

# EXHIBITOR MANUAL

Welcome to the Darwin Convention Centre.

This manual has been designed to assist you when planning your exhibition here at the Centre and contains information and procedures to ensure your exhibition is successful.

Our dedicated Event Assistant is available to answer any of your queries and is open to any suggestions for services that may not be contained in the manual that you may need to give your stand 'the edge'.

Please ensure you have completed the appropriate form/s with payment no later than fourteen (14) days prior to the commencement of your exhibition.

We look forward to assisting you in making your time with us one that is memorable and smooth in its application.

## *Contact Details*

Events Department  
Darwin Convention Centre  
Stokes Hill Road  
DARWIN NT 0800, Australia

Phone: +61 8 8923 9000  
Facsimile: +61 8 8923 9199  
Website: [www.darwinconvention.com.au](http://www.darwinconvention.com.au)  
Email: [exhibitor@darwinconvention.com.au](mailto:exhibitor@darwinconvention.com.au)

Postal Address: GPO Box 735  
DARWIN NT 0801, Australia

## **Custom Stand and Exhibit Build and Design**

All plans for Custom Build Stands must be submitted to Darwin Convention Centre via [exhibitor@darwinconvention.com.au](mailto:exhibitor@darwinconvention.com.au) to receive approval

Please be advised of the following:

If the custom build is structurally sound and complies with the BCA;

- Floor does not cause a trip hazard and there are no other trip hazards;
- All electrical is tested & tagged;
- All lighting turned off at the end of exhibition day; and
- Does not obstruct and exits or exit signs (if the exit sign is obstructed, it is the responsibility of the stand to provide one in liaison with the Centre's Building Services Department).

NOTE: DCC power outlets - single phase 10 and 15 amp. 3 phase 32 amp.

With all the above adhered to, the custom stand should be granted approval.

## Custom Stand Construction Materials

To meet fire safety and Building Code of Australia (BCA) requirements, the following points should be considered during stand construction:

- A stand that has a roof or ceiling is required to provide additional fire protection equipment, such as the fitting of a smoke detector and portable CO2 or dry chemical extinguisher.
- Where halogen tube lights are used, the globe unit must be protected with safety glass to minimise the risk of explosion and fire.
- All temporary spot lights or the like are to be a minimum of 300mm from the partitions or combustible goods.
- Any custom-built stand with a floor area of more than fifty (50) square metres is to be provided with at least one (1) alternative means of egress to the walkways.
- Doors built into a stand need to comply with the requirements of an exit door i.e. open outwards by the use of a push bar or lever handle.
- Any door incorporated into the stand and not providing an alternative means of egress is to have a sign affixed and labelled "NO THOROUGHFARE".
- Any barriers incorporated into the custom-built stand are to be designed so that they yield to pressure without toppling.
- The BCA requires that materials used for stand construction must comply with the Fire Hazard Properties set out in clause C1.10 of the BCA.

