



gold coast | convention and exhibition centre

Exhibition Manual

Prepared June 2003
Updated September 2005



the ultimate event venue...



Please note: All information listed is current at time of printing but maybe subject to change at the discretion of the Gold Coast Convention and Exhibition Centre Management. Any prices listed are indicative and are subject to change.

www.gccec.com.au

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SECTION A - INTRODUCTION

A1.0 Introduction

Welcome to the Gold Coast Convention and Exhibition Centre.

The Gold Coast Convention and Exhibition Centre ("GCCEC") is owned by the Queensland State Government and is operated by Tabcorp Ltd under a management agreement.

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

A2.0 Workplace Health and Safety

All GCCEC personnel must abide by all relevant legislation, standards, codes of practice and GCCEC WH&S rules.

GCCEC endeavours, so far as practicable, to conduct its activities in such a way so as to maintain a safe workplace.

It is a standard pre-requisite for all Contractors and Sub-contractors to review, comply and acknowledge our Workplace Health & Safety Policy and Procedures before work can commence on-site. All workers performing duties on-site are firstly required to attend a short induction outlining GCCEC evacuation procedures and general Workplace Health & Safety standards.

A3.0 Terms and Conditions

It is a standard pre-requisite for all on-site Contractors and Sub-contractors to read, acknowledge and complete an on-site induction and a "Contractors Agreement" form and also to acknowledge and comply to GCCEC "Standard Conditions of Hire" and "Operating Policies and Procedures" before commencing work on-site at GCCEC.

Other terms and conditions relating to GCCEC can be found on our website, www.gccec.com.au:

- Contractors Agreement
- Standard Conditions of Hire
- Operating Policies and Procedures
- Ticketed Events
- Sporting Event/Concert/Entertainment
- Merchandising Conditions

A4.0 Forms & Agreements

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

SECTION B – SERVICES FOR EXHIBITORS

B1.0 Audio-Visual

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
Peter Werner
PO Box 1407
BROADBEACH QLD 4218
Tel: 07 5504 4217
Fax: 07 5504 7950
Mobile: 0438 425 108
Email: pwnerner@stagingconnections.com

B2.0 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. Staging Connections will always be available to assist with advising on the 'technical integration' needs for individual events.

The hourly rate for a technical integration person is \$60.00 (+ GST) per hour for a minimum 3-hour call out.

B3.0 Catering/Food and Beverage/Accounts

For the convenience of exhibitors, we have put together some suggestions for food and beverage requirements, which can be pre-ordered and consumed at various exhibition booths during an exhibition. Please complete the Account Form (F1.0) and Exhibitor Catering Form (F3.0). Once complete, please sign and return it **no later than 21 days prior to the event**.

GCCEC has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring food and beverage into the venue from outside caterers. Exceptions may be granted should an exhibitor wish to distribute food and beverage samples only of their product. A request for approval by management in writing must be received.

A café account may also be set up during the duration of the event. The preferred method of payment is by credit card. All charges incurred during the event will be billed to your nominated credit card. Please complete the Account Form (F1.0) and return it **no later than 21 days prior to the event**. Please also designate the names of persons that are authorised to sign for food and beverage.

B4.0 Communication (telephones and data)

Telephone, facsimile, modem, data and RF TV lines can be provided throughout the GCCEC on request. Please refer to the Internet Data – RF Connection Form (F6.0) for relevant connection costs. This form must be **returned no later than 21 days prior to the event**. Please contact your Event Manager should any further information be required.

B5.0 Floral Arrangements

You are welcome to arrange any floral requirements for your event through your preferred supplier. We can also arrange floral arrangements on your behalf if required. Please advise your Event Manager should this facility be required.

B6.0 Stand Cleaning

GCCEC is responsible for the cleaning of the GCCEC's public areas and disposal of rubbish. General cleaning of the exhibition area is made during operational hours only, at standard charges to the hirer. However, after hours/overnight and pre/post additional cleaning will incur a surcharge and additional charge for security.

