

# EXHIBITOR INFORMATION GUIDE



# CONTENTS

<b>INTRODUCTION</b> .....	<b>3</b>
<b>GENERAL INFORMATION</b> .....	<b>3</b>
EXHIBITOR SERVICES .....	3
INFORMATION DESK .....	3
VENUE ACCESS .....	3
PARKING .....	4
SMOKING .....	4
<b>SERVICES AVAILABLE FOR PRE-ORDER</b> .....	<b>5</b>
<b>SAFETY AT BCEC</b> .....	<b>6</b>
EMERGENCY FIRST AID & MEDICAL .....	6
EVACUATION PROCEDURES .....	6
SAFETY VESTS .....	7
SECURITY .....	7
CHILDREN .....	7
<b>STAND CONSTRUCTIONS &amp; EXHIBITS</b> .....	<b>8</b>
BCEC SITE-SPECIFIC SAFETY INFORMATION .....	8
SAFETY PERMITS .....	9
DEMONSTRATION OR EQUIPMENT .....	10
EXCESS WEIGHT DISPLAY (> 500 KG / 1000 KG) .....	10
VEHICLE DISPLAYS .....	10
CUSTOM STANDS .....	11
RIGGING .....	11
TEST & TAG ELECTRICAL EQUIPMENT .....	12
<b>IMPORTANT: BCEC EVENT SAFETY &amp; DESIGN GUIDELINES</b> .....	<b>12</b>
<b>EXHIBITORS FREIGHT</b> .....	<b>12</b>
FREIGHT DELIVERIES .....	12
MOVE-IN FREIGHT .....	13
MOVE-OUT FREIGHT .....	13
STORAGE .....	13
FORKLIFT SERVICE .....	13
<b>FOOD &amp; BEVERAGE ACTIVATION ON STAND</b> .....	<b>14</b>
FOOD & BEVERAGE SAMPLING .....	14
HEALTH REGULATIONS .....	15
ALCOHOL SERVICE / SAMPLING .....	16
EXTERNAL FOOD & BEVERAGE SUPPLIER .....	16
COMPETITION AND GAMING REGULATIONS .....	17

## INTRODUCTION

This manual is designed to assist you with the smooth planning of your exhibition display. Contained within this document are the Brisbane Convention & Exhibition Centre's (BCEC) evacuation procedures, exhibition regulations and forms, as well as a list of available services.

## GENERAL INFORMATION

### EXHIBITOR SERVICES

BCEC's online exhibitor ordering portal allows exhibitors to order multiple services at the same time and obtain tailored quotes using a secure payment gateway. Event organisers will provide an event specific link.

Please ensure all online orders are placed and paid for **seven days prior** to the event. For orders later than this please contact Exhibitor Services directly to enquire if your requirements can be accommodated.

### QUESTIONS?

T: +61 7 3308 3536

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

### INFORMATION DESK

Information Desks are located in the Main Foyer and Grey Street Foyer. Services include printing, photocopying and the sale of stationery items. For Exhibitor Services enquiries outside of business hours, please proceed to the Information Desk for assistance.

### VENUE ACCESS

Brisbane Convention & Exhibition Centre  
Cnr Merivale and Glenelg Streets  
South Bank Qld 4101

[Building map](#) and [access map](#)

For events within the Exhibition Halls:

- Access to BCEC for exhibitors and contractors during build-up and pull-down is via Glenelg Street.
- The service road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.
- The entrance to the BCEC Car Park is located at the end of the service road past Exhibition Hall 4.

For events elsewhere in the building:

- Car Parks 1-3 are accessible via Merivale Street (Car Park 3 also accessible via Grey Street).
- For BCEC events held on the Merivale Street side, use the car park lifts to proceed to Foyer Level.
- For BCEC events held on the Grey Street side, exit the car park to Grey Street and find the building entrance to your right.

*Concierge trolleys can be borrowed from Information Desks, subject to availability*

## **PARKING**

The Centre provides undercover parking for 1500 vehicles, with direct lift access to the Centre's convention and exhibition facilities. Car Parks 1-3 are accessible via Merivale Street and Car Park 3 can also be accessed via Grey Street.

Exhibitors are entitled to a discounted parking rate, redeemed at our pay stations with a QR code. You will receive your event specific QR code via email from either the Exhibitor Services Team or your Event Organiser. Please note car parking prices are subject to change.