## Custom Stand Design

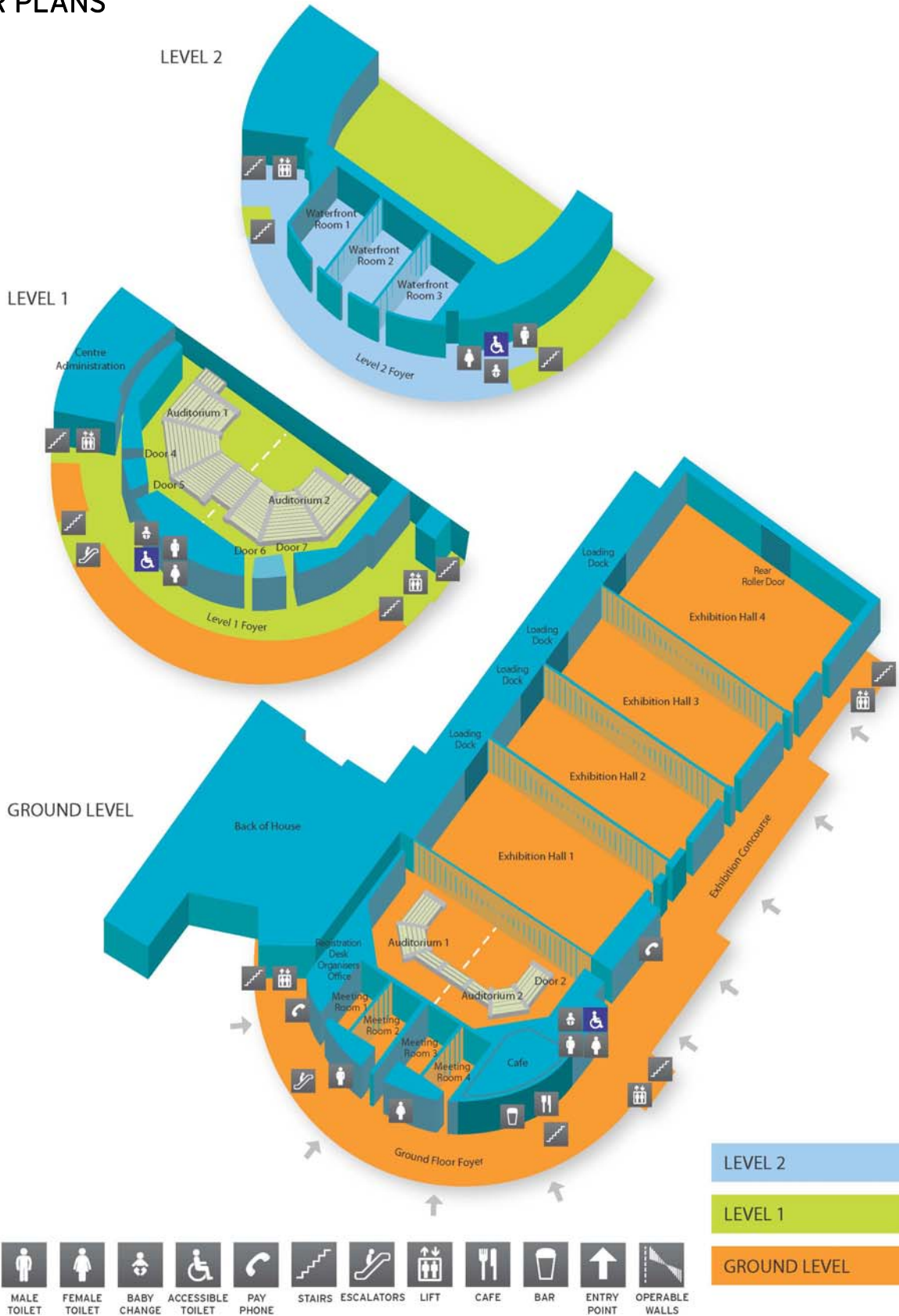
The designer of a stand should consider the following:

- Compliance with the Building Code of Australia (BCA) and all other relevant Australian Standards is required.
- How the builder will be able to safely erect and dismantle the stand once on site, in the time frame allocated to them by the organiser of the event.
- The allocated space in which it is intended to fit. The organiser/stand builder needs to ensure that there is sufficient clearance beneath existing ceilings and catwalks and that the stand is of correct dimensions to fit within the allocated space.
- The BCA requires that materials used for stand construction must comply with the Fire Hazard Properties set out in clause C1.10 of the BCA.
- In the interest of public safety, where a stand consists of multiple storeys the Centre requires a structural engineer's certificate as part of the approval process. Upon completion of the build and prior to the stand being occupied, an inspection by the structural engineer must be completed and a second certificate issued.

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## FLOOR PLANS



Venue	Ceiling Heights
Auditorium	12m clear
Exhibition Hall 1	12m clear
Exhibition Hall 2, 3, 4	9m clear
Function Rooms	4.06m clear
Meeting Rooms	3.65m clear

## Door Heights

Venue	Door	Door Height	Door Width
Ground Level Foyer	Glass Door Entry	2380mm	1750mm
Auditorium	Ground Level Entry	2250mm	1920mm
	Level 1 Entry	2100mm	1520mm
	Operable Wall Entry	2140mm	914mm
Exhibition Halls	Entry	2400mm	1920mm
	Operable Wall Entry	2140mm	914mm
	Loading Dock Rollerdoor	4500mm	5000mm
Exhibition Hall 4	Rear Loading Dock Rollerdoor	6300mm	6100mm
Meeting Rooms	Entry	1970mm	1660mm
	Service Entry	2100mm	1520mm
Waterfront Rooms	Entry	1970mm	1680mm
	Service Entry	2100mm	1550mm

## Floor Loadings

Venue	Floor Loading
Auditorium	20kPa (2000KG/m <sup>2</sup> )
Exhibition Halls	20kPa (2000KG/m <sup>2</sup> )
Waterfront Rooms	4kPa (400KG/m <sup>2</sup> )
Meeting Rooms	4kPa (400KG/m <sup>2</sup> )
Foyer	4kPa (400KG/m <sup>2</sup> )

## GENERAL INFORMATION

### Animals

Animals of any kind are not permitted in the Centre unless approved by Centre Management. The Hirer must show to the satisfaction of the Darwin Convention Centre that proper precautions have been taken for such animals to be cared, controlled and restrained whilst in the Centre. Guide or hearing dogs are permitted to accompany a visually or hearing impaired person onto the premises.