Public area's, foyers and exhibition aisles are cleaned and rubbish bins emptied on a regular basis by the GCCEC staff. Exhibitors are responsible for the cleaning of their individual display booths. The GCCEC does however offer a stand cleaning service to exhibitors. If required your stand can be vacuumed, mopped and dusted prior to opening of the exhibition each day.

Please complete the Stand Cleaning Order Form (F10.0) if this service is required.

The exhibition organiser is responsible for the following:

- 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 and overnight cleaning charges;
- Post waste removal charges.

SECTION C – EXHIBITION INFORMATION

C1.0 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.

To ensure we both meet our legal obligations, the GCCEC has drafted a Contractors Agreement that must be entered into by all persons undertaking work at the GCCEC.

As an Event Organiser, the GCCEC places a responsibility on you to ensure all persons undertaking work are supplied with a copy of the agreement and arrangements are made with the Building Services Department prior to the event, for the workers to comply with the agreement. The GCCEC also requires all persons entering the complex to comply with access control measures.

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

Contractors/Workers

All persons undertaking work at the GCCEC must comply with the following requirements:

- Enter into the contractors agreement
- Comply with pass requirements
- Advise the Security Communications Room of the details of all persons requiring a pass, before they arrive at the GCCEC (Fax 5504 4213, email security@gccec.com.au or phone 07 5504 4050)
- Return the pass each time you leave the GCCEC.
- All supervisors are responsible of the passes of their employees.

Passes will be issued in series. Failure to return any pass which results in compromising the pass series will result in a charge to the contractor or worker of \$300.

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.

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.

Loading Docks

The GCCEC has three (3) loading docks which can be accessed from the Gold Coast Highway on the Northern End of the Convention Centre. Please refer to the following site plan. Goods will not be accepted at any other point. It is the responsibility of the organiser of the event to ensure on drop off of a parcel, a clear signature is obtained from the GCCEC loading dock representative.

Delivery Times

Loading Dock Hours: Monday to Friday 8:30am – 4:30 pm

Please note: Arrangements outside these hours would need to be organised with your Event Manager. A labour surcharge may apply. It is the responsibility of the Contractor or Sub-contractor to supply sufficient staff for the unloading of transport vehicles in the loading bay in a timely, safe and non-disruptive manner.

