



MELBOURNE
CONVENTION
EXHIBITION
CENTRE



Exhibitor services kit

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Welcome to MCEC

Melbourne Convention and Exhibition Centre (MCEC) understands connections are what make an event memorable. It's about having the right spaces for people to connect, leading technology to drive creativity, fresh award-winning food made in-house, and people with the skills and experience to help bring it all together.

This document aims to provide you with everything you need to exhibit at MCEC.

Contact details

Our exhibitor services team are dedicated to assisting you with the success of your exhibition. Contact the team below for assistance with planning your stand:

Telephone: +61 3 9235 8110

Email: exservices@mcec.com.au

Centre location

For information on MCEC's location, public transport and amenities visit mcec.com.au/where-is-mcec or view our venue map [here](#).

Accessibility

Melbourne Convention and Exhibition Centre (MCEC) is an accessible venue. We work hard to ensure we provide an inclusive environment for visitors, contractors and employees and address the needs of all users of the venue.

View our accessibility features [here](#).

How to make deliveries to MCEC

Loading dock locations

MCEC has two loading docks that are easily accessible, self-servicing and reached via Normanby Road. Before making your delivery, check if your exhibition is held at the Exhibition Centre or Convention Centre.



Exhibition Centre loading dock

Accessed from Normanby Road and located at the rear of the Exhibition Centre, this loading dock runs the full length of the building. Traffic on the dock flows in one direction.

A 30-minute parking limit applies for drop-off/pick-up of goods during the move-in/move-out process.

Vehicles are not permitted to park on either loading dock at any time.

Convention Centre loading dock

Accessed from Normanby Road and located on the lower ground level of the Convention Centre this loading dock is fully weather protected. Three dock levellers enable vehicles to load and unload at floor level for the Plenary and a truck lift enables easy access to all levels of the Convention Centre.

A 30 minute parking limit applies for drop-off/pick-up of goods during the move-in/move-out process. Vehicles are not permitted to park on the either loading dock at any time.

Freight forwarder

A freight forwarder may be engaged by your event organiser to assist with the logistics of transporting exhibition materials for large events.

If a freight forwarder is engaged you will be required to transport your goods with the appointed contractor.

Contact your event organiser for further information.

Deliveries

All event-related items must be delivered by courier or freight forwarder to the loading docks.

MCEC will not sign possession of goods from couriers on behalf of exhibitors.

To avoid issues with the delivery of your goods always ensure that a representative is on-site to take possession of these goods.

Goods must not be sent to either loading dock before the scheduled times for the move-in of your event and all goods must be collected by the end of the official move-out time.

Delivery label

Goods will not be accepted unless a delivery label, supplied by the event organiser, is attached and the correct building identified.

Storage

Contact your event organiser or the appointed freight forwarder for any storage requirements you may have.

Where to park

There are five car parks available for visitors to MCEC which are listed below:

1) EXHIBITION CENTRE CAR PARK – NORMANBY ROAD
<p>Entry and exit via Normanby Road – 24 hour operation</p> <p>Wilson Parking, phone +61 3 9224 0301 (work hours), 1300 555 320 (24 hours) or email wmel@wilsonparking.com.au</p>
2) SIDDELEY STREET CAR PARK
<p>Enter via Siddeley Street – 24 hour operation</p> <p>Care Park, phone +61 3 9682 1733 or email enquiries@carepark.com.au</p>
3) FREEWAY CAR PARK
<p>Located at Munro Street under the Westgate Bridge Access via Normanby Road and Munro Street</p> <p>Wilson Parking, phone +61 3 9224 0301 (work hours), 1300 555 320 (24 hours) or email wmel@wilsonparking.com.au</p>
4) SOUTH WHARF RETAIL CAR PARK
<p>Enter via Normanby Road – 24 hour operation</p> <p>Wilson Parking, phone +61 3 9224 0301 (work hours), 1300 555 320 (24 hours) or email wmel@wilsonparking.com.au</p>
5) CORNER OF MONTAGUE AND MUNRO STREETS CAR PARK
<p>Pay and Display – Enter via Munro Street</p> <p>Care Park, phone +61 3 9682 1733 or email enquiries@carepark.com.au</p>

Car parks are operated by the following third parties and are not managed by MCEC:

Car parks 1, 3 & 4: Wilson Parking, phone +61 3 9224 0301 (work hours), 1300 555 320 (24 hours) or email wmel@wilsonparking.com.au

Car parks 2 & 5: Care Park, phone +61 3 9682 1733 or email enquiries@carepark.com.au

Note: Parking rates may change without notice.