### ATM

There is one ATM located within the venue, located on the ground level, next to the Admin Lift

### Balloons

Balloons containing helium are not permitted in the Exhibition Halls or Auditorium without the prior written consent from Darwin Convention Centre Management. The cost of removing any balloons suspended or trapped in the ceiling is to be paid by the exhibitor.

### Business Centre

Business Centre services can be provided by the Darwin Convention Centre at Centre Administration located on Level 1. Services include faxing, photocopying, secretarial services and the sale of selected stationery items. *Charges apply for goods and services.*

### Children

Children under the age of 16 are not permitted in areas of the Centre during bump in/out of events.

### Display Vehicle

Any vehicles (cars, bikes, trucks) brought in the venue should comply with the following requirements and needs prior approval by the Centre's Building Services Department:

- drip tray to be placed underneath vehicle;
- fuel tank has minimum fuel;
- contact name and number for the person/s delivery and collecting the vehicles; and
- carpet squares to be placed underneath tyres.

Please provide details on the type of vehicle on display and the registration number to the Event Coordinator no later than fourteen (14) days prior to the commencement of exhibition

*Charges will apply for any damages incurred.*

### Parking

Contractors/suppliers must remove their vehicles from the loading dock once goods are unloaded. They are advised to park in one of the public car parks available within the Darwin Convention Centre or the Darwin Waterfront precinct.

Darwin Convention Centre has 230 parking spaces within the precinct

- Carpark 224 spaces
- Disabled Carpark 6 spaces

Basement parking is limited to cars only, as the car park has a ceiling height of 2300mm or 2.3 metres. Cost of parking is \$5 per car per day or part thereof.

The Centre accepts no responsibility for theft of, or damage to vehicles parked in the car park, and it is in the owner's interest to remove all valuables from vehicles. Conditions of entry are posted at the entrance to the car park and at all payment facilities.

Metered council parking is available at the Darwin Waterfront Precinct located at the rear of the Centre; Stokes Hill Road opposite the Centre; Kitchener Drive.

## Payment Details

Payment in full for Exhibitor Services is required fourteen (14) days prior to the commencement of your exhibition. Failure to pay may result in your requested services not being available or a surcharge applied to ensure your requirements are met.

The Darwin Convention Centre accepts VISA, MasterCard, Diners and American Express only payment for exhibitor services. A 3% processing fee applies to all credit card transactions.

## Privacy Laws

Darwin Convention Centre strictly adheres to the *Privacy Act* legislation and has in place its own Privacy Policy. Hirers must similarly adhere to the *Privacy Act* laws according to its capacity.

December 2001 Privacy Laws prevent the Centre from giving out the contact details of any clients. If somebody wants to know the organiser of an event, the Centre can either transfer the telephone call to the client or take a message and ask the client to phone them back.

## Promotional Material Distribution

The distribution of material such as brochures, catalogues, leaflets and pamphlets is restricted to the licensed Event Premises only. The distribution of these materials in all Darwin Convention Centre common areas is not permitted and offenders may be prosecuted.

## Sand, Soil and similar materials

If a display or exhibit has sand, soil, peat moss, bark chips or similar it is the Hirer's responsibility to ensure the floors are sufficiently protected from damage or staining from these materials. Water must be controlled to prevent leakage. Charges will apply for cleaning areas or replacement of carpet tiles used with these materials.

## Smoke Isolation

Fire alarm/smoke detectors need to be isolated in situations such as when cooking indoors, smoke machines or pyrotechnics are in use. Charges apply for this service.

During all smoke detector isolations, a Darwin Convention Centre Fire Warden must be in attendance within the isolated area. The cost for a fire warden must be paid for by the Hirer.

## Stand Cleaning

Darwin Convention Centre's cleaning staff clean common public areas (aisles, foyers and amenities) throughout the operational hours of the event. Cleaning staff are not responsible for cleaning exhibitor stands.

