



gold | convention and
coast | exhibition centre

AUDIO-VISUAL POLICY

August 2021 - V1.0

Please note that 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.

AUDIO-VISUAL POLICY

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AUDIO-VISUAL POLICY

1. Equipment

The Gold Coast Convention and Exhibition Centre's (GCCEC) Equipment Policy relates to all parties dealing with the GCCEC including the client, event producer or professional conference organiser (PCO), event management company, staging or rental company, entertainment (bands, special events etc.) and other third party suppliers.

The GCCEC management and its representatives are the only parties entitled to supply audio visual equipment for events held at the venue except in the following circumstances:

- (1) GCCEC is unable to supply the specified equipment or equivalent;
- (2) The event has been determined by GCCEC to be a genuine touring show with its own audio visual equipment.

Please note: A genuine touring show is one where equipment is transported in its entirety from one venue to another with no more than three (3) days between shows.

Centre management must be advised of the event's audio visual requirements no less than 14 days before the start of the hire period.

Any requirement or special request regarding the importation of equipment should be brought to GCCEC's attention.

If the Centre is unable to 'brand match' audio visual equipment for a client, it will provide, at its discretion, an equivalent or superior piece of equipment.

The GCCEC requires at least 14 days' notice before the event of any requirements for utilising or interfacing to the Centre's infrastructure to ensure best practice service.

While GCCEC and its representatives are the only parties entitled to supply audio visual, the Centre does not hold suffice stock to supply all the likely needs of individual exhibitors on-site.

If a case arises where GCCEC does not have the equipment in stock or cannot source it through its suppliers then these exhibitors are permitted to use their own equipment. Any outsourced equipment must be supplied with a current electrical test tag, be fully compatible with the Centre's equipment and conform to all statutory codes and regulations. The use of third party equipment is strictly an exception to the aforementioned condition and must be approved by the Centre before the event.

The GCCEC can supply equipment to exhibitors on a 'first come, first served' basis.

In the instance where the Centre cannot supply the equipment it will assist the client in sourcing the required item/s.

2. Rigging

Rigging services are managed by the GCCEC Audio Visual Department. All primary rigging points (top point attaching to the GCCEC Structure) are coordinated, installed and removed by GCCEC licensed rigger, charges will apply for this service. Secondary rigging (hoists, trusses, banners, etc. attached to primary point) can be supplied by GCCEC or may be contracted directly by clients.

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All rigging plans must be submitted to GCCEC Audio Visual Department 21 days prior to event for safety evaluation, approval and booking of primary point installation. Plans shall illustrate all weights to be presented on the GCCEC structure.

3. Technicians

A technical producer who coordinates the client's technical production requirements including floor plans, equipment requirements, technical schedules and compliance issues is assigned once the event is contracted.

A minimum of one (1) audio visual technician is to be assigned for each event held in GCCEC's Halls and /or Arena (any configuration). The final number of audio visual technicians will be determined from consultation with GCCEC management and by the level of technical production required.

If, due to either one or two of the exceptions listed above, the client sources their own audio visual equipment, then all external operators must be familiar with and qualified for the equipment under their control.

All staff will comply with any reasonable decision made by centre management of the acceptable sound level limits in the GCCEC.

The Centre reserves the right to remove any contracted personnel from the building at any time.

4. Pricing

The client and any third parties should be across all fees for audio visual equipment and labour as quoted by the Centre to avoid confusion. These fees are fixed and will not be adjusted from any information given to the client unless clearly agreed upon in writing from the Centre before the event. A previous cheaper quote or special price from the Centre or other supplier does not entitle to automatic discounts.

The Centre will endeavour to match cheaper quotes and specific budgets where it can, however it does not guarantee, nor is it obligated, to do so. Clients should not make assumptions on pricing based on any previous arrangements with the Centre.

All estimated costs for audio visual should be paid in full by the client before the event. Any arranged discounts will only apply following the supply of accurate information including specification sheets, floor plans, schedules and full pre-payment of the 100% estimated costs invoiced. The application of any discount is at the discretion of the AV manager or AV department and will be deducted from the remaining 25% of estimated costs.