What MCEC can offer you

MCEC has a range of services on offer for your exhibition stand.

All orders must be accompanied by the completed *Exhibitor Services Account Form* and received seven days prior to your event. However, if you require any last minute services our exhibitor services team will be happy to assist and can be contacted on exservices@mcec.com.au or +61 3 9235 8110.

Payment is required prior to the provision of service and must be received no later than one week prior to the exhibition move-in.

Prices are current at the time of producing this kit but are subject to change.

Account cards

Exhibitors can purchase coffee, lunch and snacks at all MCEC outlets and charge back to a pre-paid account card which can be ordered [here](#). Account cards can be organised onsite at one of our customer service desk. Payment must be made onsite via EFTPOS.

Technology

View information and order forms regarding our extensive range of technology [here](#).

Business services

View information and order forms for equipment such as computers, printers and photocopiers [here](#).

Communication

View information and order forms for equipment such as digital and analogue phone lines, fax, EFTPOS lines and internet connections [here](#).

Internet

Free Wi-Fi

All visitors to MCEC have access to free wireless internet. Click [here](#) for further details.

Important note: MCEC does not manage, monitor or support any third party devices connected to our network. If these devices pose either a security risk to MCEC's network or create network issues they will be disconnected, removed or disabled.

Broadband

Broadband internet connections are available. For more information and order forms click [here](#).

Stand catering

Beverage

MCEC offers a range of beverage products for your stand. View our full list and order form [here](#).

Under Victorian State Legislation, service of alcohol requires staff with current Victorian Responsible Service of Alcohol Certification.

The number of service staff required will be determined by the size of your order.

Should you require staff hire the hourly rates are:

Monday–Friday	\$40.00
Saturday	\$45.00
Sunday	\$53.00

A minimum four consecutive hour shift is applicable for staff hire. All of the above rates are inclusive of GST. Review our alcohol consumption requirements [here](#).

Food

MCEC offers a range of catering selections for your stand as well as some stand-alone catering equipment including:

- [coffee carts](#)
- [juice stands](#)
- [ice cream and sorbet freezers](#).

View a full list of our catering selections and order forms [here](#).

As MCEC is the sole caterer for our venue external food or beverage product are not allowed at exhibitor stands. To provide food or beverage samples at your stand prior approval is required from MCEC. Review MCEC's beverage and food sampling details [here](#).

Stand cleaning

Exhibition Centre

Stand cleaning is contracted by the event organiser to an external supplier. To arrange stand cleaning contact your event organiser directly.

Convention Centre

Stand cleaning is a daily rate of \$2.49 per square metre.

To request cleaning during your event complete the form [here](#).

Power

Access to power for your stand is organised through your event organiser, all electrical equipment brought on-site must be tagged and tested.

Utilities (water & compressed air) – Exhibition Centre only

It's the responsibility of the exhibitor to arrange connection from the service pit to equipment.

Access to the service pits and utility connections may only be carried out by a licensed plumber. Contact your event organiser if you require details of a licensed plumber.

The fee is for access only and does not include connection of equipment to outlet.

Anyone who works at MCEC must adhere to all relevant Australian Standards, perform their tasks within set Industry Codes of Practice and hold all necessary licences. (Apprentices must be supervised).

View utility order forms [here](#).

Fittings - Exhibition Centre

Water

Cold water and waste systems are provided for use by exhibitors with outlets in each of the primary floor pits.

Water is provided at a flow rate of 0.3 L/s in each primary floor pit and a waste outlet with a discharge rate of 6 L/s is also provided. If water is required at a greater flow rate, the operator may connect to more than one service pit, i.e. use two or three hoses.

Exhibitors requiring hose connections for water will need to provide a pressure hose (domestic garden hoses are not permitted) and a (15mm) ½" female threaded BSP fitting. A drain with grate is provided in the primary service pits. To connect to waste disposal exhibitors require a 40mm diameter BSP female socket.

