

AUSTRALASIAN HOSPITALITY & GAMING



PRESENTED BY



# AHG EXPO 2024

## EXHIBITOR MANUAL

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# Welcome

Congratulations on securing a stand at the 2024 Australasian Hospitality & Gaming Expo (AHG Expo), presented by TAB, MAX & SKY.

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

**[PLEASE ENSURE YOU READ THIS MANUAL FULLY AND ACTION 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.

## **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, 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 AHG Expo Team

<b>Amy Coady</b> <i>Event Manager</i> <b>m</b> 0418 528 176 <b>e</b> <a href="mailto:amy@ahgexpo.com.au">amy@ahgexpo.com.au</a>	<b>Nadine Boyes</b> <i>Exhibitor Services</i> <b>p</b> 07 3607 1226 <b>e</b> <a href="mailto:exhibitors@ahgexpo.com.au">exhibitors@ahgexpo.com.au</a>
<b>Naomi Ademokun</b> <i>Exhibitor Services</i> <b>p</b> 07 3607 1226 <b>e</b> <a href="mailto:exhibitors@ahgexpo.com.au">exhibitors@ahgexpo.com.au</a>	

# The AHG Expo 2024 Timetable

Date	Activity	Start Time	Finish Time
Sunday 17 March 2024	Bump In For selected CUSTOM STANDS (over 80sqm),	Specific bump in times will be supplied to individual stand holders	
Monday 18 March 2024	Bump In For all remaining SPACE ONLY exhibitors	10:00	22:00
Tuesday 19 March 2024	Bump In For all SHELL SCHEME exhibitors	10:00	22:00
	<b>The AHG Congress</b> Boulevard Room, BCEC	10:00	16:00
Wednesday 20 March 2024	<b>AHG Expo: Day 1</b> Exhibition Halls 3 & 4, BCEC	10:00	16:00
	<b>AHG Cocktail Party</b> Exhibition Halls 3 & 4, BCEC	16:00	17:30
Thursday 21 March 2024	<b>AHG Expo: Day 2</b> Exhibition Halls 3 & 4	10:00	15:00
	Bump Out – <i>high vis safety vest mandatory</i> (Custom stand builders' access from 17:00)	15:30	22:00
Friday 22 March 2024	Bump Out – <i>high vis safety vest mandatory</i> (Custom stand builders to vacate BCEC by 17:00)	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 AHG Expo 2024 Appointed Contractors

## Stand Builders: MORETON HIRE

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

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

### Gigi Craig

Event Coordinator

**p** 07 3307 4449

**e** [gigi.craig@moreton.net.au](mailto:gigi.craig@moreton.net.au)

## Venue: BRISBANE CONVENTION & EXHIBITION CENTRE

The Brisbane Convention & Exhibition Centre (BCEC) is home to the 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 Australasian Hospitality & Gaming Expo](#)

A comprehensive BCEC Exhibitor Information guides can be found [here](#).

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

### BCEC Exhibitor Services Office

**p** 07 3308 3536

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

## Freight & Logistics: GEL EVENTS

GEL Events has been appointed as the official freight forwarder and onsite logistics provider to the Australasian Hospitality & Gaming Expo 2024.

Gel Events provides a full range of logistic services, both international and domestic to the Australian Exhibition and Events Industry. Their track record of providing high quality service and has established itself as a major identity within the Exhibition Industry.

To assist with facilitating your exhibition, be sure to reach out to Gel Events to discuss your requirements for both transport to/from the expo, and also the onsite handling of your goods, inclusive of forklift placement and storage during the show.

### Fiona Campbell

Senior Logistics Manager

p 1300 013 533

e [fionac@gevents.com.au](mailto:fionac@gevents.com.au)

To request a quote and book services required please [click here](#).

### Please note:

- **Should you wish to engage your own courier/transport company, deliveries must be scheduled to occur during your allocated bump in time and you must ensure you have a representative onsite at the time of delivery.** No AHG Expo, Gel Events, 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.
- Any freight still onsite at the end of the bump out period will either be disposed of or instructed for Gel Events to take back to a local depot, at the expense of the exhibitor.
- If you are using your own transport company, the venue or AHG Expo cannot sign for delivery of goods on your behalf. Please ensure you make specific arrangements with your transport provider and/or ensure you have a representative onsite at the time of delivery.

# A-Z OF SERVICES & REGULATIONS

## A

### ACCOMMODATION & TRAVEL

**CCM Travel** have been appointed as the official accommodation and travel provider for the **AHG Expo 2024** and have secured some discounted rates at properties close to the BCEC.

Please contact CCM Travel directly to discuss travel and accommodation options.

