

RACV ROYAL PINES RESORT CONFERENCES AND EVENTS

Contractor and Exhibitor Manual



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SECTION 1 – INTRODUCTION

1.1 INTRODUCTION

This Conference and Exhibition Information Manual contains answers to commonly asked questions regarding the facilities and services of the RACV Royal Pines Resort Convention Centre.

We ask that you take the opportunity to read through this document thoroughly and return the “Signature Confirmation” (section 5.4) at least fourteen (14) days prior to the event start date as your understanding of this document. Without this signed confirmation return, you will not be permitted as an exhibitor in the Convention Centre.

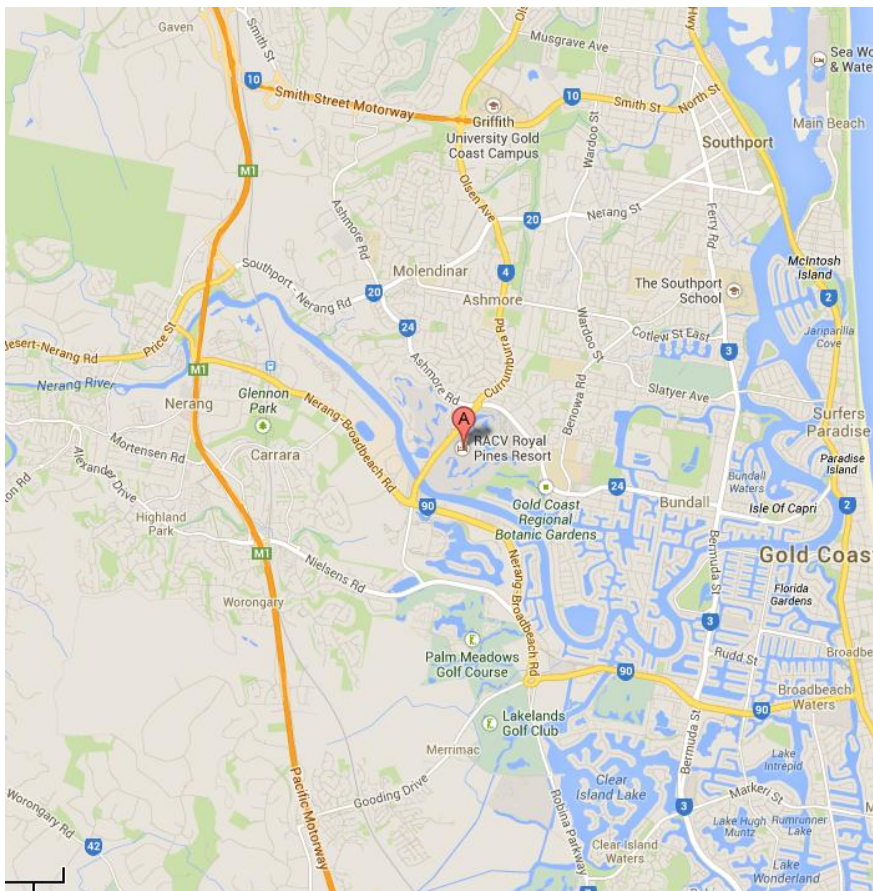
If you would like to order any additional items, please fill out the attached order forms and again return at least at fourteen (14) days prior to the event start or late fees will apply.

Please contact the Conference & Events Coordinator allocated to your event should you require further clarification on 07 5597 8700.

