANSPORT QUOTE REQUEST FORM**, or alternatively contact them to discuss your requirements.

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Alternatively, **should you wish to engage your own courier, deliveries must be scheduled to occur during your allocated bump in time and you must be present to accept the delivery if applicable.** No AHG Expo or BCEC staff will sign for any consignments or take any responsibility for the delivery of goods required for your exhibit.

In addition, the arrangement for collection of goods after the event must be scheduled to occur during the advertised 'bump out' time.

# E

## ELECTRICAL INSTALLATIONS AND SUPPLIES

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

**SHELL SCHEME & POD 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 22 January 2018**.

**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**

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## 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**

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# F

## FOOD & BEVERAGE (NON-ALCOHOLIC) SAMPLING

The BCEC reserves the sole right for the provision of Food and Beverage within the venue.

Upon approval by the BCEC, Exhibitors are able to provide food and beverage samples to Keno AHG Expo visitors if this forms part of their core business activities and they meet other relevant criteria. See below for important action items to ensure you are eligible to be able to provide samples;

1. **YOU MUST HAVE BCEC APPROVAL TO SAMPLE:** To seek permission to sample or provide visitors with a Food or Beverage product, you must submit a Food Sampling Request form through the online portal for BCEC Management approval. [CLICK HERE](#) to access the Online Portal and follow the information and instruction under the “Sampling Guidelines” link in the menu.
2. **YOU MAY REQUIRE A ‘TEMPORARY FOOD STALL LICENSE’ FROM THE BRISBANE CITY COUNCIL:** The condition of sale or supply of food are governed by the Food act, regulations and Brisbane City Council Eat Safe programme and food stall permit requirements. In addition to the BCEC Food Sampling request form, you may be required to obtain Temporary Food Stall License from the Brisbane City Council. [CLICK HERE](#) for more information and to apply for a license if applicable.

Please note, the following requirements have been stipulated by the BCEC;

- The sampling activity must be the core business of the exhibitor, either demonstrating a food product or equipment.
- The sample must be given away free of charge to the patron.
- Items are those 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
- 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; and
- The exhibitor must be fully self-sufficient in this endeavour, particularly in relation to the Health Regulations as per below;

### Health Regulations

The following health requirements are applicable for exhibitor’s stands from which samples of food or drink are promoted to the public. As mentioned above, a Permit may be required from Brisbane City Council

- Perishable packaged foods are required to be refrigerated.
- Where unpackaged food is to be given away, openly stored, displayed and handled, the following facilities and services need to be provided:
  - A hand basin with hot and cold water.
  - A refrigerated display and/or storage cabinet if the food is perishable.
  - Glass or Perspex screens or sneeze guards to protect food from contamination.
  - A washable impervious floor e.g. sheet vinyl.
  - Where serving implements or utensils are used, a separate sink with hot and cold water will be required.
  - Where drainage and water is required, stands must be located with access to the appropriate service pits.
- All eating and drinking utensils must be disposable (paper cups, plastic spoons, plastic wine glasses) and must not be reused.
- When food or drink samples are given away for promotional purposes:
  - They must be offered in such a manner as to avoid being handled by the public e.g. Portioned and toothpicks inserted.
  - They should be protected from contamination, for example by the use of trays fitted with plastic covers.
  - Condiments such as sauces and mustards are to be contained in squeeze type dispensers or individual sealed packets.
- Exhibitors must provide receptacles for rubbish collection. These receptacles must be located in within or near to the stand and the contents shall be disposed of in a manner approved by Centre Management.
- All stands involved in the presentation of food & beverage must abide by the “Food Hygiene Regulations

1989” Please note extra cleaning charges may be imposed for the disposal and cleaning of wet and food waste.

## 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:

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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](#).

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 22 January 2018**.

### Moreton Hire

**Jamie Favios**

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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, LPG or flammable liquids requires prior approval and consent. Please contact the BCEC Exhibitor Service Department for more information regarding this and seek approval.

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

***Laura Allen***

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# I

## INSURANCE

The 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 4 March 2018) through to and including the final day of bump-out (Friday 9 March 2018). **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 AHG Expo.

All Exhibitors are required to submit a copy of their **Public Liability Insurance policy 'Certificate of Currency'** by **Monday 22 January 2018** to the AHG Expo. Please email a copy of your certificate to [exhibitors@ahgexpo.com](mailto: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***

***Laura Allen***

p 07 3308 3536

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

# P

## PARKING

The BCEC provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities.

Exhibitors are entitled to a discounted parking rate of \$15.00 per day. Please present your exhibitor badge and parking ticket for validation each day at the BCEC Information Desk or 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.

For exhibitors who booked their stand as part of the "Previous Exhibitor Pre-Sale" please refer to your signed agreement for payment terms.

## 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 AHG Expo Sales team directly to ensure that you are on 07 3607 1226.

