



gold coast | convention and exhibition centre

Organisers Planning Manual

(Please ensure you have accessed the Events Health and Safety Manual for further information)

Updated July 2011
Version 4



the ultimate event venue...



Please note: All information listed is current at time of printing but may be subject to change at the discretion of the Gold Coast Convention and Exhibition Centre Management.

www.gccec.com.au

CONTENTS

SECTION A – INTRODUCTION.....	3
A 1.0 Introduction	3
A 2.0 Workplace Health and Safety.....	3
A3.0 Forms and Agreements.....	3
SECTION B - GENERAL	4
B 1.0 Access to GCCEC.....	4
B 2.0 Air Conditioning.....	5
B 3.0 Audio-Visual: In-House (from 1 st July 2011 until 30 th June 2012).....	5
B 4.0 Audio-Visual Contractors (from 1 st July 2011 until 30 th June 2012).....	5
B 5.0 Technical Integration Policy	5
B 6.0 Banners.....	6
B 7.0 Balloon Decorations / Table Decorations	6
B 8.0 Box Office – ticketed events.....	7
B 9.0 Car Parking	7
B 10.0 Cloakroom.....	7
B 11.0 Event Manager.....	7
B 12.0 Assistant Floor Manager	7
B 13.0 Final Catering Numbers	8
B 14.0 Organiser’s Office 1	8
B 15.0 Dance Floor	8
B 16.0 Entertainment – bands, entertainers, speakers.....	8
B 17.0 Entertainment – change rooms	8
B 18.0 Fireworks (pyrotechnics)	9
B 19.0 Flags / Banners	9
B 20.0 Floor Plans.....	9
B 21.0 First Aid Room	10
B 22.0 Health Regulations.....	10
B 23.0 Insurance	10
B 24.0 Lecterns	11
B 25.0 Lectern Signage.....	11
B 26.0 Menu Covers.....	11
B 27.0 Merchandising.....	11
B 28.0 Photocopy Services	11
B 29.0 Professional Photographer.....	11
B 30.0 Reception & Secretarial Services.....	12
B 31.0 Red Carpet.....	12
B 32.0 Rigging.....	12
B 33.0 Signage.....	12
B 34.0 Stage Units	13
B 35.0 Surcharge – Extension of Function	13
B 36.0 Surcharge – Venue Food & Beverage Labour	13
B 37.0 Surcharge – Public Holidays	13
B 38.0 Table Décor	14
B 39.0 Tablecloths & Napkins	14
B 40.0 Banquet Table Listing	14
B 41.0 Tables	14
B 42.0 Ushers.....	14
B 43.0 High Visibility Vest.....	14



SECTION A – INTRODUCTION

A 1.0 Introduction

Welcome to the Gold Coast Convention and Exhibition Centre.

The Gold Coast Convention and Exhibition Centre (“GCCEC”) is owned by Queensland State Government and is operated by Echo Entertainment Group under a management agreement.

This manual has been designed to assist Organiser’s and Exhibitor’s when planning an event at the GCCEC and contains information and guidelines that we are sure you will find useful.

A 2.0 Workplace Health and Safety

The Gold Coast Convention and Exhibition Centre (GCCEC) is committed to ensuring the health, safety and welfare of employees, contractors and visitors.

Please access the Events Health and Safety Manual.

A3.0 Forms and Agreements

All forms and agreements referred to in this manual can be downloaded from our website, www.gccec.com.au



SECTION B - GENERAL

B 1.0 Access to GCCEC

General Access

The GCCEC has an obligation to all personnel and visitors to protect their health and safety whilst on site. In addition, as event organisers, contractors or individuals accessing the site, there is a reciprocal obligation to ensure that work activities do not endanger the safety of workers or others.

As an Event Organiser, the GCCEC places a responsibility on you to ensure all persons undertaking work are inducted into the workplace. In addition, contractors are required to provide a Certificate of Currency for both Work Cover and Public Liability Insurance policies. Contractors must report to the Security Office on arrival on each visit to GCCEC and will be required to undertake an on-site safety induction before commencement of work. Visitor identification or contractor passes will be issued by security and must be worn at all times whilst on site.

As an event organiser, the GCCEC places a responsibility on you to ensure all persons entering the GCCEC, being workers, exhibitors or others comply with access controls.

Please access the Events Health and Safety Manual – Section 1.2.

Exhibitor/Event Organiser

All exhibitors and event organisers must wear a pass supplied by the event organiser at all times when entering the GCCEC.

Event Organisers must supply the GCCEC with a copy of all pass types issued for identification purposes.

