

GOLD COAST CONVENTION AND EXHIBITION CENTRE
Organisers Planning Manual

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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.

Please ensure you have accessed the [Events Health and Safety Guidelines](#) for further information.

To our valued client,

Thank you for choosing [Gold Coast Convention and Exhibition Centre](#) (GCCEC) for your next event.

Perfectly situated in the heart of Australia's Gold Coast region and located within an hour's drive of two major international airports – the AUD \$167 million GCCEC is the nation's largest regional convention centre, renowned for its commitment to quality and service excellence.

We pride ourselves on offering a world-class meeting, incentive, conference and exhibition destination that effortlessly melds sophistication and indulgence within a balanced lifestyle.

Nowhere else in Australia are you surrounded by pristine beaches and a myriad of entertainment opportunities. Relax and unwind with shopping, restaurants, theme parks and the world heritage listed hinterland rainforest within easy reach of the Centre.

As a valued GCCEC client, we invite you and your guests to [download the Broadbeach Conference App](#) to access exclusive offers and incentives to shop, dine and stay on the coast.

Furthermore, with more than 27,000 accommodation options conveniently located less than 10km from GCCEC via the new G:link light rail network, we're positive your delegates and guests will be spoilt for choice.

Plan your plenary in the comfort of our 6,000 seat divisible arena or make the most of 10,000sqm of exhibition space across our four exhibition halls and south-east foyers which boast 180 degree views of the Gold Coast skyline and neighbouring canals.

If you're looking for a local meeting spot, our 22 modern meeting rooms cater to your every need with restaurant quality cuisine and state of the art technology not yet available at any other convention centre in Australia.

Better yet, as one of the most advanced venues in Australia, offering maximum flexibility and seamless flow for all events, we'll provide you with peace of mind knowing you're in the capable hands of some of the nation's best in-house event managers, audio visual experts and highly experienced chefs who source only the freshest, locally-grown ingredients.

So take a look through our Organisers Planning Manual at your leisure and if you have any queries at all, please don't hesitate to contact one of the team to discuss your event in more detail.

We look forward to help making your next event your best yet.

Yours sincerely,

The GCCEC team

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INTRODUCTION

Introduction

Welcome to the Gold Coast Convention and Exhibition Centre (GCCEC).

The GCCEC is owned by Queensland State Government and is operated by The Star Entertainment QLD Limited under a management agreement.

This manual has been designed to assist organisers when planning an event at the GCCEC and contains information and guidelines that you will find useful.

Contact Details

The GCCEC team look forward to working with you to create a memorable event experience for you and your guests.

Our contact details are below:

Telephone: +61 7 5504 4000

Email: sales@gccec.com.au

Fax: +61 7 5504 4001

Postal Address:

Gold Coast Convention and Exhibition Centre
Corner T.E Peters Drive and Gold Coast Highway
Broadbeach QLD 4218

or

PO Box 1407

Broadbeach QLD 4218

Work Health and Safety

The GCCEC is committed to ensuring the health, safety and welfare of employees, contractors and visitors.

Please access the [Events Health and Safety Guidelines](#). These guidelines can be downloaded from our website, www.gccec.com.au/event-toolkit

Forms and Agreements

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

PLANNING INFORMATION

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 and/or individuals accessing the site, there is a reciprocal obligation to ensure 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 where necessary.

Contractors must report to the security control office on arrival of 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 contractors, exhibitors or others – comply with access controls.

Please access the [Events Health and Safety Guidelines](#) – Section 2.1 Page 8.

Event Organiser / Exhibitor

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

Event organisers must supply the GCCEC with a copy of all accreditation types.

It is not compulsory for delegates to wear accreditation during the event. Accreditation is 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 Guidelines](#) – Section 3.1 Page 13.

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.

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.

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 assistant floor manager will be responsible for the operation of your event.

ATM

There are two ATMs located on the ground floor between the lifts and main reception.