For more BCEC Car Park information, please visit their [website](#).

## **SMOKING**

The BCEC has a "No Smoking" policy within all areas of the venue. Exhibitors, contractors and their staff are therefore requested not to smoke within the exhibition area or loading docks.

## SERVICES AVAILABLE FOR PRE-ORDER



### CLEANING

Public areas, foyers and exhibition aisles are cleaned, and rubbish bins emptied daily by the Centre's cleaning staff. If you wish your individual stand to be cleaned, you must pre-book this service using the online exhibitor ordering portal.



### AUDIO VISUAL

A range of audio-visual equipment is available to hire from the BCEC. Please submit your requirements via the online exhibitor portal.



### FURNITURE

Our Sets department offer a range of furniture items to make your time with us more comfortable.



### EXHIBITOR CATERING

Catering, beverages, and on-stand networking functions can be arranged via BCEC's online ordering service. Please note some restrictions may be set by your event organiser.



### UTILITY SERVICES

Exhibitor Services can arrange for any water, waste or compressed air you may require, please book via the online portal. For power supply to stand, please contact the event contracted stand builder.



### INTERNET

Complimentary wireless internet is available to visitors of the Centre. The network name is BCECLINK and requires no password, and the speed is limited to 1Mbps. This network is designed for web browsing and checking web-based email. It is not designed for accessing VPNs, downloading large files, streaming, or event-critical elements. Dedicated wireless networks and cabled internet connections can be arranged via the online exhibitor portal.

# SAFETY AT BCEC

## EMERGENCY FIRST AID & MEDICAL

In an emergency or if first aid is required, please alert the event organiser or a BCEC staff member immediately. Contact Security on any BCEC fixed phone by **dialling '8'**.

The nearest Public Hospital Casualty Department:

Mater Misericordiae Hospital  
Annerley Road, South Brisbane

Telephone: (07) 3840 8111

## EVACUATION PROCEDURES

In the case of an emergency in the Centre, please stay calm. Please follow the instructions given by BCEC staff who are fully trained for an emergency. Security and Building Services staff are qualified First Aiders.

The Centre has a 2-alarm system, which is as follows:

1st alarm sound... **BEEP BEEP**

This is a stand-by alarm. Do not evacuate the room but be prepared if evacuation becomes necessary.

2nd alarm sound... **WHOOOP WHOOP**

This is the evacuation alarm, which is followed by a PA message. This message will tell you what level of evacuation is occurring, for example: a room, floor or the whole building. Please use the nearest exit and do not use the lifts in the event of a fire.

If we do need to evacuate, all exits are clearly marked with exit written in green. Centre staff will direct you to a Safe Assembly area.

## SAFETY VESTS

All organisers, contractors and exhibitors and their staff must wear safety vests and closed-in shoes whilst on the loading dock, service road or in the Exhibition Hall during the construction, bump-in and bump-out of events.

Vehicle drivers and offsiders or passengers utilising the service road or dock areas who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

Safety vests can also be purchased from the vending machines located down the Exhibition Hall concourse for \$10.00 each.

## SECURITY

BCEC Security Officers will maintain security throughout the building. Whilst every responsible precaution is taken, the organisers and the BCEC accept no responsibility for any loss or damage occurring to persons or property at the Exhibition.

## CHILDREN

Children under the age of 15 years are **not permitted** to enter high risk areas during move in and move out of an event. Children are not permitted on loading docks at any time.

A high-risk area is one where forklift operation, rigging or stand building is being undertaken.

Children are not permitted to remain in any vehicle unattended by an adult while the vehicle is loading/ unloading. Children are not to be left unattended or unsupervised in any areas within the building.