There is no need for delegates to wear a pass during the event. Passes are at the discretion of the Event Organiser.

Performers

Event organisers must advise their Event Manager of all performers entering and performing at the GCCEC.

Please access the Events Health and Safety Manual – Section 3.1.

Non-compliance

Failure by any party to comply with the Access Controls of the GCCEC may result in persons being stopped from undertaking any work or expulsion from the GCCEC.



B 2.0 Air Conditioning

Air conditioning is provided to all internal areas of the GCCEC on a complimentary basis for the duration of an event. Outside these times an additional charge may apply.

Please note: Air conditioning will not be provided during bump in and bump out of the arena, central rooms or halls 1 to 4.

B 3.0 Audio-Visual: In-House (from 1st July 2011 until 30th June 2012)

Our contracted in-house audio-visual supplier is Staging Connections. As a well-established and experienced provider of technical and creative services on the Gold Coast, Staging Connections will assist you with audio, lighting, data and vision requirements for your event and can also provide themeing, video, graphic and production support should you require.

Staging Connections
Geoff Southward
PO Box 1407
BROADBEACH QLD 4218
Tel: 07 5504 4215
Fax: 07 5504 7950
Mobile: 0409 648 535
Email: GSouthward@stagingconnections.com

B3.1 Audio-Visual (from July 1st 2012 until June 30th 2013)

As of the 1st July 2012, any event that has audio visual requirements, the audio visual services must be supplied by the GCCEC.

B 4.0 Audio-Visual Contractors (from 1st July 2011 until 30th June 2012)

Any other organisation providing audio-visual services must be approved by the GCCEC and their equipment and Contractors & Subcontractors must comply with the "**Operating Policies and Procedures**". Please refer to A 2.0 and A 3.0.

The Event Organiser and/or Contractors or Subcontractors must advise the GCCEC in writing of any configuration requirements for the hired space relating to audio-visual equipment or other equipment. The Event Organiser will be required to pay all costs associated with complying with the special configuration requirements. In this event labour charges would be applicable.

B 5.0 Technical Integration Policy

It is a requirement of the GCCEC that a 'technical integration' staff member be present whenever an outside production/audio-visual company is involved in an event at the GCCEC. This also extends to any event where the GCCEC Event Team deems it necessary for such a person to be present in any other area. More than one 'technical integration' person may be required at any given time depending on the number of areas being used and the complexity of the event as determined by the GCCEC Event Team.



Please discuss with your Event Manager the associated charges.

Please note: Technical integration labour charges will not apply if the GCCEC in-house audio-visual supplier (Staging Connections) is used.

B 6.0 Banners

The GCCEC's policy is that all banner rigging must be provided by a GCCEC rigger. Charges are applicable and can be confirmed by your Event Manager.

- The co-ordination of banner rigging is the responsibility of your Event Manager.
- The Banner Rigging Request Form (F2.0) must be forwarded to your Event Manager **no later than 21 days prior to your event**.
- All banners must be delivered to the GCCEC's Loading Dock, **no later than 7 days prior to your event** with a banner delivery label (F12.0) affixed to each item. This can be downloaded from the GCCEC website. All labels must be clearly marked with the event details (name of event, room/hall and date of event).
- If there is a specific order in which banners must appear, a diagram should be forwarded to your Event Manager **no later than 7 days prior to your event**.
- At the conclusion of the event, banners will be transferred to the loading dock for collection. The GCCEC holds no responsibility for the collection of banners.
- As storage space is limited, all goods must be collected within two (2) working days of the conclusion of the event.
- The client acknowledges that the GCCEC has restrictions on outdoor advertising. Therefore any outdoor advertising must be agreed in advance with the GCCEC and comply with all legislative and local by-laws.
- Arena banners can be hung in certain areas of the Arena. Please contact your Event Manager for specifications and regulations.
- Exhibition Hall banners can be hung in certain areas of the Exhibition Hall or around the perimeter of the Exhibition Halls from a curtain rail situated at 9.7m from floor level.
- Please access the Events Health and Safety Manual – Section 3.26.

B 7.0 Balloon Decorations / Table Decorations

The GCCEC can supply exciting and unique balloon decorations and table centrepieces at an additional charge. You are also welcome to arrange any balloon display or bouquet requirements for your event through your preferred supplier. Please discuss requirements with your Event Manager.

Please note: There will be a charge incurred for the retrieval of loose helium balloons from the ceiling.



B 8.0 Box Office – ticketed events

The GCCEC has an on-site box office. All ticketed events must be sold through the GCCEC or our preferred agency Ticketek. Please discuss your requirements with your Sales or Event Manager.