Audio Visual

GCCEC management and its representatives are the only parties entitled to supply audio visual equipment for events held at the venue.

The GCCEC in-house audio visual (AV) team will assist you with audio, lighting, data and vision requirements for your event and can also provide theming, video, graphic and production support should you require.

The exception to this policy is for booth/stands inside exhibitions.

Banners

The GCCEC policy is that all banner rigging points must be provided by a GCCEC licensed rigger.

Charges are applicable and can be confirmed by your event manager or event planner.

- The [Banner Rigging Request Form](#) must be forwarded to GCCEC **no later than 21 days prior to your event.**
- All banners must be delivered to the GCCEC's loading dock, **no later than seven (7) days prior to your event** with a [Banner Delivery Label Form](#). All labels must be clearly marked with the event details (name of event, room/hall and date of event) and affixed to each item.
- If there is a specific order in which banners must appear, a diagram should be forwarded to your event manager or event planner **no later than seven (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 one (1) working day after the conclusion of the event.

Please access the [Events Health and Safety Guidelines](#) – Section 3.31 Page 28.

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.

Car Parking

The GCCEC operates an automated car parking system. The cost is \$12.00 per vehicle per entry payable upon exiting the Centre. There are four (4) pay stations positioned throughout various locations in the Centre. These machines accept both cash and credit cards.

A 30 minute grace period applies to all vehicles, whereby payment is not required. Should this period be exceeded, a \$12.00 fee 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 including exhibitors, contractors and suppliers are required to pay for parking.

Should any specific arrangements be required regarding car parking, including VIP arrangements, please contact your event manager.

Cleaning / Waste Disposal

The GCCEC is responsible for the cleaning of public areas and disposal of rubbish. General cleaning of the exhibition area is conducted during operational hours only at standard charges to the hirer.

However, after hours cleaning, overnight and pre/post cleaning will incur additional charges.

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied on a regular basis by the GCCEC team. Exhibitors are responsible for the cleaning of their individual stands. The GCCEC does however offer a stand cleaning service to exhibitors at the exhibitor's expense.

Charges are applicable and can be confirmed by your event manager.

- General trade area cleaning during operating hours.
- Cleaning of exhibition space charges.
- Cleaning of exhibition stand areas.
- Wet waste cleaning, disposal of chemical substances and removal costs by the GCCEC.
- Removal of large volumes of rubbish to skips in dock areas.
- Specialised cleaning duties or requirements.
- Pre/post event and overnight cleaning charges.
- Post waste removal charges.

Cloakroom

A cloakroom facility is available at the GCCEC. Labour charges apply for a cloakroom attendant. Please discuss your requirements with your event manager.

Please note: a minimum engagement of four (4) hours is applicable.

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 Guidelines](#) – Section 3.26 Page 25.

Event Manager

The GCCEC will assign an event manager to your event once it has been confirmed. The event manager will be your main contact during the planning stages and implementation of your event.

Entertainment – Bands, Performers, 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. These charges should be included in your budget to ensure full costs are represented for entertainment. Please discuss this with our GCCEC audio visual team.

Major rigging points are available throughout both the arena and exhibition halls 1 to 4.

Please access the [Events Health and Safety Guidelines](#) – Section 3.1 Page 13.

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, mirror, clothing rack, ironing board and iced water is available on a complimentary basis.

Additional requirements, which need to be considered at the cost to the organiser, may be obtained from your entertainer's rider (i.e. food and beverage).

Please discuss your requirements with your event manager.

Final Catering Numbers

Guaranteed confirmation of anticipated numbers is required in writing **three (3) business days prior to your event**. 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 (3) 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

Fireworks (Pyrotechnics)

The use of pyrotechnics is prohibited without prior notice and approval from the GCCEC and QLD Fire and Rescue (QFRS). Please complete the [Fireworks Application Form](#) and return **no later than 45 days prior to your event**.