If you required stand cleaning we offer a deluxe or standard clean. Complete *Form B - Application for Stand Cleaning* form and return with full payment fourteen (14) days prior to the event.



## WORKPLACE HEALTH & SAFETY

The Darwin Convention Centre accepts a duty of care for the health and safety of all people (Staff, Contractors and Visitors) in the workplace as required under WH&S Legislation. Implementing this duty of care requires everyone in the workplace to be aware of potential hazards and to take steps to prevent workplace accidents, injuries and illnesses.



All exhibitors **MUST** during bump in and out periods wear closed toe shoes and high visibility vests.

Entry will be denied to exhibitors not complying.

## Emergency Evacuation

All exhibitors, contractors (including employees, sub-contractors and other associated staff) are to comply with all Workplace Health and Safety requirements in place at the Darwin Convention Centre. All Hirers are issued with an *Emergency Procedures Document (Appendix B)* by the Event Coordinator at the commencement of the Licence Period. A copy of this document is attached at the back of this manual and is also provided on the DCC website.

## Flammable Materials

All flammable materials used in displays or theming must be sprayed with a fire retardant material.

Materials used in exhibition stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur.

When decorating or theming, materials such as crepe paper, corrugated cardboard, straw, untreated hessian or PVC sheet (except of floors as a protective membrane) is strictly forbidden unless a fire extinguisher is provided during the event. Saw dust, tan, bark or wood chips of a reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times. Cleaning charges will also apply.

## Fuel - Use & Storage

Fuel is a hazard and not permitted to be stored on site. Any vehicles on display in the Centre are to complete a *Form H Application for Display Vehicles* and send to the Centre no later than 14 days prior to the event. It is a policy to have minimum fuel in the fuel tank of the display vehicle.

## Naked Flames

Exhibition stands will only be permitted to have naked flames where it is part of their product range for the demonstration of their product. The naked flame must be positioned so that it cannot be knocked over or come into contact with any person or flammable item. An appropriate fire extinguisher must be positioned at the stand.

## Test & Tag

It is a policy of the Darwin Convention Centre that all electrical power cords and appliances are to be tested and tagged prior to being bought and used at the Centre.

A testing and tagging fee will apply to all items that require this service.

The Centre reserves the right to remove any electrical equipment/appliances, power boards or extension cords it deems to be non-compliant or suspect that they do not have a current test and tag sticker.

## AUDIO VISUAL & PRODUCTION

The Darwin Convention Centre carries a range of all-inclusive, competitively priced audio visual and production equipment and services.

Centre Management restricts the provision of audio visual and production equipment and services by external individuals or organisations to equipment and services that cannot be supplied by the Centre.

All equipment used within the Centre has been quality assured for its use. Contact our Production Department to organise a quotation.

## COMMUNICATIONS

The Centre offers communication services such as high speed broadband internet, wireless internet, phone and fax connections.

Exhibitors will be required to complete *Form D - Application for Temporary Communications* fourteen (14) days prior to the commencement of the event.

The Centre can provide bandwidth on demand which has a base of 2MB - 20MB. Free wi-fi up to 256kbps is available to guests of the Centre. A premium service is available to cater to events with special requirements. Charges will apply.

Exhibitors can arrange internet connection by completing a *Form D Application for Temporary Communications Form* and returning no later than fourteen (14) days prior to the event.

Networking of any number of rooms within the Centre is possible using the data infrastructure. Multiple Local Area Networks (LAN) can be established at any one time. Presentation material can be shared across an event through the high-speed 1GB network. It also allows for a single internet connection to be distributed to multiple rooms, or the creation of a private network.

The Darwin Convention Centre offers an in-house service to clients or exhibitors for the connection of telephone, internet and fax lines to exhibition stands or ports around the Centre. A *Form D Temporary Communications form* can be supplied for clients or exhibitors and payment for these services must be received prior to installation.

Call charges for telephone, additional to line rental, will be charged after the event.

## BANNERS & RIGGING

The Centre has rigging capacity within the Auditorium and Exhibition Halls 1-4. Rigging and banner hanging in the Centre must be carried out by the Centre's Production Department.

Please contact the Production Department for a quote.

All rigging details and set information, including scale drawings, weights, etc must be submitted at least fourteen (14) days prior to the event for approval by the Production Coordinator. Exhibitors should complete *Form I Rigging and Banner Hanging Form* and return it the Centre's Event Assistant no later than fourteen (14) days prior to the event. Please contact the Event Assistant for more information (08) 8923 9000.

