



THE STAR
GOLD COAST

THE
PAVILION

EXHIBITOR MANUAL

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Exhibitor Manual

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Part A: Rules and Regulations

1. Double sided tape, nails, staples or drawing pins must not be put into the Pavilion walls.
2. Should the use of The Star Gold Coast scissor lift and forklift be required, permission must be requested from the Assistant Floor Manager. No other staff member can give permission to use both these items. Keys must be signed out and in through the Assistant Floor Manager. Should a key not be signed back in a \$10.00 replacement fee will apply.

Drivers with a current forklift license will be the only persons permitted to operate the forklift.

Sole usage of the scissor lift and forklift is not possible and they cannot be booked.

3. To comply with State Government regulations The Pavilion is a **Non Smoking** venue at all times. Designated smoking areas will be allocated in outdoor areas.
4. All exhibitors must adhere to the bump in and out schedule, as outlined by the conference organiser.
5. While every reasonable precaution is taken, The Star Gold Coast will accept no responsibility for any loss or damage which may occur to persons or property at the exhibition resulting from any cause whatsoever.
6. **Floorplans** - Complete exhibition and display layouts must be approved by the hotel prior to the event commencing. Should exhibitors be arranging custom booth builds, all details, must be forwarded to the Conference organiser for preapproval.

Part B: Occupational Workplace Health and Safety

The Star Gold Coast 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 to review, comply and acknowledge our Workplace Health & Safety policy and procedures before work can commence on-site. If you have arranged contractors, it is your responsibility to provide details to the Venue Coordinator. For detailed contractor information, refer to the contractor manual.

Part C: Care of Venue

Exhibitors will be liable for any loss or damage caused by fastening displays, fixtures or applying paint, lacquer, adhesive to floors or pillars, or in any way defacing the premises.

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Part D: Directions to Venue

a) From Gold Coast Highway

If you are travelling South (ie. from Surfers Paradise), at Broadbeach, turn right from the Gold Coast Highway into T.E. Peters Drive and proceed to the first roundabout. Take the first exit. You will then cross the north bridge to Broadbeach Island. Drive to the main entry of The Star Gold Coast and proceed to the boom gate located at the far end of the main entry.

b) Northern Access

If you are travelling North (i.e. from Coolangatta Airport), at Broadbeach, turn left from the Gold Coast Highway into T.E. Peters Drive and proceed to the first roundabout. Take the first exit. You will then cross the north bridge to Broadbeach Island. Drive to the main entry and proceed to the boom gate.

c) Access from Hooker Boulevard

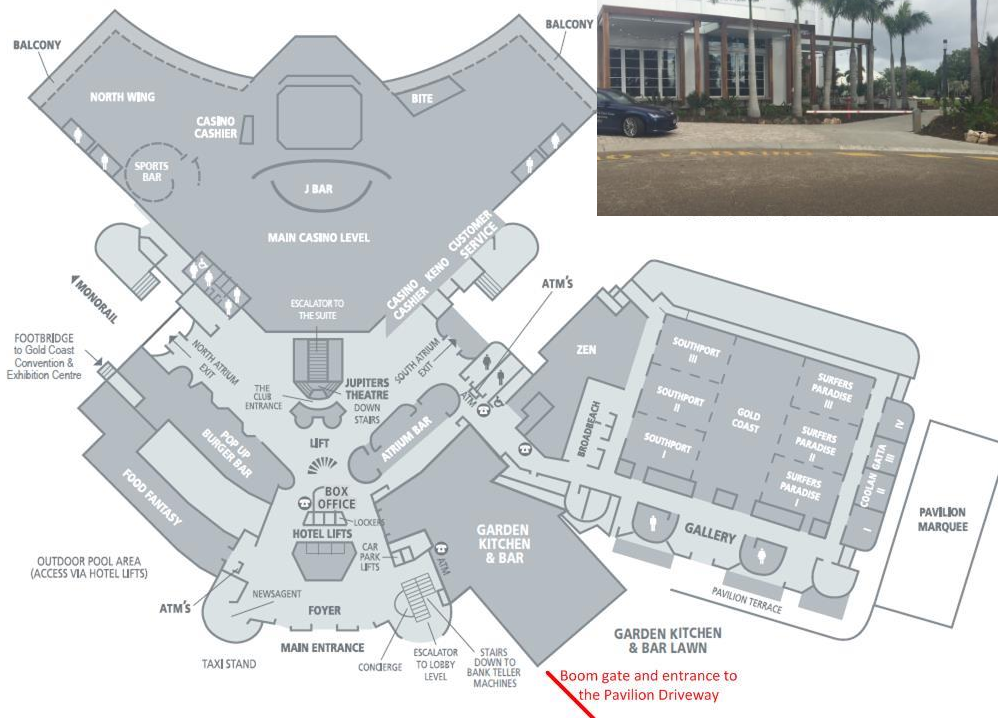
If you are travelling along Hooker Boulevard (e.g. from Nerang) as you enter Broadbeach you will see a large shopping centre - Pacific Fair - on the right hand side of the road. Proceed past Pacific Fair and look for the The Star Gold Coast sign (indicating a left turn). Take the left turn - you will cross the south bridge to Broadbeach Island. Drive to the main entry of The Star Gold Coast and proceed to the boom gate located at the far end of the main entry.