1.2 VENUE LOCATION

Address: Ross Street, Benowa QLD 4217

Postal Address: Private Mail Bag 88, Gold Coast Mail Centre QLD 9726

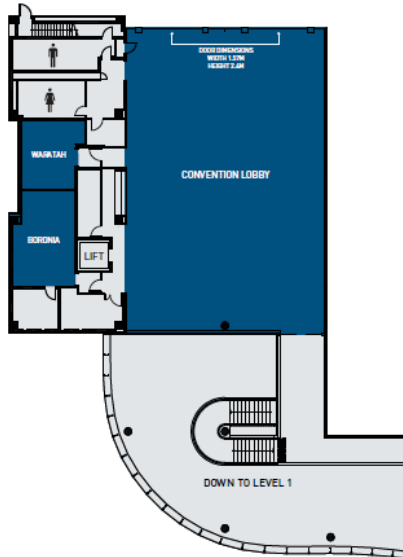


DIRECTIONS TO THE RESORT

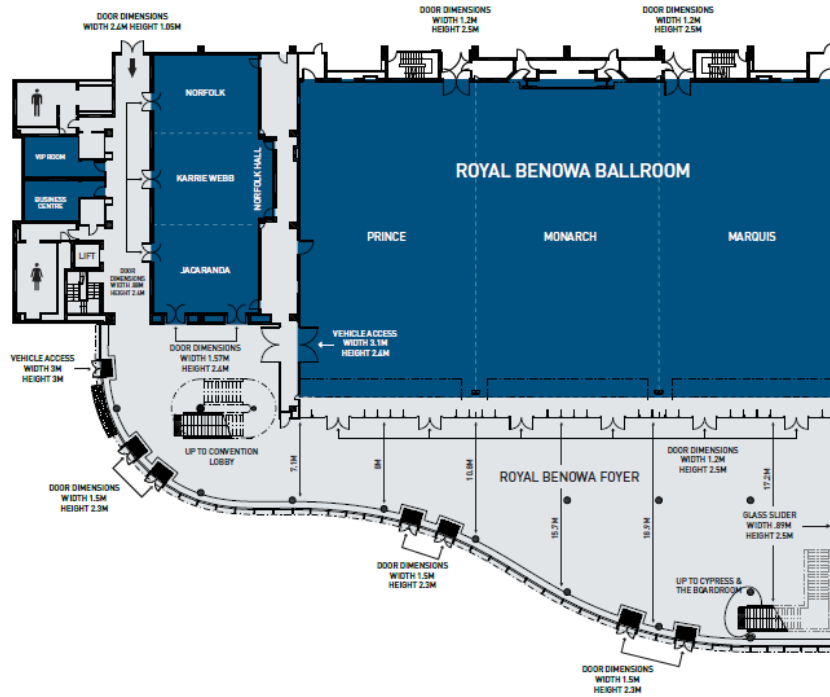
- Exit Pacific Highway at Nerang Broadbeach Road turn off (EXIT 71).
- Follow Nerang Broadbeach Road through to Ross Street (located on left hand side). The turn off is the intersection located straight after “Carrara Sports Complex” (located on left hand side).
- Turn left into the Resort from Ross Street.
- Follow road to hotel reception for *vale to park your car (*charges apply).

1.3 VENUE TECHNICAL SPECIFICATIONS

SECTION A



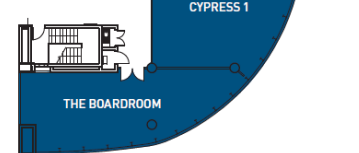
SECTION B



SECTION C

Located on level one of the hotel. Close to lobby. Stairs access Royal Benowa Foyer below.

LEVEL 1



- **Audio** – The great advantage of the RACV Royal Pines Convention Complex is its flexibility. The ten Power Communication Service Panels (PCSP) in the ballroom each contain 12 microphone and two speaker tie lines, all are wired independently back to the audio visual rooms to allow any configuration for audio requirements.
- **Lighting** – The 152 outlets in 29 positions on 136 circuits are 10A wired in 2.5mm cable throughout the ceiling, control panels are located in the audio visual rooms.
- **Power / Electrical** – Each PCSP in the ballroom has 10 amp, 15amp and 3 phase 5 pin 32A power outlets. Additional outlets are recessed in the wall as well as the ceiling. The main audio visual room has 3 x 32A, 5 pin 3 phase power outlets.

SECTION 2 – EXHIBITION GUIDELINES

2.1 ACCESS TO THE CONVENTION CENTRE

Directions to RACV Royal Pines Resort Loading Dock

- Once on the hotel side of the Resort take the first right at the small roundabout.
- Proceed until you are under the Overpass and turn left. Loading Dock is straight ahead.

Loading Dock is attended from 0730 until 1700 Monday – Friday.

**Delivery and pick up of exhibitors' goods are accepted at the loading dock between
1300-1600, Monday – Friday**

The Loading Dock is closed on Saturdays and Sundays.

If you need to access the loading dock when it is closed, please check into our Security Offices upon arrival and they will be able to assist you with access.