All wastewater must be discharged into the appropriate waste outlet in the floor pit, in accordance with Melbourne Water By-Laws (Melbourne metro area) or discharged in accordance with local statutory laws.

Compressed Air

To connect to compressed air supply, exhibitors require a 15mm ($\frac{1}{2}$ ") male connector to match a 15mm ($\frac{1}{2}$ ") female outlet ball valve.

Compressed air is of normal industrial quality. Regulators, filters and lubricators are to be provided by the exhibitor as required. MCEC can provide 25L/s (normal air @ 02-3C, 7 Bar pressure) to any 5000 sqm exhibition space. Should a larger flow rate be required call the Exhibitor Services team on +61 3 9235 8110 two weeks prior to the event.

Safety first

MCEC is legally obliged to provide a safe environment for all employees and visitors. In accordance with relevant legislation, Australian standards and codes of practice, we've developed stringent safety procedures and policies that must be followed by event organisers, event participants, exhibitors and contractors. The below sign will be placed at the front of all work sites, to remind visitors of our safety message.

SAFETY FIRST

You are entering a hazardous work zone

Help us maintain a safe environment by cooperating with Melbourne Convention and Exhibition Centre's (MCEC) Occupational Health and Safety policies and procedures.

ALL persons must take reasonable steps to care for their own safety and ensure their actions don't adversely affect the health and safety of others.


- **HIGH VISIBILITY SAFETY VESTS** and **CLOSED TOE FOOTWEAR** must be worn at all times on the loading docks and in MCEC venues while events are being moved in or out.
- **PERSONS UNDER THE AGE OF 15** are not permitted on the Loading Dock or in MCEC venues while events are being moved in or out.
- **ALL ELECTRICAL EQUIPMENT**, including new equipment and cables, must be tested and tagged in accordance with AS/NZS 3760 prior to use on site.

ALL hazards, incidents and injuries must be reported to Event Security, or by dialling internally from the nearest wall phone:


Ext: 6666 EMERGENCY Fire, Medical and emergency security enquiries. MCEC Security Control Centre will dial 000 to co-ordinate Emergency Services response as required.

Ext: 8333 NON-EMERGENCY Non-urgent security enquiries (or call 9235 8333 from any phone)


MCEC conducts regular safety checks of works to ensure OH&S Site requirements are complied with.




NO CHILDREN
ALLOWED
ON THIS SITE



NO OPEN TOE
SHOES BEYOND
THIS POINT



HIGH VISIBILITY
VEST MUST BE WORN
AT ALL TIMES



MELBOURNE
CONVENTION
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Emergency evacuation

Review our emergency evacuation procedures [here](#).

Fire Awareness

It's illegal to:

- block or congest emergency exits
- block the access route to an emergency exit
- obscure or cover emergency exit signs
- store equipment or any other item in the fire stairs
- block open fire or smoke doors or any doors leading to fire stairs.

MCEC will not accept these practices and adherence will be strictly enforced.

Reporting incidents/near misses

Report all incidents or near misses to the event organiser, event security or MCEC security control room on extension 8333 or +612 9235 8333.

Safety vests and closed toe shoes

It's mandatory for all exhibitors to wear closed toe shoes and approved safety vests at all times during move-in and move-out periods. Contact your event organiser for further details.

Lighting

All stand lighting must be 2.2 metres above the floor level. Any variation must be approved through your event organiser.

High-powered lights such as floods or spots must not be placed within 500mm of flammable material. All portable light fittings must have a Certificate of Suitability or a Certificate of Approval from Australian or New Zealand Electrical Safety Regulators.

Testing and tagging

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with AS/NZS 3760 prior to use.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

Children on-site

Any person under the age of 15 years is prohibited from accessing MCEC and loading docks during move-in and move-out periods.

Motor vehicles

Motor vehicles that come on-site for display at events require prior approval from MCEC and must adhere to the safety guidelines below:

- Vehicles in exhibitions cannot be started and run without prior permission from MCEC.
- Flooring must be protected by drip trays under each vehicle.
- Floor covering will be required during move-in and move-out for events in the Convention Centre to prevent damage from tyres.
- Under no circumstances is fuel to be decanted or vehicles filled in the loading docks or within MCEC.
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition.
- Every car must have at least 1 x 2.3kg, A:B:(E) dry powder extinguishers mounted in a prominent location in accordance with AS 2444:2001 portable fire extinguishers.