# STAND CONSTRUCTIONS & EXHIBITS

## BCEC SITE-SPECIFIC SAFETY INFORMATION

All exhibitors at the venue during bump in and bump out must read and acknowledge they have understood the BCEC Site Specific Safety Information, which can be accessed by this [link](#) and/or the QR Code below:



*Please note: this is BCEC site-specific information only. Additional event safety information is the responsibility of the event organiser.*

## SAFETY PERMITS

Permit forms are required to be submitted to Exhibitor Services for the below activities:

- Demonstration Product or Equipment
- Vehicle Displays
- Excess Weight – Conference Levels (over 500 KG)
- Excess Weight – Exhibition Halls (over 1000 KG)
- Amusement Rides & Devices
- Container Delivery
- Animals
- Water Activity
- Cooking Activities
- Food Truck
- Naked Flame
- Liquefied Petroleum Gas
- Drones
- Medical Activities including Tattooing & Body Piercing
- Crane Permit
- Aerial Acts
- Childcare Facility
- Electrical Work
- Fire Acts (fire twirling; fire breathing)
- Foggers & Hazers
- Hazardous Substances
- Heavy Theming
- High Risk Activity (electrical, scaffolding, suspension display)
- Laser Activity
- Pyrotechnics & Air Cannon Special Effects SFX
- Stage Configuration-Alternation
- Temporary Tiered Seating
- Two Storey Structures

*More information is available on our [BCEC Website](#)*

*Once completed, please send to [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au) for approval*

## DEMONSTRATION OR EQUIPMENT

Where an event or exhibition has demonstrations using portable electrical equipment, the Safety Manager must give special approval. Also, extra safety precautions must be taken to protect members of the public. These extra precautions must be complied with at all times, or the demonstration will be stopped. A current permit to demonstrate must be held.

*Demonstration Permit form can be downloaded on our [BCEC Website](#).*

*Once completed, please send to [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au) for approval.*

## EXCESS WEIGHT DISPLAY (> 500 KG / 1000 KG)

All floor areas within the BCEC have specified loading limits per square meter. Any equipment or item to be displayed or used during an event weighing more than 500 kilograms (Conference levels) or 1000 kilograms (Exhibition Halls) must be assessed prior to the item or equipment being positioned. A current permit must be held for items over 500 kilograms (Conference levels) or 1000 kilograms (Exhibition Halls), and BCEC requires the following information in advance of the commencement of the build:

- The dimensions of the base of the item;
- The gross weight of the item;
- A picture or diagram of the item; and
- An indication on the floor plan where the item is to be located.

*Excess Weight Permit form can be downloaded on our [BCEC Website](#).*

*Once completed, please send to [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au) for approval.*

## VEHICLE DISPLAYS

All vehicles must be supplied with a drip-tray. The vehicle keys are to be left with Security Control, unless alternate arrangements have been made with the Event Planning Manager.

All vehicles displayed on a gradient (e.g. one set of wheels on a ramp) are to be locked and no access to be granted unless removing the vehicle from the display. If the display has the vehicle totally off the floor level, chains or straps for added safety must also secure the vehicle.

A Vehicle Display permit is required to display vehicles at BCEC.

*Vehicle Display Permit form can be downloaded on our [BCEC Website](#).*

*Once completed, please send to [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au) for approval.*

## CUSTOM STANDS

All custom stands **must be reviewed** by the Brisbane Convention & Exhibition Centre safety department. Please ensure that you discuss this with your custom stand builders if applicable.

All custom stands plans are to be sent to [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au) for review at least **14 days prior** to the event bump in. The stand design must include **all measurements (Width x Length x Height)** so the safety team can assess accordingly.

In order to ensure that the elements are structurally sound and meet the requirements of the National Construction Code 2016, and the BCEC Event Safety & Design Guidelines, BCEC requires a detailed schematic plan be submitted for all Custom Stands.

- A custom stand is anything that structurally deviates from a standard shell scheme build
- Any stand with an element that must be constructed, hung, mounted, or rigged is considered a custom stand.
- Any stand with electrical or gas components built into or on the structure is considered a custom stand
- Stands that are false flooring, with basic furniture elements that remain within the booth, i.e. banners, light boxes and planters, are essentially display/equipment and **are not** considered a custom stand.

For further information regarding BCEC's Safety requirements for temporary structures, please refer to the [BCEC Event Safety & Design Guidelines](#)

## RIGGING

The BCEC does not provide top point rigging services for Exhibition and Trade Events within our Exhibition Halls. There are two companies that are certified to conduct top point rigging installations in the four Exhibition Halls – [Clifton Productions](#) and [Harry the Hirer](#).

All rigging plans must be submitted to the BCEC for approval by the Rigging Department at least 14 days prior to the event bump in. Each plan must clearly identify the location/s and the weight/s of all elements of the proposed installation.

Rigging in spaces other than the Exhibition Halls is completed by the BCEC. Please contact Exhibitor Services ([exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)) to discuss.