2.2 CAR PARKING

RACV Royal Pines Resort has a large amount of undercover and outdoor car parking. Car parking is complimentary for self-parking or Valet Parking is available through Concierge at our the Hotel Reception for \$10.00 per day.

2.3 DELIVERY OF GOODS

ADDRESSING GOODS FOR EXHIBITIONS (please see separately attached labelling form)

Address goods to: RACV ROYAL PINES RESORT
Ross Street, Benowa, QLD 4217
Deliver to Loading Dock

Attention goods to the person from your exhibition booth who will be collecting the goods from our storage area, and include the conference name and booth number (if known). Please attach postage label attached on page 19.

- Storage will be accepted 48 hours prior to scheduled event and must be collected within 24 hours of the event concluding. Approval must be obtained for early deliveries or late collections.
- All equipment will be accepted and stored on an all care but no responsibility / liability basis.

2.4 BUMP IN AND BUMP OUT PROCESS

All organisers, exhibitors, contractors etc are required to obtain a Back of House pass from the Resort Security Office located at the end of the resort outdoor car park, just inside the staff entrance. These passes must be returned and re-issued every day, therefore if exhibitors require back of house access each day a new pass will need to be collected each day.

All goods are to be collected by organisers / exhibitors from the resort loading dock staff or logistics.

- Convention staff will be on duty in designated arrival zone to assist with any requirements
- Limited numbers of trolleys and pallet jacks available.
- Forklift available at loading dock only - licence must be sighted prior to exhibitor usage and a **holding deposit of \$1,000.00** will be required for this service. This service is only during normal loading dock operating hours.
- Access not permitted for forklift into the Convention Centre or Hoeckerdome
- Maximum weight allowed in Convention Centre is 1.5 tonnes over 3 metre intervals

- Consideration must be given to the moving in/out of heavy equipment to the Convention Centre with regard to carpet and wall damage.
- We reserve the right to charge exhibitors for any damage caused to Resort property
- Please liaise directly with your courier company to collect your equipment directly from the Loading Dock.
- Please ensure that you have marked all boxes accordingly and completed your "con note" for the courier as hotel staff will not complete or sign courier documents.

If your courier is unable to collect your boxes on the bump out day please liaise with convention staff who will advise and direct you to the storage area where your boxes can be stored. Please note your equipment will be kept on an all care but no responsibility / liability basis and will only be stored for a maximum of 24 hours

2.5 TELEPHONE AND INTERNET CONNECTIONS

Connection Options

Standard Dial-up

Standard phone lines are available in quantity throughout the convention centre for connection to Phone, Fax or Modem. There is a once off connection fee, please enquire with your event coordinator. Refer to below for approximate call costs.

Call costs are:

- Local \$0.90
- STD Qld \$1.10 per minutes
- STD outside Qld & Mobile Phones \$2.30 per minute
- International \$5.50 per minute

DIRECT LINES

Direct phone lines are available from \$220 per line, thirty (30) days' notice is required for this service and must be arranged by the event coordinator

BROADBAND INTERNET ACCESS PER DAY

\$93.50 Inc GST. with unlimited download

\$33.00 once off connection fee for each network point

NETWORK (LAN) CAPABILITIES

Local area networks are able to be setup within the convention centre utilising the extensive cat 6 cabling to connect your own networked devices throughout the conference and events area. Client provided printers may also be connecte4d to network for shared printing.

Fees and charged on application.

WIRELESS INTERNET

RACV_GUEST

All RACV guests are able to connect to the free internet throughout the resort for limited speed and bandwidth usage

RACV_CONFERENCE

Paid connections are available and must be requested 14 days prior to arrival for faster speeds and greater bandwidth usage

ISDN

ISDN Lines are available upon prior arrangement and line prices available upon request. ISDN lines need to be ordered a minimum of 28 days in advance.

2.6 STORAGE

Storage space will be available during the event; any empty boxes or cases must be marked and may be stored in a designated area by arrangement with the event coordinator. No responsibility or liability is accepted for any item stored on RACV Royal Pines Resort premises.