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

- The motor vehicle fuel filter cap must be either sealed or secured to prevent the easy removal of the fuel cap by unauthorised persons.

Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions:

- LPG powered motor vehicles must have their systems fitted in accordance with AS/NZS 1425:2007 LPG gas fuel systems for vehicle engines.
- The LPG fuel tank must be isolated from the engine mechanically by closing the 'service tap' on the fitted fuel tank.

Gas cylinders

Exhibitors requiring the use of gas cylinders must submit full details to their event organiser seven days prior to their event. Each application will be assessed with the safety of the public as its prime prerequisite.

Gas cylinders delivered on-site may be refused if the delivery was made without prior approval or if the representative of the exhibitor in attendance is not present to accept the cylinders.

LPG cylinders shall not exceed 9kg in size with a maximum of two per 3m x 3m stand.

The installation and use of gas appliances and gas cylinders shall be undertaken in accordance with Australian Standard AS/NZS 1596:2008 The Storage and Handling of LPG Gas AS 5601-2004-Gas Installations.

Storage of LPG cylinders

All LPG cylinders are to be removed from the exhibition area overnight and stored in the gas cage in the Exhibition Centre's loading dock. The exhibitor is responsible for moving the cylinders to and from the gas cage.

Rigging

All rigging at MCEC must be done through approved rigging companies and arranged through your event organiser.

Stand design

The information below should be provided to your stand builder.

Stand materials:

- Must not cause dampness, stain or be readily ignitable.
- Must not be capable of emitting toxic fumes should ignition occur.
- Crepe paper, corrugated cardboard, straw, hay, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) requires prior approval from MCEC.
- Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, with the below considerations:
 - A protective membrane is laid first and chips are kept slightly moist at all times.
 - A fire extinguisher must be provided by the exhibitor and be placed in a prominent location on the stand.
- Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. MCEC will require proof of treatment.
- Moving machinery or equipment likely to injure a member of the public or a swimming pool containing water, must be separated from the public by a physical barrier and supervised at all times.
- Fountains, aquariums, spas, rock pools and swimming pools can be displayed, provided suitable provisions are made to prevent water leakage onto the floor.
- No core drilling or fixing into any floor is permitted.

Stand flooring:

Ensure trip or slip hazards are reduced and distinguishable from surrounding floor areas. For example, by using markings, contrasting edges, tactile surface indicators, non-slip materials, effective lighting.

To comply with the *Disability Discrimination Act 1992* (S 23, 24), every stand must provide access for a person with a disability. In the case of raised flooring between 6mm–190mm, access must be in accordance with AS1428 – Section 10.7 Walkways, Ramps and Landings/Kerb Ramps. Kerb ramps should have a maximum rise of 190mm, length no greater than 1520mm, a gradient no steeper than 1:8 and a slip resistant surface.

All raised flooring, ramps and stairs must be contained within the allocated stand space.

The riser and going of steps must either comply with the requirements of AS1657 or the requirements of the National Construction Code of Australia.

Stand visibility:

- MCEC requires all stands to be open for visual inspection at all times.
- No stands are to be covered or blocked by fabric or material at any time as this can be a fire safety hazard.
- MCEC will conduct regular stand visual safety inspections and need to be able to sight the stand build.

Pharmaceutical exhibitor guidelines:

The Medicines Australia's Code of Conduct sets the standards for the ethical marketing and promotion of prescription pharmaceutical products in Australia. It complements the legislation requirements of the *Therapeutic Goods Regulations* and the *Therapeutic Goods Act*. A copy of the code is available from: <http://medicinesaustralia.com.au/code-of-conduct/code-of-conduct-current-edition/>

Section 9.6 covers trade displays and conferences held in Australia. Trade displays which include promotional materials for prescription products must only be directed to healthcare professionals. Companies and exhibitors are responsible for ensuring their trade display and materials available from the display comply with the code.

Food and beverage sampling

The Victorian State Government food and liquor regulations that cover all distribution of food and beverage products apply to all events held at MCEC.

MCEC has exclusive rights for the sale and distribution of all food and drink.

No exhibitor or person shall distribute, sell or give away any item of food or drink to visitors of MCEC without the prior written approval from MCEC.