B 9.0 Car Parking

GCCEC operates an automated car parking system. There are four pay stations positioned throughout various locations in the centre these machines accept both cash and credit card.

A 30 minute grace period applies to all vehicles where payment is not required, should this time be exceeded charges will apply. Car parking will revert to a manual system on occasions where high volume traffic is expected i.e. concerts and entertainment events to avoid major delays and traffic congestion.

Who pays for parking?

All guests, exhibitors, suppliers and contractors are required to pay for parking.

Event organisers will be issued a pre-validated car park ticket on the first day of the event which will allow access in and out of the car park at no cost. The cards will be issued by your Event Manager.

Should any specific arrangements be required regarding car parking, please contact your Event Manager.

B 10.0 Cloakroom

A cloakroom facility is available at the GCCEC. Charges apply. Please discuss your requirements with your Event Manager.

B 11.0 Event Manager

The GCCEC's Event Manager will be your main contact during these important planning stages and implementation of your event.

B 12.0 Assistant Floor Manager

Upon your arrival at the GCCEC, the Event Manager will meet with you and our Assistant Floor Manager to complete a thorough handover. Whilst on-site, the Floor Manager will be responsible for the operation of your event.



B 13.0 Final Catering Numbers

Guaranteed confirmation of anticipated numbers is required in writing **3 business days prior to your function**. If numbers decrease within the 72 hour period, there will be no reduction in cost. This serves as our agreement on minimum numbers for payment; however, you may increase your numbers until 9.00am on the day of the event.

if an event falls on:	final delegate numbers are due at 4.00pm three business days prior to the event
monday	previous wednesday
tuesday	previous thursday
wednesday	previous friday
thursday	previous monday
friday	previous tuesday
saturday	previous tuesday
sunday	previous tuesday

B 14.0 Organiser's Office 1

The GCCEC has its own organiser's office, speaker's preparation room and small meeting room. This area is provided on a complimentary basis (subject to availability) and is located at the main entrance on the ground floor.

B 15.0 Dance Floor

The GCCEC has the facility to provide a dance floor for your dinner function on a complimentary basis (subject to availability). Please liaise directly with your Event Manager regarding your requirements. Please access the Events Health and Safety Manual – Section 3.22.

B 16.0 Entertainment – bands, entertainers, speakers

Your Event Manager is able to assist with the selection and booking of your entertainment requirements.

Most entertainment costings do not include lighting or production costs. Staging Connections, our in-house supplier, is able to supply you with costs. These charges should be included in your budget to ensure full costs are represented for entertainment.

Major rigging points are available through both the Arena and Exhibition Halls 1&2. Please access the Events Health and Safety Manual – Section 3.26.

B 17.0 Entertainment – change rooms

The GCCEC has permanent Entertainers green rooms. These areas are provided on a complimentary basis (subject to availability) and are located on the ground floor adjoining the South West Foyer and Exhibition Hall 4.

A standard banquet round table, banquet chairs and iced water is available on a complimentary basis.



Additional requirements, which need to be considered at the cost of the organiser, may be obtained from your entertainer's rider, i.e.:

- Mirrors
- Clothing racks, iron and ironing board
- Refreshments

Please discuss your requirements with your Event Manager.

B 18.0 Fireworks (pyrotechnics)

Please access the Events Health and Safety Manual – Section 3.21 and complete the Fireworks Application Form (F5.0) 45 days prior to event.

Restrictions

Due to noise restrictions it is preferable to let off fireworks on the highway side of the building.

- Firework displays must be completed by 9.00pm.
- Amplified sound is not Permitted outside the GCCEC building
- All approvals must be signed before event commences.
- Security Communications room advised for isolation of fire detectors.
- Gold Coast City Council must be contacted and any approvals required by the GCCC complied with.

Please note: The approval process of this application is (approximately) a minimum of 30 days and can sometimes take longer as it requires Queensland Fire and Rescue Authority approval.

B 19.0 Flags / Banners

The GCCEC has six (6) flagpoles located outside the front entrance of the complex. We are able to fly your Corporate / Conference / Country flag. The recommended standard size of flags is 6ft x 4ft (1830mm wide x 1220mm long).

In addition, there are 26 double banner poles located on the GCCEC driveway, giving exposure to traffic and pedestrian from Gold Coast Highway and Broadbeach precinct. A handling fee per banner pole is applicable.

Please liaise with your Event Manager with your requirements.

B 20.0 Floor Plans

Please liaise with your Event Manager for specific floor plans to be created with your requirements.