2.7 FIXING OF POSTERS, BANNERS AND DISPLAYS

No fixing of posters, banners is permitted on any surface in the convention centre without prior consent. The only items that are allowed on consent are:

- Window decals
- Flags/Draping from specific rigging points
- Floor Decals
- Items hung in specifically designed and built trade booths

2.8 EXTERNAL SUPPLIERS /CONTRACTS

All organisers and exhibitors are to submit name, address and contact details of any external supplier or contractor wishing to carry out work at the venue. **All organisers, exhibitors, contractors etc are required to obtain a Back of House pass from the Resort Security Office located at the end of the resort outdoor car park**, just inside the staff entrance. These passes are issued new every day therefore if exhibitors require back of house access each day a new pass will need to be collected each day.

All external suppliers are to be given a copy of this manual and comply with the components herein.

2.9 VEHICLE DIMENSIONS

Should you wish to bring in vehicles for show or demonstration, please see the allowable vehicle dimensions below-

LARGEST CAR POSSIBLE INTO ROYAL BENOWA FOYER

3.0 metres wide

3.0 metres high

LARGEST CAR POSSIBLE INTO ROYAL BENOWA BALLROOM via PRINCE ROOM

3.1 metres wide

2.4 metres high

LARGEST CAR POSSIBLE INTO CONVENTION LOBBY

1.57 metres wide

2.4 metres high

LARGEST CAR POSSIBLE INTO NORFOLK HALL via JACARANDA ROOM

1.57 metres wide

2.4 metres high

2.10 DISPLAY OF HEAVY/ LARGE EXHIBITS

An exhibitor intending to demonstrate equipment on the stand:

- Must provide the resort with full details (type of machinery – dimensions and weight requirements)
- Must give proper consideration to the conditions under which the equipment will be demonstrated.
- Precautions must be taken for protection of the public, and legible sign saying “DO NOT TOUCH” must be placed on any exhibit to warn the visitor to stay a safe distance.
- Must cause no annoyance to visitors, other exhibitors or other events
- Must not bring in or use at the event dangerous or hazardous goods and equipment such as poisonous gas, fuel, kerosene, noxious materials, inflammables, and equipment using such inflammable materials as gas stoves, kerosene stoves and electric stoves without the prior written consent of the RACV Royal Pines Resort. Even if consent is given it will be subject to adequate precautionary measures being taken.
- Must not carry out any fire hazardous operation work.
- The weight of all exhibit items shall not exceed floor loading limits of 1.5 tonnes over 3 metres

2.11 USE OF MACHINERY, PLANT & EQUIPMENT

DO

- If hiring scissor lifters or work platforms it is the conference organiser/ contract to ensure that you have the appropriate **Licence or Ticket** to operate the registered plant & equipment.
- **Safe Work Practices** apply when using any machinery, plant and equipment in the RACV Royal Pines Resort work place.
- Report to Conference & Events immediately any equipment that is unsafe or defective.
- **Use safety equipment** (e.g. safety belts, outriggers etc.) associated with any piece of machinery, plant & equipment.
- Ensure the machinery, plant & equipment is safe prior to use.
- Ensure the safety of others at all times.
- Report any damage caused by or to the equipment being used.

DON'T

- Use machinery, plant & equipment that are unsafe or defective.
- Use battery powered plant from an extension lead (i.e. when the batteries are flat).
- Try to re-charge battery powered plant while it is still switched on.
- Use machinery, plant & equipment for purposes other than for which it was designed.
- Use machinery, plant & equipment in an unsafe or dangerous manner.
- Forget to return equipment to its point of origin.

RESPONSIBILITIES:

Contractors:

All Contractors who will require the use of a EWP within the property must;

- Complete the required Liability Release and Waiver form,
- Acknowledge and agree to abide by the load bearing guidelines within the ballrooms, and
- Only allow current EWP licence holders to operate the EWP's.