Banners and flags must be supplied separate from the exhibitor freight and provided to the Centre no later than four (4) days prior to the event, additional charges could apply if your banner is not delivered on time.

## FREIGHT - DELIVERIES, COLLECTION & STORAGE

Darwin Convention Centre will accept event freight on behalf of the Hirer or exhibitors seven (7) days prior to the commencement of the Licence period. The Centre will not be held liable for any losses or damages to goods received or accept "*Cash on Delivery*" deliveries.

To assist in the smooth delivery of goods an *Exhibitor Freight Label (Appendix B)* will need to be completed in full and attached to each item. Deliveries will be secured in the Hirer's Store by Centre staff until commencement of the Licence period. Copy of label is attached at the back of this manual (*Appendix B*)

Organisers and exhibitors must ensure transportation has been arranged for their goods with the appropriate consignment notes completed and attached within three (3) working days after the event. The Centre reserves the right to dispose of any goods after three (3) working days.

All event freight (deliveries or collections) should be directed to the Darwin Convention Centre Loading Dock, Stokes Hill Road, Darwin-NT 0800. Loading Dock operating hours are 830am - 530pm, Monday to Friday. Arrangements must be made with the Centre for any deliveries or collections outside these hours.

### Loading Dock

Access to the loading dock is through the entry gate located Stokes Hill Road. The Centre controls access into the loading dock via an intercom on the right side of the gate and parking in the loading dock is strictly prohibited. The total loading dock area is 1500sqm.

A Loading Dock Marshall is appointed during bump in and out of events to minimise delays and ensure access is controlled. All persons operating in the loading dock must wear high visibility vest at all times.

## EQUIPMENT HANDLING HIRE

The Centre offers hire of equipment such as forklift, boom/scissor lifts, trolleys or pallet jacks.

*Form E - Application for Equipment Hire* is required to be completed and returned fourteen (14) days prior to the commencement of the event.

## CATERING

The Darwin Convention Centre's food and beverage policy states that the Centre has sole rights for the sale and distribution of any article of food or drink for consumption on site. These rights represent a material commercial value and any item distributed by an organiser or exhibitor (irrespective of outside sponsorship agreements) must be approved by the Centre in writing.

The Centre is a licensed premise. The terms of the licensing arrangement do not allow for the external supply of alcohol. Exhibitors are not permitted to supply or serve alcohol, except in accordance with Exhibitor Sampling Regulations.

## Sampling

The Centre has established the following guidelines for sample servings of food and beverage not purchased from the Centre's catering facility.

Samples to be given away free of cost to the visitor must be items which:

- Items which exhibitors or vendors sell wholesale in the normal conduct of business or;
- Items which are produced by equipment used in the normal conduct of their business

Portions are to be of normal tasting size only and:

- Non-alcoholic beverage samples which are decanted should be no larger than 100ml
- Beverage Exhibits (bottles, cans) no greater than 375ml may be provided as samples
- Liquor samples which are decanted are to be no larger than Wine 40ml, Beer 100ml, Spirits 5ml
- Solid food should be no larger than bite size (50 grams)

Notification of sampling must be made in writing to the Event Organiser no later than twenty-eight (28) days prior to the event. Exceptions to the above require written approval by Centre management. Please send notification email through to [exhibitor@darwinconvention.com.au](mailto:exhibitor@darwinconvention.com.au)

Samples must be offered in such a manner as to avoid being handled by the public, e.g. they must be apportioned with toothpicks inserted.

## Stand Catering

The Darwin Convention Centre provides a comprehensive catering selection for exhibitors. For additional requests please contact the Events Department.

Exhibitors will be required to complete a *Form A- Application for Stand Catering* fourteen (14) days prior to the commencement of the event.

## Health Regulations

If unpackaged food is to be given away, openly stored, displayed or handled, the following facilities and services need to be provided:

- Hand basin with hot/cold water and soap
- Separate sink with hot and cold water for washing serving implements or utensils
- Washable impervious floor and walls, where food preparation or cooking is taking place
- Stand must be located with access to the appropriate pit if water and drainage are required
- Refrigerated display and/or storage cabinet if the food is perishable
- Food should be protected from contamination by a glass or perspex screen or 'sneeze' guards, and trays with fitted covers should be used
- Condiments such as sauce, mustard etc are to be contained in squeeze type dispensers or in individually sealed packs
- All eating and drinking utensils must be disposable e.g. paper cups, plastic spoons, plastic wine glasses etc, and must not be re-used
- Bins must be provided and placed in suitable locations by exhibitors offering food. Such receptacles must be located at or near the stand and the contents shall be disposed of in a manner approved by Centre management
- Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oils etc

## EMERGENCY PROCEDURES

In the event of an evacuation Darwin Convention Centre staff will act as fire wardens to assist in the movement of patrons to the designated assembly point.