Should the organiser have floor plans created by another party, this floor plan is to be submitted to the GCCEC for approval not less than **fourteen (14) days** prior to the event. These floor plans must include stage, tables, chairs, curtains, decorations, overhead structures, audio-visual equipment and a scale.



B 21.0 First Aid Room

Please access the Events Health and Safety Manual – Section 2.3.

B 22.0 Health Regulations

The GCCEC has a requirement to be hazard analysis critical control point (HACCP) compliant with the State Government of Queensland's Department of Primary Industries Division. As such, the GCCEC has a Food Safety Program incorporating good hygiene practices that all suppliers must comply with for all food items entering or being served or sold in the Centre to the GCCEC.

As part of the Food Safety Program the Chef has developed a food safety program. The purpose of this program is to ensure product quality, safety and integrity by limiting the possibility of accepting inferior products or products which could potentially introduce either a microbiological, chemical or physical hazard to the Centre or its delegates / customers.

The reference material used in developing this policy are the GHP Policy Guidelines and Framework as specified by the Department of Primary Industries, Safe Food Australia – A Guide to the Food Safety Standards and the Australian Cold Chain Code of Practice.

All food items being received by the GCCEC from third parties will comply with the GCCEC HACCP program, in particular Policy Number GHP:013 - receipt of food items. A policy framework will be furnished to all suppliers as part of the pre-planning material and will be subject to the strict receiving, storage, transportation and selling conditions within the GCCEC's good hygiene practices program.

B 23.0 Insurance

The Client is required to take out (at the Client's cost) the insurance detailed in the Event Details section with insurers and on terms acceptable to the Operator. All insurance policies must:

- (a) note the Owner and Operator, as an insured for vicarious liability, and
- (b) contain cross indemnity and waiver of subrogation

The Client must provide a copy of the insurance policies 'Certificate of Currency' to the Operator prior to the commencement of the Hire Period. The Operator has the right to request changes to the policy if the Operator reasonably considers the changes are required to ensure the more efficient operation of the GCCEC or the Event.

If the Client does not take out the necessary insurance, the Operator may take out suitable insurance. The Client will be responsible for the cost of this insurance.

The Client must not do anything that limits or removes any rights the Operator, the Owner or the Client may have under any contract of insurance relating to the GCCEC or the Event.

The Client's liability to the Operator or Owner will not be limited because of any insurance policy. *For example, if the amount of the Client's insurance does not cover the loss suffered by the Operator, the Client will still be required to pay the full amount of the Operator's loss.*



B 24.0 Lecterns

The GCCEC is pleased to provide a lectern (subject to availability) in each venue or meeting room on a complimentary basis.
Lectern dimensions for sign: 840mm (H) x 540mm (W)

B 25.0 Lectern Signage

Should you wish to provide signage for our lecterns, please contact your Event Manager for recommended signage size. Alternately, we are able to create lectern signage as per your requirements.

B 26.0 Menu Covers

The GCCEC can provide menus for catered events (3 per table) on a complimentary basis. The menus are black print on white paper inserted into a GCCEC menu cover.

Colour menus are available at an additional cost, please discuss details with your Event Manager

B 27.0 Merchandising

The Client must seek prior written consent of the Operator prior to selling any merchandising items related to the Event including programmes, t-shirts, souvenirs, posters, novelty items, clothing apparel, cassettes, tapes, CDs and records. Prior to the Operator granting consent, the Operator may ask the Client to enter into the Merchandising Conditions. Please refer to “**Merchandising Conditions**” listed on our website www.gccec.com.au

B 28.0 Photocopy Services

Photocopiers can be hired on your behalf for exclusive use within your conference office. Alternatively photocopying can be completed at the GCCEC Reception Desk at an additional charge. Prior notice must be given for any large quantities of photocopies that are required.

Please discuss charges with your Event Manager.

B 29.0 Professional Photographer

Your Event Manager can assist in organising a professional event photographer.

Please advise your Event Manager if there are any specific arrangements that are required by the photographer (e.g. group photograph).

If you have a preferred professional photographer, they must report to the GCCEC Reception Desk upon arrival. Please ensure that your photographer is aware they must provide clear access at all times to the GCCEC service staff.



B 30.0 Reception & Secretarial Services

Should you require the services of a receptionist for general secretarial duties or assistance with registrations, a labour charge is applicable. Please advise your Event Manager should this facility be required. Please note a minimum engagement of four (4) hours is applicable.

B 31.0 Red Carpet

The GCCEC has a red carpet available for VIP arrivals or special events (subject to availability). Please discuss this requirement further with your Event Manager.