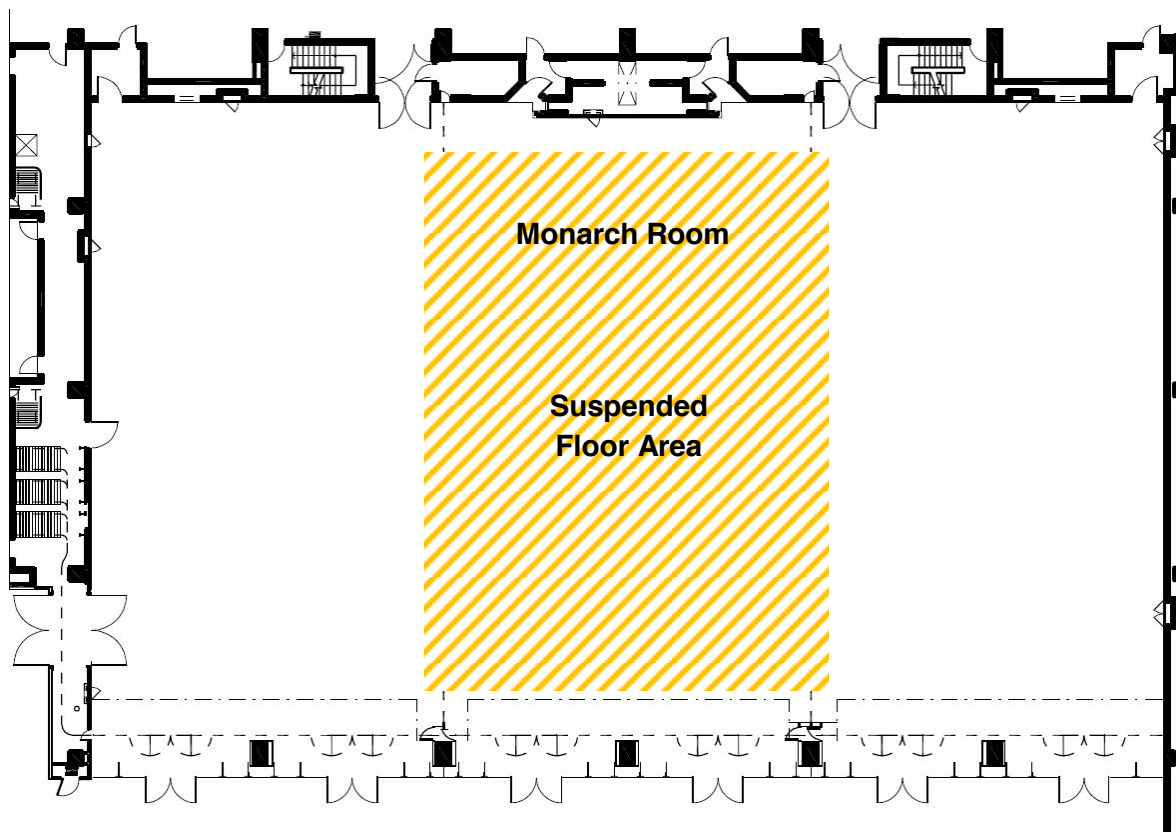
PROCEDURE:

Contractor Use of EWP's (e.g. Events)

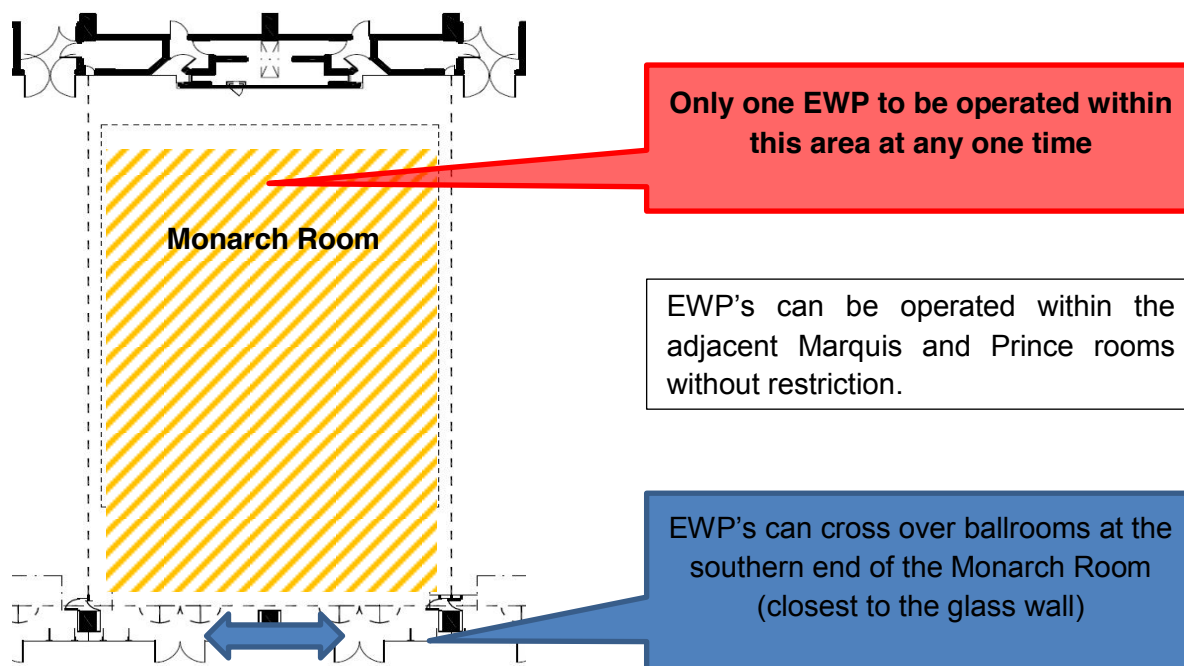
- Conference and Events Coordinators to provide the contractor with the Liability Release and Waiver form and EWP Load Bearing Guidelines prior to the event with the completed forms to be returned to Security once received. This applies to both instances where the contractor may use one of the resorts EWP's or hire their own to use onsite.
- **Important Note:** If the contractor use is not related to an event, the Liability Release and Waiver plus the EWP Load Bearing Guidelines must still be completed and acknowledged by the contractor prior to use. Copies of these documents can be issued and retained by Security.
- Upon the contractor signing out the key to operate one of the resorts EWP's, the Security Officer is to check and ensure the contractor has a current EWP licence and has completed and provided the Liability Release and Waiver form and acknowledges the EWP Load Bearing Guidelines. The Security Officer must take a copy of the EWP licence if it not currently on record and enter it into the EWP licence register.
- The contractor / EWP operator is ensure that the EWP is operated according to the EWP Load Bearing Guidelines as shown below.