**Lauren Ryan**

p 0434 140 807

e [lauren@ccmtravel.com.au](mailto:lauren@ccmtravel.com.au)

### AISLES AND GANGWAYS

During the opening hours of the 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 Office**

p 07 3308 3536

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

## **AUDIO VISUAL EQUIPMENT HIRE**

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

### **Gigi Craig**

Event Coordinator

p 07 3307 4449

e [gigi.craig@moreton.net.au](mailto:gigi.craig@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 **Wednesday 14 February 2024**.

## **BCEC Exhibitor Services Office**

p 07 3308 3536

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

If you would like to place an order, [Click here](#) to be taken to the Online Ordering System.

## **B**

### **BADGES**

As an exhibitor, you are required to always wear an **Exhibitor Badge** during the Expo. These badges will also grant you access to the Exhibition Halls before the official opening time of 10am each morning of the Expo (Wednesday 20 & Thursday 21 March)

**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.

Pre-ordered exhibitor badges can be collected during bump in from dedicated Exhibitor Registration desk at the entry to the 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 the commencement of bump in.

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 Office

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 Events Team exhibitors@ahgexpo.com.au, along with your stand plans not later than **COB Wednesday 10 January 2024**, for approval.

## BUMP IN AND BUMP OUT

### *Bump In*

Bump in will officially begin on Sunday 17 March 2024. The below times are for exhibitors only. Stand contractor access has been provided to you individually.

<b>Sunday 17 March</b>	Bump in will begin for <a href="#">space only exhibitors who have booked more than 80m<sup>2</sup> of space</a> - specific times will be allocated to each exhibitor.
<b>Monday 18 March</b>	Bump in will begin for <a href="#">all space only exhibitors under 100m<sup>2</sup> or more of space, from 10am – 10pm</a> . Space only exhibitors who were granted access from Sunday will continue bump in from 6am on Monday.
<b>Tuesday 19 March</b>	Bump in will begin for <a href="#">all shell scheme exhibitors, from 10am – 10pm</a> . 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 20 March 2024, in time for doors to open to visitors from 10am.**

### *Bump Out*

[Bump out will officially begin at 3:30pm on Thursday 21 March](#). No exhibitors are permitted to pack down their stand prior to the show closing time of 3:00pm Thursday 21 March.

[Custom Stand Builders](#) will be granted access to the loading dock from 5:00pm 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 26 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

The Exhibitor may cancel its Stand Booking by giving notice in writing to the Organiser via [exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au). For any cancellations received prior to 10 January 2024 (10 weeks prior to the first day of the Expo) the Exhibitor will be liable for 50% of the total Fee. For any cancellations received after Wednesday 10 January 2024, the Exhibitor will be liable for the total Fee.

## 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.

Please note: the aisle ways within the AHG tastes precinct may have different 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.

### Gigi Craig

Event Coordinator

p 07 3307 4449

e [gigi.craig@moreton.net.au](mailto:gigi.craig@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 Office

p 07 3308 3536

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 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 Office**

**p** 07 3308 3536

**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**

GEL events is the official contractor for transportation of exhibitor freight as well as onsite services for the 2023 AHG Expo.

GEL provide exhibitors with peace of mind by supplying a door-to-stand freight service, with complete tracking and email notification when the freight arrives onsite at the stand. GEL can arrange all local, interstate, and international transport services. You do not need to be present at time of delivery when using GEL to transport your freight, our onsite team will receive your freight and take it directly to your stand prior to your arrival.

At close of the event, we understand the pressure of packing up your freight so as to catch flights or get home after what has been a long few days. Our onsite representative will come and see you to confirm your return freight requirements and provide you with return labels. Once packed up and your freight is labelled you are welcome to leave it at your stand for us to take care of the rest.

To request a quote please complete a quote request form [here](#) by Monday 4 March, or contact Fiona Campbell at GEL via the below details:

#### **Fiona Campbell**

Senior Logistics Manager

**p** 1300 013 533

**e** [fionac@gevents.com.au](mailto:fionac@gevents.com.au)

**Please note:**

- **Should you wish to engage your own courier/transport company, deliveries must be scheduled to occur during your allocated bump in time and you must ensure you have a representative onsite at the time of delivery or provide your courier authority to leave without signature.** AHG Expo, GEL, or BCEC representatives cannot sign for any consignments or take any responsibility for the delivery of goods, required for your exhibit, on your behalf.
- In addition, the arrangement for collection of goods after the event must be scheduled to occur during the advertised 'bump out' time.
- Any freight still onsite at the end of the bump out period will either be disposed of or instructed for GEL to take back to a local depot, at the expense of the exhibitor.