Part E: Access to Venue for loading & unloading

a) Arrival at Property

Please co-operate in keeping loading and unloading times to a minimum in consideration of other exhibitors. Please note the following instructions:

- Upon arrival at The Star Gold Coast, please make your way to the boom gate located at the front of the hotel, next to Concierge. See below property map with boom gate & Pavilion location shown.



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Part E: Access to Venue for loading & unloading (Continued)

a) Arrival at Property (continued)

- The Star Gold Coast provides 'driveway monitors' during all scheduled exhibition bump in and outs. These monitors will be on site to manage the driveway and assist with unloading of trucks as required.
- The Star Gold Coast do have a forklift and forklift driver on site for all bump ins and bump outs. This cannot be booked and is subject to availability.
- Exhibitors are required to unload/load all display materials. Please arrange your own sufficient personnel for unloading/set up and loading as staff are not available to assist. (unless forklifting required)
- All trucks, vans and cars may unload to the exhibition area, and then vehicles must be moved and parked in the car park. No vehicle will be allowed to remain on the sandstone pathway. Cars and vans can also park on Level 4 of the car park and unload goods, which can be brought in via the marquee terrace.
- No vehicles are permitted on the lawn at any time (no parking/driving).

If the boom gate is not open on your arrival, please ask a hotel door staff member or contact the Events Assistant Floor Manager on 0439 679 666 to open the boom gate, and then proceed along the sandstone terrace.

b) Weight Restrictions

- The load limit now allowed through the boom gate is a maximum of 6 tonne. Loads up to 6 tonne can travel through the boom gate and along the sandstone. The load will need to be assessed by the Event Assistant Floor Manager. If the truck exceeds the allowable load, the truck will need to be unloaded at the boom gate (via forklift)
- The 1.5 tonne limit applies to the path and surrounding lawn area. No vehicle over 1.5 tonne will be allowed past the turning circle along the Pavilion Terrace.

PART F: Deliveries / storage

The enclosed 'delivery label' must be used to enable us to take delivery of items on your behalf. In using this label, you will ensure that your goods shall be accepted at The Pavilion and not the Hotel Receiving Dock.

Please note that any boxes left behind at the conclusion of the event must also have the appropriate labels attached (these will be supplied to you once at the hotel). Should boxes be left unlabelled the hotel will not accept responsibility for any misplaced items. All items must be removed within 24 hours of the bump out date. We will not store or take responsibility for exhibits and exhibit goods after exhibition breakdown (unless prior arrangements have been made).

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We do not have storage space for crates or boxes. Therefore we cannot accept deliveries any earlier than 24 hours prior to your bump in day (unless arrangements have been made prior).

PART G: Fire Regulations

a) Flammable Products

All materials used in stand construction and decoration are to be fire retardant and conform to local statutory building regulations.

The storage of any flammable liquids or fuel with 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.

b) Flammable Materials

Flammable fluids, substances and materials of any nature, including crepe paper, hay drapes or any other decorative materials which are not flame proofed and/or properly fire rated and/or not in accordance with applicable fire regulations shall not be used in any stand display.

c) Fire Fighting Equipment

The Star Gold Coast Pavilion is equipped with adequate fire fighting equipment. At no time is this to be blocked by an exhibition stand or equipment.

d) 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
- durably flam-proof fabric & self-extinguishing plastic
- plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

PART H:General

a) Catering

The Star Gold Coast will not permit exhibitors to bring food or beverages into the Centre. Catering can be arranged through The Star Gold Coast.

Please find attached an "Exhibitor catering form" form. If you will require any food and beverage items delivered to your booth during the course of this event, please complete the attached form and return by fax on 07 5592 8297 at least 10 days prior to the start of the event.

b) Cleaning

Public area, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by The Star Gold Coast team members. Exhibitors are responsible for the cleaning of their individual display booths.

c) Noise Regulations - QUEENSLAND STATE GOVERNMENT ENVIRONMENT & HERITAGE LEGISLATION

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PART H: General (Continued)

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. Management reserves the right to control noise levels to ensure compliance with all laid down regulations.

d) Parking

Complimentary parking is available for exhibitors and visitors directly beneath the exhibition venue. Please note car parking is subject to availability.

e) Power Boards/Extension Cords and Electrical Appliances

The Star Gold Coast 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 site must be tested and tagged in accordance with Australian Standard 3760 - 1990 and when used must be connected to a type 1 or type 2 safety switch complying with Australian Standard 3190 - 1990.

All electrical installations - motors, etc. - must be approved by us. 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 excessive electrical usage be required, then an additional charge will be calculated to cover our cost.

f) Rigging

Rigging of overhead banners and signage needs to be pre-arranged with The Star Gold Coast. Such rigging must be put in place prior to the exhibition contractor's access to build the stands and booths. Any rigging is required to be done by a licenced rigger. And is subject to approval by the venue.

g) Telephone, Fax and Data Lines

Telephone, fax and data lines can be provided and connected to your booth. Please find attached a "Data Connection" form. If you require a telephone or data line connected to your booth, please complete the attached data connection form and return by fax on 07 5592 8297 at least 10 days prior to the start of the event. Please make note of applicable fees for these services

PART I: Security

Additional overnight security in exhibit areas is recommended. Hotel security is available on request and it is the responsibility of the group to make security arrangements. Security can be arranged at \$49.50 per guard per hour with a minimum of 4 hour booking.

PART J: Audio Visual

Should you require any audio-visual equipment such as screens, monitors or projection equipment please contact our in-house AV supplier at The Star Gold Coast:-

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