While the Centre will make the most of efficient turnaround times to maximise the effectiveness of the hire period, additional requirements such as rehearsals and other activities outside the hire period will incur extra equipment and labour hire determined by the extent of the activities. These requirements should be discussed with centre management to ensure availability of the space and appropriate budgeting.

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Unless otherwise agreed upon, the client will be charged for early access by contractors to the hired space. As such please keep all parties aware of the contracted access times to the hired space to ensure extra costs are not incurred.

The Centre requires at least one GCCEC AV technician on-site where a third-party is in-house for an event to ensure house policies and procedures are adhered to. Any 'venue patching' requirements facilitated by GCCEC's technician will be charged to the client.

5. Sponsorship

The sponsorship of audio visual equipment and services by the Centre is not permitted however consideration is given under special circumstances. Under these circumstances only the AV manager and the general manager are authorised to approve sponsorship. Requests for sponsorship must be submitted at least four (4) weeks prior to the start of the event.

In the case of special circumstances where sponsorship of AV equipment is approved by the Centre, full equipment details and specifications must be provided at least three (3) weeks before the event and the following specifications should also be met:

- 1) Both client and sponsor must provide the Centre with letters outlining full details of the proposed sponsorship agreement.
- 2) The sponsor must provide evidence of the relevant public liability insurance which should be provided to GCCEC by the client. This is in case the equipment should fail and or pose a health or safety threat to on-site stakeholders.

The GCCEC reserves the right to refuse the use of any item or sponsorship as a whole.

Centre management will endeavour to provide a safe and secure working environment for any sponsored piece of equipment onsite and will install all sponsored AV equipment to ensure compatibility and correct integration with the facility. The fee for the aforementioned service will be charged to the client. GCCEC will not however be held responsible for loss of damage of any equipment.

Additionally for all sponsored equipment the client should provide/ensure the following to centre management:

1. Evidence of the client's or the sponsor's insurance cover for loss of damage while the equipment is onsite.
2. Proof in writing of full responsibility for sponsored equipment supplied by a contracted third party staging or rental company.
3. That the equipment is delivered to and collected from a location on-site specified by centre management at a time stipulated by the Centre or the third party supplier.
4. That all sponsored equipment is electrically tested and supplied with a current tag, full accessories and full users/installation manuals and contact details for the sponsor and their technical expert.
5. That all drawings are supplied relating to the contractor and rigging, trussing and lighting plots, stage designs, layouts and dimensions and room layouts as well as production schedules and equipment lists at least 14 days before the event to ensure feasibility and compliance.

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6. Contractors and External Production Companies

The Centre's equipment must be installed, operated and dismantled by the GCCEC team unless prior approval is given by centre management.

Any third party contracted by the client, including external production companies following approval by GCCEC, should provide to the Centre details of their role or involvement. This extends to include the service to be provided and details of any companies sub-contracted by them to provide such services.

The client should notify the Centre if smoke machines and/or hazers are required to avoid the potential bill for a false alarm from the Queensland Fire and Rescue Authority.

Contractors must supply the Centre with all relevant approvals for pyrotechnics and other permits as required, 14 days before the contracted event. Failure to do so and provide the adequate completed paperwork will impact on any previously arranged fee.

Licensed or approved operators must provide proof of licence or qualification to the Centre.

To ensure the smooth running of an event, it is strongly recommended that a representative of the client with the capacity to make operational and financial decisions be present on-site at all times.

All contractors and sub-contractor staff are required to complete a site safety induction, be suitably attired and display a GCCEC Contractor Pass at all times.

Any contractor of third party equipment must be of sound condition and conform to all relevant statutory codes and regulations, including all rules and regulations of the GCCEC. Items deemed unsafe or un-sound will not be permitted for use by centre management.

Any additional tools or equipment required for third parties or contractors need to be prearranged with the Centre; otherwise they will not be supplied.

External contractors working in the venue must adhere to the Centre's standards and are bound by the GCCEC's Terms and Conditions including dress standards and in-house rules which will be communicated to the client when the audio visual agreement is finalised in writing.

The Centre reserves the right to remove any contracted personnel from the building at any time.