**The AHG Expo takes no responsibility for your deliveries or goods.**

## E

### ELECTRICAL INSTALLATIONS AND SUPPLIES

**Moreton Hire** has been appointed as official electrical contractors for 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 **appropriate Exhibitor Forms from Moreton Hire** which can be found on the [Exhibitor Kit](#) webpage within the Moreton Hire paperwork available to download, no later than **Wednesday 14 February 2024**.

**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.

#### Gigi Craig

Event Coordinator

p 07 3307 4449

e [gigi.craig@moreton.net.au](mailto:gigi.craig@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 Office**

p 07 3308 3536

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

## 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 can provide food and beverage samples to 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 endeavor, 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

GEL events is the official contractor for transportation of exhibitor freight as well as onsite services for the 2023 AHG Expo.

GEL provide exhibitors with peace of mind by suppling a door-to-stand freight service, with complete tracking and email notification when the freight arrives onsite at the stand. GEL can arrange all local, interstate, and international transport services. You do not need to be present at time of delivery when using GEL to transport your freight, our onsite team will receive your freight and take it directly to your stand prior to your arrival.

At close of the event, we understand the pressure of packing up your freight so as to catch flights or get home after what has been a long few days. Our onsite representative will come and see you to confirm your return freight requirements and provide you with return labels. Once packed up and your freight is labelled you are welcome to leave it at your stand for us to take care of the rest.

To request a quote please complete a quote request form [here](#) by Monday 4 March, or contact Fiona Campbell at GEL via the below details:

**Fiona Campbell**  
 Senior Logistics Manager  
 p 1300 013 533  
 e [fionac@gevents.com.au](mailto:fionac@gevents.com.au)

### Please note:

**Should you wish to engage your own courier/transport company, deliveries must be scheduled to occur during your allocated bump in time and you must ensure you have a representative onsite at the time of delivery or provide your courier authority to leave without signature.** AHG Expo, GEL, or BCEC representatives cannot sign for any consignments or take any responsibility for the delivery of goods, required for your exhibit, on your behalf.

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

Any freight still onsite at the end of the bump out period will either be disposed of or instructed for GEL to take back to a local depot, at the expense of the exhibitor.

## 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 **relevant Exhibitor Form** which can be found is available to download in the Moreton Hire Paperwork on the [Exhibitor Kit](#) webpage, no later than **Wednesday 14 February**.

### Gigi Craig

Event Coordinator

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e [gigi.craig@moreton.net.au](mailto:gigi.craig@moreton.net.au)

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

## G

## GAS APPLIANCES

The use of naked flames, 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 Office

p 07 3308 3536

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

## I

## INSURANCE

- The Organiser is not responsible for any loss, consequential loss or damage to the Exhibitor's Display whilst at the Expo.
- The Exhibitor 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 through to and including the final day of bump-out. In particular, the Exhibitor must have adequate Public Liability Insurance to the value of at least \$20 million per occurrence. This refers to damage or injury caused to third parties or visitors on or in the vicinity



of the Exhibition Stand. In addition to this, the Exhibitor must protect its expenditure against cancellation, postponement, abandonment or curtailment of the Expo due to reasons beyond the Organiser's control.

- The Exhibitor must cause the Organiser's insurable interest (if applicable) to be noted on any policy of insurance taken out under this clause.
- The Exhibitor is required to submit a copy of its Public Liability Insurance policy 'Certificate of Currency' by COB Wednesday 10 January 2024 to the Organiser. 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 Office

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.

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

Exhibitors are offered an **\$18.00 discounted** daily parking rate, redeemed at BCEC pay stations with an event specific QR code. Please note without this QR code you will be unable to redeem the discount price. The QR code will be emailed by BCEC Exhibitor Services to the stand contact in the week prior to the event.

## PAYMENT TERMS (STANDS)

- The Organiser shall charge the Fee for 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. The Exhibitor must not occupy any Exhibition Stand until all Fees owing to the Organiser have been fully paid.
- 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 1.5% 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 AHG Expo Sales team directly to ensure that you are on 07 3607 1226.

**BCEC Exhibitor Services Office**

p 07 3308 3536

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

**Gigi Craig**

Event Coordinator

p 07 3307 4449

e [gigi.craig@moreton.net.au](mailto:gigi.craig@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 17 March 2024).

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 Office**

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 Wednesday 10 January 2024**, for approval. Ensure these plans are emailed to [exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au)

# S

## SAFETY VEST/HIGH VISIBILITY VEST

All contractors, exhibitors and their staff **must** wear high visibility safety shirts or vests **at all times during bump-in and bump-out** 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.