Your event may be subject to additional fees if we deem that the proposed weight-loading and/or weight-distribution of the installation requires an engineering consultancy for safety approval, whether it be individual points or the entirety of the contracted space.

## TEST & TAG ELECTRICAL EQUIPMENT

All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and WH&S Act 2011. Any electrical equipment found not tested will have to be tested immediately or removed from the Centre. For safety reasons, double adaptors are not to be used in the Centre.

Please note BCEC does not provide Test and Tag service. Please consult your Event Organiser to check if alternate arrangement has been made.

The BCEC Management reserves the right to request removal from the site of any electrical equipment it deems to be non-compliant or suspect and can call upon internal specialists to assist when necessary.

## **IMPORTANT:** BCEC EVENT SAFETY & DESIGN GUIDELINES

Please [click here](#) to view the BCEC complete Event Safety & Design Guidelines for more information.

## EXHIBITORS FREIGHT

### FREIGHT DELIVERIES

Please note that all exhibitor freight can only be brought into the centre on the event bump-in day.

BCEC will not accept delivery or sign for any goods, packages, or other materials on behalf of an exhibitor. BCEC will not accept any responsibility for any items that have been delivered to the site in the absence of the exhibitor, their agent or contractor.

Please consult your Event Organiser to determine if a freight forwarder or storeroom has been arranged for the event, and to receive an event specific delivery label.

## MOVE-IN FREIGHT

### **Self-delivery and Couriers (bulky items):**

To be delivered on the day of your move in only. BCEC Loading Docks can be accessed via the service road off Glenelg Street. Maximum of 15 minutes parking at dock. Exhibitors or the contracted Freight Forwarder is responsible in the transfer of goods from the dock to the event space unless alternate arrangement has been pre-arranged by the Event Organiser.

### **Car Park (small items):**

Small items can be carried in by hand or small trolley, park at the Centre and proceed to the event space. Large trolleys and freight are not permitted in guest lifts. Bulky freight should be moved in through the Loading dock.

## MOVE-OUT FREIGHT

Please note that all items must be removed from the venue during move-out day. Any items remaining after this time will be deemed to be waste and disposed of.

Exhibitors must not leave their freight unattended. Courier companies should be instructed to pick-up left-over freight at the conclusion of the event, with the presence of the exhibitor. The venue will not take responsibility for freight left after this time.

## STORAGE

It is recommended that exhibitors keep packing materials to a minimum. Exhibitors may not leave boxes and packing materials in the Exhibition Display Area during the event.

If storage space is required, please contact your Event Organiser for information on storage provisions.

## FORKLIFT SERVICE

BCEC does not provide forklift service. Please consider using a tailgate truck for freight delivery or consult your Event Organiser for alternate arrangement with their external contractors.

# FOOD & BEVERAGE ACTIVATION ON STAND

## FOOD & BEVERAGE SAMPLING

Please note that your event organiser has agreed to the following terms:

*Only BCEC Management and its representatives are entitled to (and Hirer will not) bring into or provide or sell in the event facilities or the centre, food and beverages (whether alcoholic or not). However, if the nature of the event is such as to require it, exhibitors at an event conducted by the Hirer may distribute food samples to visitors or guests at the Event with the prior written approval of BCEC Management (which will not be unreasonably withheld).*

Exhibitors at Food & Beverage related events wishing to provide samples at BCEC **must obtain prior approval** from the Food & Beverage Management. Exhibitors without prior approval will not be able to provide samples. A food & beverage sampling request form should be submitted through the online Exhibitor Portal. **External supply charges** may be applicable for the provision or sale of full-sized samples.

Once permission has been granted, the exhibitors must comply with legislative requirements, including acquiring a Temporary Food Stall Licence from Brisbane City Council (BCC). Please note the conditions of supply of liquor is governed by the Qld Liquor Act and Regulations.

The sampling activity must be the core business of the exhibitor, either demonstrating a food product or equipment. The sample must be given away free of charge to the patron.

Further:

- Items are those which registered members of the association buy wholesale in the normal conduct of business or are produced by equipment used in the normal conduct of their business.
- Liquid portions should not exceed 30% of what would be considered to be standard serving size.
- Solid food should be no larger than bite size; and
- The exhibitor must be fully self-sufficient in this endeavour, particularly in relation to the Health Regulations outlined on the following page.