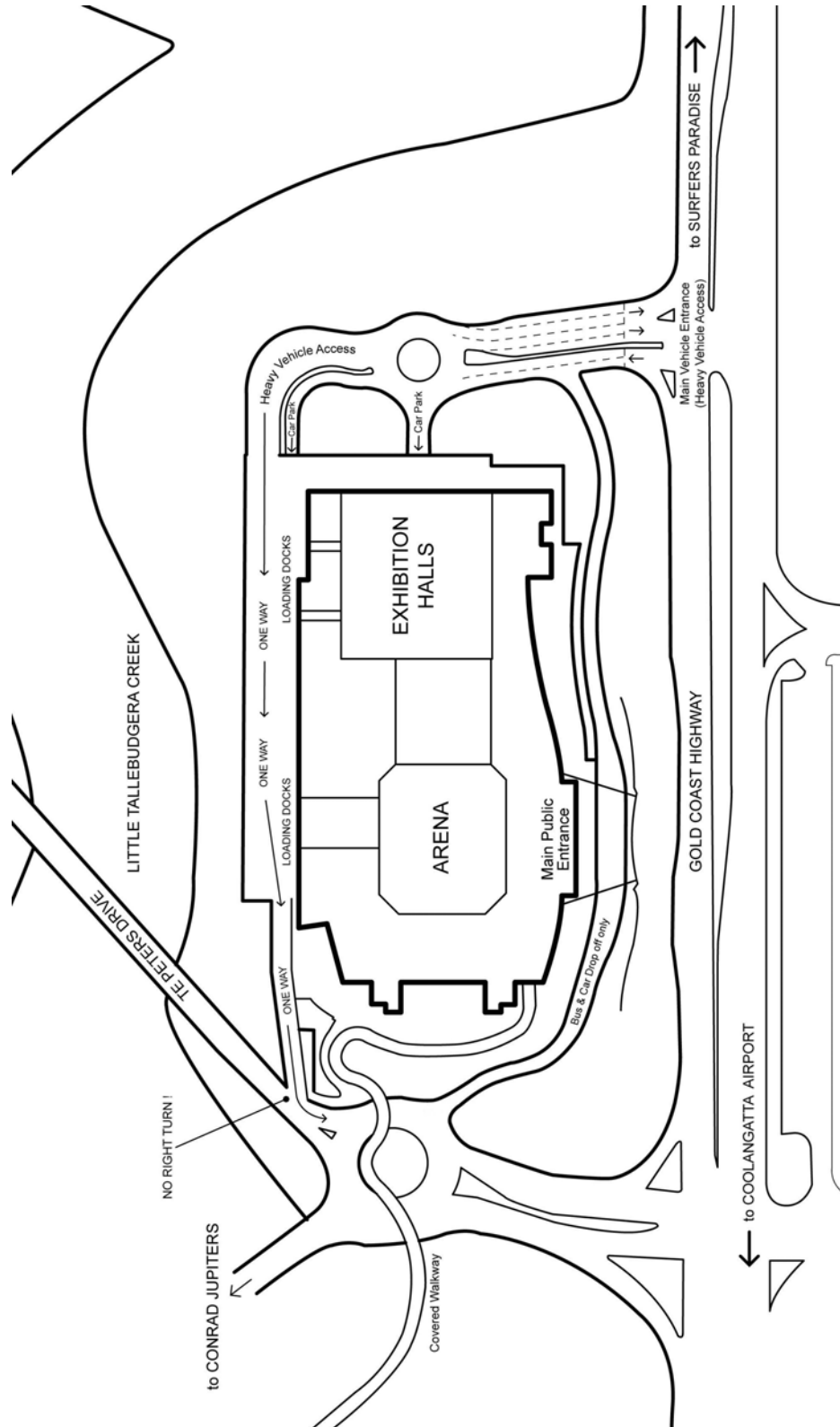
C2.0 Approvals

Exhibition floorplans must be submitted to GCCEC for approval **no later than 90 days prior to the event**. No stand or display is to block any aisle or emergency exit.

Exhibitors wishing to use any of the following items as part of their exhibit must submit in writing a proposal to GCCEC:-

- **Animals** - No animals, birds, insects or pets are permitted onsite with the exception of seeing eye dogs. Any requests relating to the display of animals for an exhibition will have to be presented in writing for approval by GCCEC.
- **Balloons** – Where helium filled balloons are being used as part of a display in the exhibition area, approval must be given by the GCCEC. There will be a charge incurred for the retrieval of loose balloons from the ceiling.
- **LPG Cylinders** – The use of LP gas cylinders indoors is discouraged wherever possible. All cylinders must be tested and approved for use and stamped with AG 601. The organiser must provide fire extinguishers CO2 and dry chemical. All LP gas cylinders must be removed overnight and stored in the loading dock.
- Please refer to other “**Equipment or Materials brought into the GCCEC**” on page 3 of **Operating Policies and Procedures/Version 1.2** on our website: www.gccec.com.au

C3.0 Access to Exhibition Halls Site Map



C4.0 Banners

The GCCEC's policy is that a licensed rigger must hang all banners, which the GCCEC can supply. 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 3 days prior to your event** and 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 3 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 48 hours 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.

C5.0 Café – Coffee Shop

A coffee shop may be opened during exhibition hours. The coffee shop located on the ground level near the south entrance will be open during exhibition hours. Coffee Shop accounts can be secured for food and beverage items by completing the Account Form (F1.0). Please check with your Event Manager to verify opening hours.