Suspended Floor Space

The below diagram is indicative of the suspended floor space where the load bearing guidelines apply with the use of the EWP's.



EWP Load Bearing Guidelines



2.12 FORKLIFT AND SCISSORLIFTS

A forklift is available at the RACV Royal Pines Resort for those that have the appropriate ticketing and at a hire cost of \$250.00 per day. The use of the forklift needs to be arranged through your specified Events Coordinator and is not for exclusive use.

NO scissor lifts, work platforms or single man lifters are available at RACV Royal Pines Resort. All exhibitors, contractors or suppliers will need to hire and have this equipment delivered if needed. The Event Coordinator must be advised of all machinery/ equipment being delivered to the Resort.

2.13 SMOKING POLICY

RACV Royal Pines Resort is a non-smoking Resort.

2.14 PERSONNEL SERVICES

- Staff members available for following:
 - Satchel Packing or brochure distribution
 - Registration Assistant
 - Exhibition Booth Assistant

Note: Labour charges apply for the above services at the following rates:

Monday – Saturday	\$35.00 per hour
Sunday	\$43.75 per hour
Public Holidays	\$87.50 per hour

Should you require banner hanging services, a labour surcharge of \$35.00 per hour will be incurred, with the first hour complimentary

Security Officers are available for hire are:

Monday - Sunday	\$46.00 per hour + 10% GST
Public Holidays	\$70.00 per hour + 10%GST

SECTION 3 – EXHIBITORS SERVICES

3.1 EXTERNAL SUPPLY OF FOOD AND BEVERAGE

No food and beverage may be brought onto the RACV Royal Pines Resort premises. Please refer to the Food and Beverage Catering Form if you require and items to be served during the conference or from your trade stand. If you have a special requirement, please contact the nominated Events Coordinator.

3.2 RESPONSIBLE SERVICE OF ALCOHOL

RACV Royal Pines Resort is committed to patron care and adheres completely with the Liquor Act in regards to responsible service of alcohol. The act states 'All licensees, nominees and staff of licensed premises have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner. It is also an offence to supply liquor, allow liquor to be supplied to or consumed by a person whom is under the age of 18 years, or whom is unduly intoxicated.

RACV Royal Pines Resort can trade alcohol between 9.00am – 3.00am only, unless bona fide function has been arranged prior.

3.3 FOOD AND BEVERAGE OPTIONS

It is the policy of RACV Royal Pines Resort not to allow outside food and beverage to be brought into the building at all times. Stand catering is available and is a great enhancement to your trade booth and is available by prior arrangement only.