## HEALTH REGULATIONS

The following health requirements are applicable for exhibitor's stands from which samples of food or drink are promoted to the public.

A Permit may be required from Brisbane City Council and can be arranged through the Council directly. If you are unsure of the best point of contact, please liaise with the Exhibitor Services team.

- Perishable packaged foods are required to be refrigerated.
- Where unpackaged food is to be given away, openly stored, displayed and handled, the following facilities and services need to be provided:
  - A hand basin with hot and cold water.
  - A refrigerated display and/or storage cabinet if the food is perishable.
  - Glass or Perspex screens or sneeze guards to protect food from contamination.
  - A washable impervious floor e.g. sheet vinyl.
  - Where serving implements or utensils are used, a separate sink with hot and cold water will be required.
  - Where drainage and water are required, stands must be located with access to the appropriate service pits.
- All eating and drinking utensils must be disposable (paper cups, plastic spoons, plastic wine glasses) and must not be reused.
- When food or drink samples are given away for promotional purposes:
  - They must be offered in such a manner as to avoid being handled by the public e.g. portioned and toothpicks inserted.
  - They should be protected from contamination, for example by the use of trays fitted with plastic covers.
  - Condiments such as sauces and mustards are to be contained in squeeze type dispensers or individual sealed packets.
- For other than food related exhibitions, cooking of food by Exhibitors is prohibited unless approved by the Centre. Early consultation with the BCEC Management is mandatory.
- Exhibitors must provide receptacles for rubbish collection. These receptacles must be located within or near to the stand and the contents shall be disposed of in a manner approved by Centre Management.

All stands involved in the presentation of Food & Beverage must abide by the "Food Hygiene Regulations 1989". Please note extra cleaning charges may be imposed for the disposal and cleaning of food and beverage waste.

## ALCOHOL SERVICE / SAMPLING

The consumption of liquor must be in compliance with the Queensland Liquor Act 1992, Queensland Liquor regulations as well as BCEC's liquor license and Responsible Service of Alcohol Policy.

The BCEC's Liquor Sampling guidelines can be found [here](#).

**PLEASE NOTE:** All alcoholic beverage tastings must be approved by the BCEC F&B Director or the F&B Manager. Approval is to be sought by submitting a Food Sampling Request form through the online portal for BCEC Management approval.

Exhibitors must also provide the BCEC with:

- A current Responsible Service of Alcohol certificate issued in Queensland or another Australian state or territory or all service staff; and
- A copy of current liquor or wine license issued in Queensland or another Australian state or territory.

Exhibitors whose core business is not in the food or wine industries, are not legally permitted to sell or sample liquor at the BCEC. No third-party supplier can be used.

If you are not in the food or wine industries and wish to have alcohol served on your stand, you can book this as an 'On Stand Catering' option through the BCEC Exhibitor Portal.

## EXTERNAL FOOD & BEVERAGE SUPPLIER

BCEC has sole catering rights for the sale and/or distribution of any food or beverage product that will be consumed on-site.

If BCEC is unable to provide your desired stand catering option, you may engage an external F&B supplier, subject to the following conditions:

- External supply charges may apply
- All external F&B activations (**including confectionery and BCEC's preferred suppliers**) must seek approval from BCEC management at least **7 days prior** to the event bump-in
- For a list of BCEC's preferred suppliers, please contact Exhibitor Services: [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au)

### **BCEC External Supplies Request Approval Process:**

- Notify your event organiser of the proposed activation
- Submit a request form via the BCEC Exhibitor Portal
- Await BCEC's approval before proceeding

All external supply requests will only be reviewed under the precondition that the exhibitor / external supplier will be fully self-sufficient in the activation including staffing, equipment, storage, ingredients, etc.

Each external supply request is treated case by case and must receive approval from BCEC Management prior to engaging any external supplier. Please also ensure that the event organiser is aware of the activation before submitting your request to BCEC. **Anyone without prior approval will not be able to provide food or beverage on-site.**

## **COMPETITION AND GAMING REGULATIONS**

Any competition, trade promotion or art union conducted at or in conjunction with an exhibitor's stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld). For more information on conducting a competition, trade promotion or art union, exhibitors should contact:

[Queensland Office of Liquor and Gaming Regulation](#)

Telephone: (07) 3872 0999 A/H (07) 3210 2906