B 32.0 Rigging

The GCCEC does offer rigging services for exhibitions and banner requirements refer Form F2.0.

Please access the Events Health and Safety Manual – Section 3.26.

B 33.0 Signage

The GCCEC has a number of LCD screens installed throughout the centre for use as directional signage is provided on a complimentary basis

These screens can also be used for, event programs, promotional DVDs, live video feeds or free to air cable TV. A labour charge may be applicable please discuss details with your Event Manager

Main Entrance

1 x 65" Landscape LCD
4 x 40" Portrait LCD

Arena

1 x 40" Landscape LCD located outside Doors A, B, C, E, F, G

Central Rooms

1 x 40" Landscape LCD located outside doors above Central Rooms A & C

Exhibition Halls

1 x 40" Landscape LCD located outside Hall 1 Door

Meeting Rooms 1- 9

1 x 22" Portrait LCD located outside each Meeting Room

Foyers

1 x 40" Portrait LCD located at Ground Floor Lifts
1 x 40" Portrait LCD located in the Exhibition Hall Foyer
1 x 46" Portrait LCD located at Level 1 Lifts
6 x 42" Landscape LG located throughout Foyer C and Main Entrance Foyers

Each LCD screen can run multimedia. To ensure quality control of the content during your event the following file formats are accepted:



Supported image formats include;

JPEG (.jpeg), GIF (.gif), or BITMAP (.bmp).

Supported video formats include;

QUICKTIME (.mov), AVI (.avi), MPEG (.mpg1 or .mpg2) or WINDOWS MEDIA VIDEO (.wmv) – minimum frame size is applicable.

Screen set landscape are 1360 x 768 megapixels with screens set portrait 768 x 1360 megapixels.

The following file formats are **NOT** supported: TIFF, DVIX, 3GP, POWERPOINT(.ppt) , DVD. Should files be set-up in the above formats, the GCCEC offers a file converting service. Please contact your Event Manager for applicable charges. All media to be converted must be presented to the GCCEC **no later than 72 hours prior to your event.**

Mobile freestanding signage and static signage are also available. A4 and A3 landscape signage is applicable.

B 34.0 Stage Units

The GCCEC is pleased to provide complimentary staging units (subject to availability). Should there be a situation where the GCCEC staging is already booked for other events and extra staging needs to be hired, hire charges will apply.

A concert stage is also available for hire please contact your Event Manager for details

B 35.0 Surcharge – Extension of Function

At the conclusion of your event, the GCCEC allows a 30-minute departure time. Should this time frame be exceeded charges may apply. Please discuss this with your Event Manager.

B 36.0 Surcharge – Venue Food & Beverage Labour

Table Setting

The GCCEC standard function table settings are 10 guests per table. If your requirements vary from this standard setting, please discuss the additional labour charges with your Sales or Event Manager.

Buffet Stations

When planning a floor plan including buffet stations, please allocate space to accommodate 1 buffet per 200 guests. If you require additional buffets for the same number of delegates, please discuss the additional labour charges with your Sales or Event Manager.

B 37.0 Surcharge – Public Holidays

A surcharge on the total amount of food and beverage will be applicable on Public Holidays. Please discuss this with your Sales or Event Manager.



B 38.0 Table Décor

The GCCEC would be pleased to co-ordinate the hiring of your chair covers, centrepieces and coloured linen décor. Alternatively, you are welcome to provide your own chair covers and table décor from your preferred supplier.

B 39.0 Tablecloths & Napkins

The GCCEC can provide you with white linen napkins and black or white tablecloths on a complimentary basis. Coloured napkins are available at additional charges. Alternatively, you are welcome to provide your own tablecloths and napkins from your preferred supplier.

B 40.0 Banquet Table Listing

The Event Organiser is responsible for providing an alphabetical guest table list and a numerical guest table list **two (2) days prior to the event**.

B 41.0 Tables

Banquet Table

The GCCEC banquet tables are 1800mm (6 foot) diameter rounds and can seat a maximum of 10 guests.

Classroom Trestle Table

The GCCEC classroom style trestle table is a half trestle 1800mm x 450mm.

B 42.0 Ushers

Should you require ushers for your event, a labour charge will apply. Please discuss your requirements with your Event Manager.

B 43.0 High Visibility Vest

All organisers, contractors, exhibitors and their staff must wear safety vests in a construction zone. A construction zone is during an exhibition bump-in and bump-out or during a production set-up and pull-down.

Contractors and exhibitors will not be allowed entry to the area unless a safety vest is worn. Safety vests are available for purchase at a cost of \$10 per vest from GCCEC security control.