Please refer to Section 6 Exhibitors Food and Beverage Catering Form for Stand Catering and Enhancement options.

Please Note: Catering can also be tailor made to your requirements or theme of your stand

3.5 AUDIO VISUAL AND THEMING OPTIONS

TBA

SECTION 4 – EMERGENCY POLICIES & PROCEDURES

4.1 PROCEDURE – BOMB THREAT SITUATION

A 'bomb or other threat' includes the declaration by a person (verbally or otherwise) of an intention to injure or harm any person, or any property or anything.

In the event of an organiser's staff member receiving a 'bomb threat', the following procedure is to be adopted:

1. If the information is received via the telephone, do not hang up on the caller.
2. Listen carefully to the threat.
3. Consider the overall risk assessment for the information received:

HIGH		SIGNIFICANT		MODERATE		LOW	
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The threat likelihood is:

HIGH		SIGNIFICANT		MODERATE		LOW	
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The threat consequence is:

HIGH		SIGNIFICANT		MODERATE		LOW	
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4. Try to ascertain the nature of the threat i.e. what is the threat, what is the target, where is the target, how will the threat be executed, who is making the threat?
5. Give particular attention to recording or recalling the exact wording of the threat.
6. Remain calm and concentrate on remembering the accent of the person who has given the threat, whether they have an impediment, the tone of their voice, whether their speech was fast or slow, if they have clear diction, do you recognise the voice.
7. Be alert to recalling the threat language – well spoken, incoherent, taped, muffled, broken, clear, angry, abusive or message read.
8. Be mindful of any background noise
9. Contact RACV Royal Pines Resort Security Control Room immediately on Internal Emergency Telephone Number 888

4.2 EVACUATION PROCEDURE

In the event that an evacuation is required, the organisers will be notified by the banquet coordinator or event supervisor from the resort.

EVACUATION

If it is safe to do so, assist guests and staff by directing them to the evacuation point (Overflow car park adjacent to Ross Street). Be aware that staff and guests will be exiting the building/ area from different locations and may be suffering from a variety of injuries (including mental distress). Remain calm and direct persons away from the building or the affected site – reassure all persons that emergency services have been advised / are in attendance.

In the event of an evacuation, organiser's staff will take into consideration the following:

1. The possibility of secondary explosive devices;
 2. Gas and fuel leaks;
 3. Unstable structures;
 4. Smoke inhalation;
 5. Glass and other hazardous objects; and
 6. Exposure to bodily fluids.
- Organisers staff are to guide delegates to the over flow car park and assist in containing guests and visitors in one area.
 - Access to the Western side of the complex is prohibited and all staff, visitors and guests are to be directed to the overflow car park if practicable and safe to do so.
 - Evacuees are to be directed to the overflow car park.
 - RACV Royal Pines Resort staff shall assume command of the situation.

4.3 PROCEDURE - EXPLOSION

Explosion – there is no fixed definition of explosion.

Events that are described as explosions include a rupturing water boiler, a flash of light created by an electrical short circuit, detonation of a high explosive, or a shock wave, fireball and debris cloud produced by a thermonuclear detonation.

In plain terms, an explosion may be defined as a loud noise accompanied by the sudden going away of things from the places where they were before.

ALERT

In the event of an explosion, organiser's staff must first consider their own safety. If it is safe to do so, and a staff member reasonably believes that the explosion may not have been brought to the attention of the Security Control Room, the member will notify the Security Control Room on Internal Emergency Telephone Number 888 and provide any relevant details. Details to be given may include:

- Name and location
- Location of explosion
- Extent of explosion
- Possible or suspected cause of explosion
- Injuries
- Deaths
- Extent of property damage
- Identification of any further suspected explosions

ISOLATE AND CONTAIN

This will depend on the type of explosion – if it is safe to do so, and you feel confident, attempt to isolate and contain the scene. Await the Emergency Response Team (ERT). At no time will any organiser's staff be expected to risk or endanger their own life in an emergency situation, or, in fact, any situation.

EVACUATION

If it is safe to do so, assist guests and staff by directing them to the closest exits. Be aware that staff and guests will be exiting the building from different locations and may be suffering from a variety of injuries (including mental distress). Remain calm and direct them away from the building or the affected site – reassure all persons that emergency services have been advised / are in attendance.