Restrictions

Due to noise restrictions it is preferable to let off fireworks on the Gold Coast 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 45 days** and can sometimes take longer as it requires Queensland Fire and Rescue Authority approval.

Please access the [Events Health and Safety Guidelines](#) – Section 3.25 Page 24.

First Aid Room

Please access the [Events Health and Safety Guidelines](#) – Section 2.10 Page 10.

Flags / Banners

The GCCEC has six (6) flagpoles located outside the front entrance of the complex. We are able to fly your corporate, conference or country flag.

The recommended size of flags is 8ft x 5ft (2438mm wide x 1524mm long). A hire fee per flag pole is applicable.

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 hire fee per banner pole is applicable.

Please liaise with your event manager regarding your requirements.

Floor Plans

Please liaise with your event manager for specific floor plans to be created with your requirements.

Should the event organisers have floor plans created by another party, each floor plan is to be submitted to the GCCEC for approval **no later than 30 days prior to your event**.

These floor plans must include stage, tables, chairs, curtains, decorations, overhead structures, audio visual equipment and a scale.

Health Regulations

The GCCEC has a food safety program that incorporates good hygiene practices and ensures all suppliers must comply with this program for all food items entering or being served or sold at the centre.

The GCCEC Food Safety Program has been developed 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 customers.

All food items being received by the GCCEC from third parties will comply with the GCCEC Food Safety Program. A policy framework is distributed to all suppliers as part of the pre-planning material and is subject to strict receiving, storage, transportation and selling conditions within the GCCEC's good hygiene practices program.

Insurance

As per the contract, the client is required to take out \$20 million public liability insurance as detailed in the event details section of the cover note with insurers and on terms acceptable to the Centre. All insurance policies must:

- Note the owner and operator, as an insured for the vicarious liability, and
- 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.

Lecterns

The GCCEC is pleased to provide a lectern (subject to availability) in each venue or meeting room on a complimentary basis.

Should you wish to provide signage for our lecterns, following are the lectern dimensions:

Lectern dimensions for signs: 840mm (H) x 540mm (W)

Lost Property

Lost property can be retrieved from the GCCEC main reception.

Menu Covers

The GCCEC can provide menus for catered events (3 menus 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.

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.

Organiser's Office

The GCCEC has four organiser's offices throughout the venue. Organiser's office 1 includes its own speaker's preparation room. Subject to availability, an organiser's office will be provided on a complimentary basis. All four organiser's offices are located on the ground floor of the GCCEC.

Parent Room

The GCCEC offers an on-site parent's room that is conveniently located on the ground floor near the main entrance of the building. Parents are provided with all the essentials to make their visit enjoyable, including a change table, kitchenette, microwave, refrigerator and comfortable seating options.

Power and Associated Charges

Power and associated charges are applicable per exhibition booth during an exhibition.

Please note: The GCCEC requires all exhibition booths to turn off non-essential power outside of exhibition hours. Please be aware additional power and associated charges will apply for any power connected outside of exhibition hours. Please contact your event manager should this service be required.

Noise Levels

Queensland State Government Environmental and Heritage Legislation

To comply with Queensland State Government Environmental Legislation regarding noise pollution, it is a requirement that all events, functions and other activities are assessed for possible violation in relation to excess noise levels.

The GCCEC development approvals will place sound pressure limits on the operations of the GCCEC, including the maximum sound pressure level permitted in any room of the GCCEC at any accessible location in the room as measured by the Operator, or any level which may disturb any guests in that room or clients and their guests using any other room in the GCCEC.

Please access the [Events Health and Safety Guidelines](#) – Section 3.23 Page 23.

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.

Porterage

The GCCEC does not provide porters to assist with bump in and bump out unless requested. A labour charge is applicable (additional charges apply for weekends and public holidays).

Please contact your event manager should this service be required.

Please note: a minimum engagement of four (4) hours is applicable.