### **BCEC Exhibitor Services**

**Laura Allen**

p 07 3308 3536

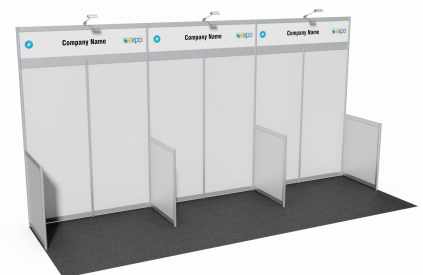
e exhibitorservices@bcec.com.au

## POD STAND EXHIBITORS

### **POD Stand Package (2m x 2m)**

Each POD stand includes:

- Wall system - white walls in aluminum frame
  - 2m of back wall
  - 1m of side wall at 1m high
- Company sign – 1 x digital print sign with company name in standard font
- Lighting – 1 x spot light on arm
- Power – 1 x 4amp power
- Carpet – charcoal carpet





## **Stand Signage**

Details of the exact company name required on your POD stand 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 downloaded via the [Exhibitor Kit](#) web page, **before Monday 22 January 2018**. **This form is MANDATORY** to ensure the correct name is featured on your stand.

The **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:** POD exhibitors are not to erect signage, banners, equipment or any other item which sits above or outside the walling of your own stand and block out your neighbouring stand. Exhibitors who do, will be requested to remove, move or dismantle the item.

## **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](mailto: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 build (Sunday 4 March 2018).

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**

**Laura Allen**

p 07 3308 3536

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 AHG Expo, along with your stand plans not later than **COB Monday 22 January 2018**, for approval. Ensure these plans are emailed to [exhibitors@ahgexpo.com](mailto:exhibitors@ahgexpo.com).

# 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 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 spot 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 downloaded via the [Exhibitor Kit](#) web page, **before Monday 22 January 2018**. This form is **MANDATORY** to ensure the correct name is featured on your stand.

The **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 AHG Expo, all **space only stands above 27m<sup>2</sup>** in size are required to submit designs for review and approval to the 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 AHG Expo.

Upon confirmation from the 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 22 January 2018 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 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 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 21 of this manual or available as a separate soft copy document upon request.

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

## STAND CLEANING

The AHG Expo will be arranging for all booths to be **vacuumed only** overnight on Tuesday 6 March in preparation for the show opening on Wednesday 7 March 2018. Please advise the 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, 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**

**Laura Allen**

p 07 3308 3536

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 22 January 2018**. 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 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**

**Gus Craig**

p 02 8755 8812

f 03 9330 3337

e [gcraig@agility.com](mailto:gcraig@agility.com)

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

# T

## TASTES EXHIBITORS

The AHG tastes precinct is a new addition to the AHG Expo in 2018. Its designed to showcase the finest offerings and innovations in hospitality, food, beverage and kitchen equipment.

Exhibitors in this area can either be a SHELL SCHEME or SPACE ONLY exhibitor. See

### **TASTES 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 on yellow background
- Lighting – 1 x spot light on arm
- Power – 1 x 4amp power
- Carpet – charcoal carpet (please note, red carpet will be in the aisles of the AHG tastes precinct)



### **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 downloaded via the [Exhibitor Kit](#) web page, **before Monday 22 January 2018**. This form is **MANDATORY** to ensure the correct name is featured on your stand.

The **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.

# 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 2018 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 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 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 read the [BCEC Event Safety Guidelines](#) which are downloadable via the BCEC website**

## STAND PLANS

To comply with Australian legislation, venue and local authority regulations, together with the rules of the 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 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 AHG Expo.

Upon confirmation from the 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 22 January 2018](#) to [exhibitors@ahgexpo.com](mailto: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 AHG Expo, and the BCEC has approved them. Late submissions of plans can result in the 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 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 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 AHG Expo Event Manager.

## WALLS

**If an exhibitor is displaying at the AHG Expo on an 'Island Stand' (ie surrounded by 3 or more aisles), they are expected to adopt a stand design which is open and does not significantly block sight lines of neighbouring and/or surrounding stands. The AHG Expo reserves the right to**

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 kept to a minimum and/or situated in the centre of the space.

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

All stand designs will be reviewed on a case by case basis, however see the below as a guide;

**For stand boundaries that abut an aisle** – you will NOT be permitted to build walling on that boundary that exceeds more than approximately a third (30%) of the length of the given boundary.

**For stand boundaries that abut a venue wall or a no build zone** - you will be permitted to build walling that extends the full length of the boundary.

For those stand **that do not abut a hall wall or no build zone, you will NOT be permitted to build a wall that exceeds more than a third (30%) the length of one of the given boundary.**

**NOTE: If in doubt please discuss this with the AHG Expo 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 NCC 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 DDA (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 NCC 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.

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 – beveled 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 – Reference AS1428.1
- 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. Reference AS1428.1
- Greater than 190mm rise – ramps are to be 1 in 14 gradient with a 1200mm landing every 6 metres of ramp, or if the ramp is less than 12 metres a landing must be provided in the middle. Reference AS 1428.2 Appendix C Ramp Length.

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

This information is best provided well in advance of the event opening so that a smooth bump in can be undertaken.

BCEC Safety Manger can at any time require the event organiser to provide a written engineer's report to confirm the structural safety of any design or construction. The cost of this inspection will be borne by the contractor.

### **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***

***Laura Allen***

**p** 07 3308 3536

**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 AHG Expo, along with your stand plans not later than **COB Monday 22 January 2018**, for approval.

# BCEC SITE PLAN