In the event of an explosion, organiser's staff will take into consideration the following:

1. The possibility of secondary explosive devices;
2. Gas and fuel leaks;
3. Unstable structures;
4. Smoke inhalation;
5. Glass and other hazardous objects; and
6. Exposure to bodily fluids.

4.4 PROCEDURE – SUSPECT DEVICES

A 'suspect device' includes any item that appears to contain an explosive or mechanical device, designed to explode by means of a timer, touching, impact or by remote control

A 'suspect device' may appear suspicious by its placement, the circumstances surrounding its location or other information which may cause any person to become suspicious and decide that further investigation is necessary.

In the event of an organiser's staff member discovering a 'suspect device', the following procedure is to be adopted:

1. Notify Security Control Room on Internal Emergency Telephone Number 888 immediately and provide precise details including:
 - Location of suspect device
 - Detailed description of device –
 - Is there noise coming from device?
 - Is there a countdown timer/clock attached? If so, what is the time being displayed?
 - Can you see any exposed wire? If so, how many and what are the colours?

NB – Be aware that this information is crucial and will be relayed by the Security Control Room Operator to the Police.

2. Do not touch or tamper with the suspect device.
3. Assist Emergency Response Team (ERT) members to isolate the area.
Do not permit any person, including yourself, within the following distances:
 - * 100 metres minimum (suspect smaller devices);
 - * 200 metres (for suspect large devices); or
 - * 400 metres (where a vehicle is a suspect device)

4. Contain the situation until the Police and/or other Emergency Services arrive.

At all times consider the following:

- I Wind Direction – keep upwind from a suspect device as it may contain a chemical or biological agent;
- II Cover – seek strong protective cover, such as solid walls and embankments on the golf courses (be aware that concealment from view is not protective cover from flying objects). Any location chosen should not be in the line of sight from a suspect device.
- III Secondary Hazards – the possibility of damage or injury from other devices, glass, gas and fuel sources in vicinity; and
- IV Mobile Phones, Pagers, and Radios – Do not use mobile phones, pagers or radios within a radius of 100 metres from the suspect device (be aware that some transmissions can detonate some explosive devices). Ensure that all of these devices are switched OFF.

Examples (only) of suspect devices:

- Vehicles that appear abandoned or unattended and located in an unauthorised or peculiar area;
- Unattended bags – sports bags, handbags, suitcases, golf bags, shopping bags;
- Luggage not tagged by concierge and positioned in or nearby the front office reception area;
- Ornaments (e.g. a vase) that appear but its origin is unknown (Company property?)
- Parcels addressed to persons unknown at the Resort.

SECTION 5 – ACCEPTANCE AND UNDERSTANDING

5.1 SECURITY AND INSURANCE

RACV Royal Pines Resort has stringent risk management policies and procedures in place. Your assistance in following the procedures as outlined in section 4 is greatly appreciated. All individuals must conduct their own risk assessment of the exhibition area prior to the event. While the utmost of care is taken, RACV Royal Pines Resort does not accept any responsibility/ liability for any product, person, accident, incident or injury that may occur during your conference/ event.

5.2 INDEMNITY

You agree to hold harmless and indemnify the Resort from and against any loss, damage, expenses, payments, costs (including costs of any settlement), claim, demand, action or proceeding that may be made against or incurred by the Resort arising out of or in relation to the performance of your obligations or failure to perform your obligations under this agreement.

5.3 LIABILITY

You are financially responsible for any loss or damage sustained by the Resort caused by a conference attendee or contractor prior to, during or after the conference. The Resort does not accept responsibility or liability for any delegate, contractor or any other person that may sustain an injury or any other ailment while on RACV Royal Pines Resort property.

5.4 SIGNATURE CONFIRMATION

By signing and returning this document, you have agreed to adhere to the abovementioned items. Failure to return this form may result in non-admittance to the Resort and Convention Centre and non-compliance will see immediate removal from the Resort.

This form must be received at least fourteen (14) days prior to event start date.

SIGNATURE:

DATE:

NAME (PRINT):

POSITION:

MOBILE #:

COMPANY NAME:

EVENT NAME:

EVENT DATE:

Please Return Relevant Information to:

Conference & Events Department

Fax: (07) 5597 3604

OR

Email your nominated events coordinator