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.

Reception and 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.

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.

Rigging

Please note: ALL rigging top points must be installed and removed by a GCCEC licensed rigger (charges will apply for this service).

All rigging plots must be submitted to the GCCEC for venue approval **no later than 21 days prior to an event.**

Please be aware that no external personnel or contractors will be permitted to commence works on any exhibition shell schemes prior to the installation of **ALL** rigging points and truss structures.

Please access the [Events Health and Safety Guidelines](#) – Section 3.31 Page 28.

Safety Vest

All organisers, contractors, exhibitors and their team members must wear safety vests and enclosed footwear in a construction zone. A construction zone is designated during an exhibition or production bump-in and bump-out.

Organisers, contractors or exhibitors will not be allowed entry within the construction area unless a safety vest and enclosed footwear is worn. Safety vests are available for purchase from GCCEC security control office or reception.

Safety and Compliance Team

The GCCEC safety and compliance team are responsible for maintaining a safe work environment through safety checkpoints upon entry to the exhibition zone.

The **safety marshals** will monitor the exhibition zone conducting spot checks on credentials, that PP&E is suitable to bump in and out conditions, safety documentation is accurate and all organisers, exhibitors, and stand contractors are working safely within the zone during the bump in and bump out periods. In some cases, more than one marshal will be required.

A **security officer** will also be positioned at the foyer entry point to the exhibition zone, responsible for ensuring authorised access only to the exhibition zone during bump in and bump out. The number of safety and compliance officers will vary based on the scale and requirements of the exhibition bump in. In some cases, more than one security officer will be required.

GCCEC **loading dock marshals** are required for the bump-in and bump-out of your exhibition. A labour charge is applicable (additional charges apply for weekends and public holidays). In some cases, more than one marshal will be required.

We recommend anywhere from 1-5 loading dock marshals depending on the size of the event.

Please contact your event manager regarding scheduling times and safety and compliance team requirements.

Please note: a minimum engagement of four (4) hours is applicable for the safety and compliance team to manage your exhibition.

Security

The GCCEC security department operates between 6.00am and 10.00pm. Should you require security outside of these hours, charges will apply. Please also note any security requirements must be GCCEC employees.

GCCEC is a licensed venue, thus in line with legislative requirements some functions involving alcohol may require safety and security officers to monitor Responsible Service of Alcohol (RSA).

GCCEC can provide dedicated Security guards to an event. Additional charges will apply.

Please contact your event manager regarding your security requirements.

Please access the [Events Health and Safety Guidelines](#) – Section 2.1 Page 8.

Signage

The GCCEC has a number of LCD screens installed throughout the Centre for use as directional signage is provided on a complimentary basis. This can also be used for event programs, promotional DVDs, live video feeds or free to air cable TV. A labour charge may be applicable.

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 and C

Halls

- 1 x 40" Landscape LCD located outside the door to Hall 1

Rooms 1-9

- 1 x 22" Portrait LCD located outside each room

Foyers

- 1 x 40" Portrait LCD located at Ground Floor Lifts
- 1 x 40" Portrait LCD located in the 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.

Smoking Policy

The GCCEC is a **non-smoking** venue. Smoking is permitted at clearly signed designated areas outside the GCCEC.

Please access the [Events Health and Safety Guidelines](#) – Section 2.2 Page 8.

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.

Surcharge – Extension of Function

At the conclusion of your event, the GCCEC allows a 30-minute departure time. Charges may apply should this timeframe be exceeded. Please discuss this with your event manager.

Surcharge – Venue, Food and 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 one (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.

Surcharge – Special Dietary Requirements

Please be aware that additional charges may apply for any guests with a specific dietary request. Please discuss the additional charges with your sales or event manager.

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.

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.

Tablecloths and 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.

Table Décor

The GCCEC would be pleased to coordinate 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.

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.

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 your event**.

Ushers

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