C6.0 Carpet Hire

The GCCEC has carpet tiles available for hire. A fee will be applicable. Please refer to your Event Manager for carpet colours and costings.

C7.0 Ceiling Heights

Ceiling heights within the GCCEC are as follows:

- Arena 14m to catwalk
- Central Rooms A,B,C 3.6m
- Exhibition Hall 10m

C8.0 Cleaning/Waste Disposal

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

Additional cleaning charges of the exhibition area apply as follows:-

Pre-clean, final pre-clean	@\$25.00 per person per hour
Cleaning during operational hours	@\$25.00 per person per hour
Overnight Cleaning	@\$30.00 per person per hour
Overnight Stand Cleaning	@0.35c per sq mtr
Post Cleaning	@\$25.00 per person per hour
Post Waste Removal Charge	@0.15c – 0.20c per sq mtr

C9.0 Deliveries

The GCCEC has three (3) loading docks, which can be accessed from the Gold Coast Highway on the Northern End of the Convention Centre. Goods will not be accepted at any other point.

Delivery Times

Loading Dock Hours Monday to Friday 8:30 am – 4:30 pm

Please note: Arrangements outside these hours would need to be organised with your Event Manager. A labour surcharge may apply. It is the responsibility of the Contractor or Sub contractor to supply sufficient staff for unloading of the transport vehicles in the loading bay in a timely, safe and non-disruptive manner.

Labels

A delivery label must be affixed to each item sent to the GCCEC. Please refer to the Delivery Label Form which can be downloaded from the GCCEC Website. All labels must be marked with the name of event, room/hall, date of event.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. Goods must be collected within two (2) working days from the conclusion of the event. **(Please refer to "Collection of Goods")**.

Storage

As GCCEC has limited storage facilities, delivery of items earlier than three (3) days prior to the event will require prior approval from your Event Manager. All items will be placed into the appropriate area prior to client access on the first day of the event.

Additional storage and labour charges may be incurred for goods stored or relocated by the GCCEC outside the contracted booking period. Road case storage is not guaranteed and must be arranged prior to arrival.

Collection of Goods

Goods must be collected from the loading dock within two (2) days of the conclusion of the event. Storage charges will apply for goods remaining after this time. The GCCEC reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

C10.0 Electrical Appliances

Power Boards, Extension Cords and Electrical Appliances

The GCCEC management reserves the right to demand removal from the site of any electrical equipment it deems to be non-compliant or suspect. All portable electrical equipment, appliances and leads must be tested and tagged in accordance with Australian Standard 3670 – 2001. All sub circuits must be protected by an RCD complying AS/NZS3000:2000.

All electrical installations, motors, generators, etc. must be approved by the GCCEC Management. All requests for electrical installations must be submitted to us prior to installation in association with the exhibition and display plans. All installations must be performed by a licensed electrical contractor and the necessary equipment for operation must be supplied. This includes extension leads, double adaptors, and other such equipment. Should any 3 phase electrical usage be required, then an additional charge will be calculated.

C11.0 Exhibition Hall Dimensions

- Exhibition Hall 1: 29.5m x 52.6m
- Exhibition Hall 2: 29.5m x 52.6m

C12.0 Fire Regulations

Flammable Products

All display materials must be flameproof. They are subject to inspection by the Gold Coast Fire Brigade and must comply with the guidelines and policies of the Queensland Fire and Rescue Service. Exhibition/display areas must be sited to allow access to emergency exits and fire fighting equipment.

The storage of any flammable liquids or fuel within the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from its correct location.

Fire Fighting Equipment

Should construction of stands and exhibits create a potential smoke-locked area or create an area not serviceable by the existing sprinkler systems, the Management of GCCEC may require the smoke detection, emergency lighting and exit lighting systems be extended to cover the stand and/or exhibit areas.