Generally, MCEC will not object to the distribution by exhibitors of food items, used as a means of demonstrating any product manufactured or supplied by the exhibitor or forming part of an exhibition, but the sale of such products is not permitted.

Click [here](#) to complete the required form to be submitted to MCEC for approval.

Alcohol beverage sampling

The *Victorian Liquor Control Reform Act 1998* covers the liquor licensing requirements for beverage samples. For one off or short-term event's where the serving of alcoholic samples is proposed, a limited licence is required. Applications must be lodged at least 35 days before the event and can be made at justice.vic.gov.au

Food and beverage safety and handling requirements

Beverage products are considered by the Melbourne City Council to be foodstuffs in the context of food handling and safety, including the issue of temporary food premises licences.

The City of Melbourne Health Services Branch has outline guidelines that can be found at streatrader.health.vic.gov.au or contact Streatrader on 1300 085 767..

All exhibitors should determine the food safety and handling requirements for their beverage product before their event.

Alcohol consumption during move-in and out

Due to OH&S compliance alcoholic beverages should not be consumed during move-in and move-out of exhibitions at MCEC.

Washing facilities on stands

The Victorian State Government food and liquor regulations require stands handling and serving food or beverage to have washing facilities on their exhibition stand.

For connection to water services see the [Utilities](#) section in this document. Connections can be ordered via the [Utility Services Order Form](#).

Approval is required

Animals

Animals or pets are not permitted in MCEC with the exception of Seeing Eye Dogs and Companion Dogs.

In special circumstances approval may be granted to approved exhibitors for an activity or performance where the use of an animal is legitimately required. Please contact your event organiser to discuss further.

Helium balloons

Should you require approval to use helium balloons in MCEC please contact your event organiser to discuss further.

Naked flame

Should you require approval to use a naked flame in MCEC please contact your event organiser to discuss further.

Motor vehicle display

Review information [here](#).

LP gas cylinders

Should you require to use a LP gas cylinder please contact your event organiser to discuss further. All cylinders are to be removed from the show floor overnight.

Conducting a trade promotion lottery

Trade promotion lotteries that have a total retail prize value of \$5000 or less don't require a permit.

No fee shall be required from any person for the right to participate in the lottery. This doesn't prevent a person from being required to purchase a genuine product or service to be eligible to enter. This is to cover postage or a telephone call and cannot be an entry fee.

If the individual value of a prize in the lottery exceeds \$250, the name of the winner must be published in a newspaper circulating generally in Victoria. However, if the total value of prizes for the lottery is less than \$500 but an individual prize exceeds \$250, the name of the winner only needs to be published in a newspaper circulating generally in the area.

The winner(s) must be notified in writing.

All entry forms and promotional material must include:

- the closing date of the lottery
- when and where the lottery will be drawn
- the means by which the winner will be notified, and
- the conditions of entry if any.

Entrants in a lottery must not be required to be present at the drawing of the lottery to be eligible to participate, unless the draw is to take place within 24 hours of commencement and the only means of entry is at the premises where the draw will take place. For example, at a trade expo where the draw will be conducted at the conclusion of the day.

For further information please contact the Minor Gaming Unit at the Victorian Commission for Gambling Regulation on +61 3 9651 3630 or by email at minor.gaming@vcgr.vic.gov.au. Further information and applications forms if required can be found on the Victorian Government website at vcgr.vic.gov.au

Please Note:

A permit must be obtained from the director of gaming and betting to conduct a trade promotion lottery in Victoria where the total retail value of the prize(s) exceed \$5000.

Privacy

Melbourne Convention and Exhibition Trust respect your privacy and are committed to protecting the personal information you share with us in compliance with the *Information Privacy Act 2000*.

We will only collect this information when you place an order with exhibitor services at MCEC. Without this information we are restricted in our ability to service your requirements.

If you have any concerns and/or you wish to access your personal information please contact the privacy officer at privacy@mcec.com.au or +61 3 8235 8000. A copy of the Privacy Policy can be obtained from the privacy officer or www.mcec.com.au

Forms

Service order forms

Exhibitor services account

Business support, technology and communications

Stand catering and beverage

Ice cream and sorbet freezer package

Juice package

Espresso cart package

Utility services

Convention Centre stand cleaning

Food and beverage outlet account card

Approval forms

Food and beverage sampling approval