The Centre has two distinct alarms which will sound throughout the building once the fire alarm is activated or there is a pending emergency.

### First Tone

Alert - Beep Beep (Warning)

Should you hear the alert tone please adhere to the following:

- Prepare to evacuate
- Secure material as necessary
- Turn off all appliances
- Await further instructions

Information regarding the situation will be announced by the Chief Fire Warden through the PA system within the venue.

### Second Tone

Evacuation - Whoop Whoop (Emergency)

Should you hear the evacuation tone please adhere to the following:

- Calmly make your way to the nearest emergency exit
- Proceed to the nearest designated Assembly Point where you will be briefed on the situation
- Do not use lifts
- Follow staff instructions at all times

Entry into the building will not occur until permission has been given by the Chief Fire Warden under the direction of the Northern Territory Fire Service.

### If a fire is discovered at the Darwin Convention Centre:

Break glass on any of the alarms located throughout the venue

Advise a staff member of the situation

Contain - close all doors

Evacuate - use designated emergency exits only

Extinguish - only if safe to do so

### Emergency Phone Numbers

Fire Service    000  
Security        8923 9035



**Emergency Phone Numbers:**  
**FIRE SERVICE 000**  
**SECURITY 8923 9035**



## DCC EMERGENCY PROCEDURES

In the event of an evacuation, Darwin Convention Centre staff will act as fire wardens to assist in the movement of patrons to the designated assembly point.

The Centre has two assembly points:

- Waterfront Parklands – as close as possible to Stage One residential area; and
- Indo Pacific Marine car park area, across from the Centre

The Centre has two distinct alarms: ALERT (1st tone) will sound throughout the building when the fire alarm is activated, or EVACUATION (2nd Tone) if there is a pending emergency.

### FIRST TONE

#### Alert – Beep Beep (Warning)

Should you hear the alert tone please adhere to the following:

- prepare to evacuate;
- secure material as necessary;
- turn off all appliances; and
- await further instructions.

Information regarding the situation will be announced by the Chief Fire Warden through the public address system within the venue.

### SECOND TONE

#### Evacuation – Whoop Whoop (Emergency)

Should you hear the evacuation tone, please adhere to the following:

- calmly make your way to the nearest emergency exit;
- proceed to the nearest designated assembly point, where you will be briefed on the situation;
- do not use lifts; and
- follow staff instructions at all times.

Entry into the building will not occur until permission has been given by the Chief Fire Warden under the direction of the Northern Territory Fire Service.

### If a fire is discovered at the Darwin Convention Centre:

- Break glass on any of the alarms located throughout the venue.
- Advise a staff member of the situation.
- Contain – close all doors.
- Evacuate – use designated emergency exits only.
- Extinguish – only if safe to do so.

ALARM	WARNING	EMERGENCY	TONE	ACTION
			BEEP BEEP	PREPARE FOR AN EVACUATION
			WHOOOP WHOOOP	EVACUATE AS DIRECTED



## EXHIBITOR FREIGHT

<b>DELIVERY ADDRESS:</b>		<b>LOADING DOCK</b> DARWIN CONVENTION CENTRE STOKES HILL ROAD	TELEPHONE: +61 8 8923 9000
EVENT NAME:			
EVENT DATE/S:			
STAND NAME:		STAND NUMBER:	
EVENT ORGANISER:			
ON SITE CONTACT:		CONTACT PHONE:	
SENDER:		CONTACT PHONE:	
CONSIGNMENT NOTE NO. :		TOTAL NO. ITEMS:	
<b>COURIER NAME</b>	<b>DESCRIPTION OF ITEMS</b> (i.e. 2 X PALLETS, BOXES, BANNERS, CRATE, SATCHEL)		
	<b>NO GOODS WILL BE ACCEPTED BEFORE 7 Days PRIOR TO Event</b> <b>ALL GOODS ARE TO BE DELIVERED BETWEEN 0830 &amp; 1730 WEEKDAYS</b>		