Fire Proof Materials

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non combustible and inherently non-flammable material
- Durable flame-proof fabric
- Self-extinguishing plastic
- Flame proof fabric

The use of the following materials is prohibited unless treated for fire retardation:

- Plywood, hardwood, pulp board or fibreboard
- Crepe paper
- Hessian
- Leaves
- Styrene
- Plastic
- Loose straw/hay

C13.0 Fireworks

The client must provide:

- A completed Fireworks Application Form (F5.0) **45 days prior to event.**
- Full contact details of the licenced fireworks company.
- The date and time that the fireworks will commence.
- The fireworks company's insurance and public liability cover.
- Type of fireworks ie aerial or ground level display.

The licenced fireworks company must submit a plan of the event to the Queensland Fire and Rescue Authority.

- Approval must be obtained by the Fire and Rescue Department. If approval is not obtained fireworks will not occur.
- A copy of the approval must be obtained by the Event Manager
- The Event Manager must send a copy to the Building Services Manager for approval.
- A Safe Work Method Plan including fire fighting procedures must be submitted for displays inside the building. (At least one trained fire warden must be in attendance.)
- Forward a request to The General Manager outlining the event, including preliminary sign off by the Building Services Manager, and obtain signed approval.

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 allowed.
- 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.

C14.0 Food Sampling

The GCCEC has exclusive rights for the sale of food and beverage. No exhibitor or person shall bring into a licensed area, distribute or give away any item of food and beverage to visitors within the GCCEC without prior written approval from GCCEC Management.

The GCCEC does not object to the distribution by exhibitors of food stuffs used as a means of demonstrating their manufactured product, however the sale of such products is not permitted.

Food and Beverage sampling needs to be approved **14 days prior** refer Food and Beverage Sampling Form F10.0. Please contact your Event Manager in this regard.

C15.0 Lifting Equipment Hire

The GCCEC has a forklift for hire (subject to availability). This service needs to be organised through your Event Manager **no later than (14) fourteen days prior to your event** by completing the Lifting Equipment Hire Form (F7.0). Charges are outlined on this form.

Operation Hours between 7.00am – 11.00pm

Please Note: Only licensed GCCEC staff are permitted to operate the GCCEC forklift. The maximum load capacity is 2.0 tonnes. The quoted prices are inclusive of a licensed GCCEC driver.

Using an Outside Operator

Forklift operators must be licensed to operate a forklift. A copy of the forklift licence must be shown to your Event Manager before equipment is allowed onto the property. Forklifts must be operated at all times in a safe manner and in accordance with current industry standards.

At no time can persons, other than the operator, be transported by forklift from one place to another.

C16.0 Insurance

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

- (a) note the Owner and Operator, as principal; and
- (b) contain cross indemnity clauses

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.*

C17.0 Loading Dock Marshal

The facilities of a Loading Dock Marshal are required for the bump-in/out of your Exhibition. A labour charge of \$35.00 per person per hour for a minimum of four (4) hours is applicable. In some cases for larger events 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 should this service be required.

C18.0 Noise Levels

Queensland State Government Environmental & Heritage Legislation

To comply with Queensland State Government Environmental Legislation on 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. These limits will be advised once the GCCEC has been built.

C19.0 Personnel

- All staff including Contractors Must enter and exit via staff entrance
- All staff including Contractors May at no time enter and exit public areas

C20.0 Porterage

The GCCEC does not provide porters to assist with bump in/out unless requested. A labour charge of \$25.00 per person per hour and a minimum engagement of four (4) hours is applicable if this service is required. Please contact your Event Manager should this service be required.

C21.0 Power Consumption

The following electricity consumption fees are applicable during an Exhibition:-

- (10amp 240V) \$30 per outlet per stand
- (15amp 240V) \$40 per outlet per stand
- (20amp 240V) \$50 per outlet per stand
- (32amp 415V) 3 phase \$250 per outlet per stand

C 22.0 Rigging

The policy of the GCCEC will only allow certified or licensed riggers to carry out installation of lighting grids, banners etc. In the event rigging is required, all such rigging must be inspected and approved by the GCCEC. Your Event Manager can advise you of our preferred rigging contractor.