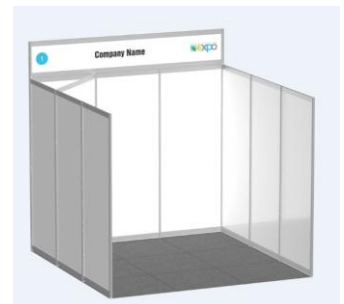
***We recommend that valuables particularly of a portable nature are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the bump-in and bump-out periods.***

## 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 and side walls
- 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 **the relevant Forms** as part of the Moreton Hire Forms, which can be downloaded via the [Exhibitor Kit](#) web page, **before Wednesday 14 February 2024. These forms are 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.

### **Gigi Craig**

Event Coordinator

p 07 3307 4449

e [gigi.craig@moreton.net.au](mailto:gigi.craig@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 required 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 Wednesday 10 January 2024 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 license to the exhibitor; therefore, the stand will not be allowed to be constructed.

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

## 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.au](mailto:exhibitors@ahgexpo.com.au) 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 19 March in preparation for the show opening on Wednesday 20 March. Please advise the AHG Expo Events Team ([exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au) 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 Office

p 07 3308 3536

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

## STAND SHARING

The Exhibitor must not sublet or otherwise assign or share the use, or any part, of its Exhibition Stand without the prior consent of the Organiser, which may be withheld in its absolute discretion.

All requests for 'Exhibition Stand sharing' arrangements must be received prior to COB Wednesday 10 January 2024. Please send requests through to the AHG Expo Event Manager via [exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au)

## STAND TRACKER/SCANNERS (COMPLIMENTARY)

Aside from your product or service, did you know that data is your most valuable asset?

With an integrated network of iPads at registration and iPhone scanners on stands, visitors can share their information and preferences quickly and easily as well as enter competitions at individual stands and make specific requests for information.

For you, that means no more tedious paperwork, a technology savvy solution that adds credibility to your stand and an effective way to free up your time to build real connections. **All stand holders will receive one complimentary 'Silver Package' lead generation scanner with their stand – see inclusions outlined below.**

TO REDEEM YOUR COMPLIMENTARY SCANNER, [click here](#) to access the shop, select the 'The AHG Silver Lead Capture Package' package and select relevant fields. Please add promo code **AHG24NVP4** at the checkout.

*The Silver Package: This package allows visitors to quickly scan their badge at your stand so that you can build your customer database.*

- *Scanner Hardware x 1 OR App Download To Your Device (Up To 3 licences)*
- *Onsite Assistance*
- *Live Access to Data & Insights*
- *Downloadable Insights pdf and excel Format*
- *Details including name, email, phone, postcode*
- *Key information from registration*
- *Listing in the Event Digital Show Bag*

*Upgrade and additional scanners are available to purchase. Please contact LUP Exhibitor Sales via [exhibitor.sales@lup.events](mailto:exhibitor.sales@lup.events) to discuss your specific requirements*

## 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 **GEL 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.

### Fiona Campbell

Senior Logistics Manager

p 1300 013 533

e [fionac@gelevents.com.au](mailto:fionac@gelevents.com.au)

## T

## TASTES EXHIBITORS

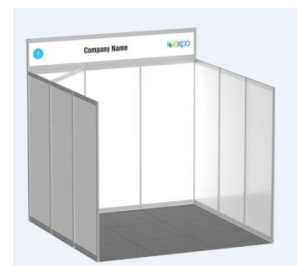
The AHG tastes precinct is a dedicated precinct within the Expo floor plan that showcases the finest offerings and innovations in hospitality, food, beverage and kitchen equipment.

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

### **TASTES Shell Scheme Package (3m x 3m)**

Each Standard Shell Scheme Package includes:

- Wall system - white walls in aluminum frame
  - 3m of back and 2 side walls
- 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, different coloured 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 **the relevant Forms** as part of the Moreton Hire Forms, which can be downloaded via the [Exhibitor Kit](#) web page, **before Wednesday 14 February 2024**. These forms are **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.

**Gigi Craig**

Event Coordinator

**p** 07 3307 4449

**e** [gigi.craig@moreton.net.au](mailto:gigi.craig@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 required 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 AHG Expo Event Manager directly for approval. Please phone 07 3607 1226 or email [exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au)

# THE AHG EXPO 2024 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 via [exhibitors@ahgexpo.com.au](mailto:exhibitors@ahgexpo.com.au) 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 Wednesday 10 January 2024 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 the BCEC has approved them. Late submissions of plans can result in the AHG Expo or BCEC failing to provide a license 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.

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 boundaries.

**NOTE: If in doubt please discuss this with the AHG Expo Team.**

## 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 based on 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 Office**

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 Wednesday 10 January 2024**, for approval.

# BCEC SITE PLAN