All rigging plot drawings specifying approximate weights from each rigging point must be submitted for approval before any work can commence.

C23.0 Security

The GCCEC has a security department which operates between 6:00 am and 10:00 pm. Should you require security outside of these hours, the following charges will apply. Please also note that static security must be GCCEC security employees.

The following charges per hour shall apply with a minimum engagement of four (4) hours:

\$35.00	Monday to Friday
\$38.00	Saturday
\$42.00	Sunday
\$48.00	Public Holidays

Please contact your Event Manager in this regard.

C24.0 Signage – Directional

Mobile freestanding signage and static signage affixed outside meeting rooms 1-9 is available. A4-A3 landscape signage is applicable.

There are also two plasma screens located at the main entrance that can run multi-media. JPEG or MPEG format is required.

C25.0 Smoking Policy

The GCCEC is Government owned and therefore is a total **non-smoking** venue. Smoking is permitted at clearly signed designated areas outside the GCCEC.

C26.0 Storage

Limited storage facilities are provided at the GCCEC for the event. Prior approval in writing to store property at the GCCEC for an event must be sought from the Event Manager.

C27.0 Substance Disposal

Under no circumstances will any chemicals be disposed of into the GCCEC's drainage system. Persons found disposing of chemicals in this way will incur any cost involved to rectify this situation. All chemical substances and paints must be contained, taken offsite and disposed of in an appropriate manner by the contractor. **Refer to C 29.0.**

C28.0 Vehicle Displays

Motor vehicles powered by flammable liquid or gas may be displayed under the following conditions:

- The fuel tank is to contain 80% of the fuel capacity or contain less than 5% capacity. The fuel cap must be either sealed or lockable to prevent tampering.
- LPG motor vehicles must have systems fitted in accordance with AS1425-1989 LPG Fuel Systems for vehicle engines.
- Vehicles in exhibitions must not be started and run without prior authorisation from management who will review safety and exhaust emissions.

If any vehicle is to be displayed inside the GCCEC, a spare set of keys must be left at the security office in case of emergency.

C29.0 Water & Waste Service to Pits

A number of floor pits in the GCCEC are supplied with non-potable water. The waste service only allows for the disposal of clean water waste, as these lines go straight to sewage. The floor pits are not designed for effluent or untreated trade waste discharges (ie: solvents and paints).

Trade waste must be stored in containers and removed from the site for treatment and disposal. Any exhibitor wanting to dispose of trade waste must supply their own separator system and dispose of waste in areas designated by the Building Service Department.

It is the responsibility of the exhibitor to arrange connection from the service pit to their equipment. If you require a licensed plumber or tradesperson, please contact your Event Manager or the Building Services Department.

An access and consumption fee of \$55.00 shall apply for each pit. A plumber's service access and connection fee is in addition to the above charge. If the disposal of trade waste causes a reportable (EPA) spill or a service call, the cost will be \$1000.

Please complete the Plumbing-Water Waste Request Form (F8.0) should this service be required.

C30.0 Weight Load Capacities (floor)

The design loads proposed for GCCEC which are in accordance with the development agreement between the Queensland Government and Tabcorp Ltd are as follows:-

Floor load allowance:-

- | | |
|-----------------------|---------|
| • Arena floor | 15 kPa |
| • Central Rooms A,B,C | 15 kPa |
| • Exhibition Hall | 20 kPa |
| • Meeting Rooms 5-9 | 5.0 kPa |

Dimensions, weights and other specifications will be required to be submitted in writing to our Technical Engineer for approval for any heavy equipment, display, vehicle or machinery that is required to be set inside the GCCEC.

SECTION D - FORMS

The following forms can be downloaded from our website www.gccec.com.au. If you are receiving a hard copy of this manual, these forms will be attached.

- F1.0 Account Form
- F2.0 Banner/Rigging Request Form
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