

Exhibitor Services Guide



Contents

- Welcome** 4
 - Contact details.....4
 - Accessibility4
- Getting to MCEC** 4
 - Travelling by public transport5
 - Parking5
- Exhibitor checklist** 6
- When is approval required?** 6
 - Motor vehicles7
 - Gas cylinders.....7
 - Storage of LPG cylinders8
 - Naked flame8
 - Animals on-site8
 - Helium8
 - Conducting a trade promotion lottery8
- Exhibitor move-in and move-out** 8
 - Accessibility8
 - Freight forwarder9
 - Storage.....9
 - MCEC loading dock services9
- Exhibitor services suppliers** 10
- Food and beverage** 11
 - Sampling selling requests11
 - Alcohol beverage sampling.....11
 - Sale of externally supplied food and beverage.....11
 - Food safety regulations11
- Washing facilities on stands** 11
- Placing an MCEC Exhibitor Services Order** 12
- Power** 12
- Safety first** 12
 - Online safety induction for exhibitors13
 - Emergency evacuation13

Fire awareness	13
Safety vests and closed toe shoes.....	13
Lighting.....	13
Testing and tagging	14
Children on-site	14
Alcohol consumption during move in and move out	14
Prohibited and controlled weapons	14
Stand design	14
Stand materials.....	14
Stand height	15
Stand flooring	15
Stand visibility.....	15
Pharmaceutical exhibitor guidelines.....	15
Privacy	15

Welcome

At MCEC, we're passionate about creating inspirational environments. We partner with our customers to offer ideas, insights and imaginative solutions. We tailor every experience because we realise it's the little details that make all the difference.

Please read this guide carefully as it contains key information about the venue facilities and services available to exhibitors. If you need information specific to the exhibition, please contact your event organiser.

Contact details

Our Exhibitor Services team is here to help you deliver a successful exhibition stand.

You can contact the Exhibitor Services team on:

Telephone: +61 3 9235 8110

Email: exservices@mcec.com.au

Accessibility

MCEC is an accessible venue. We work hard to ensure we provide an inclusive environment for every visitor. View our accessibility features [here](#).

Getting to MCEC

MCEC is located on the banks of the iconic Yarra River in South Wharf. Only 20 minutes from Melbourne Airport, and close to trains, trams and buses.



Street addresses

Exhibition Centre Doors 1-10

Exhibition Centre Doors 11-21

Convention Centre

2 Clarendon Street, South Wharf Victoria

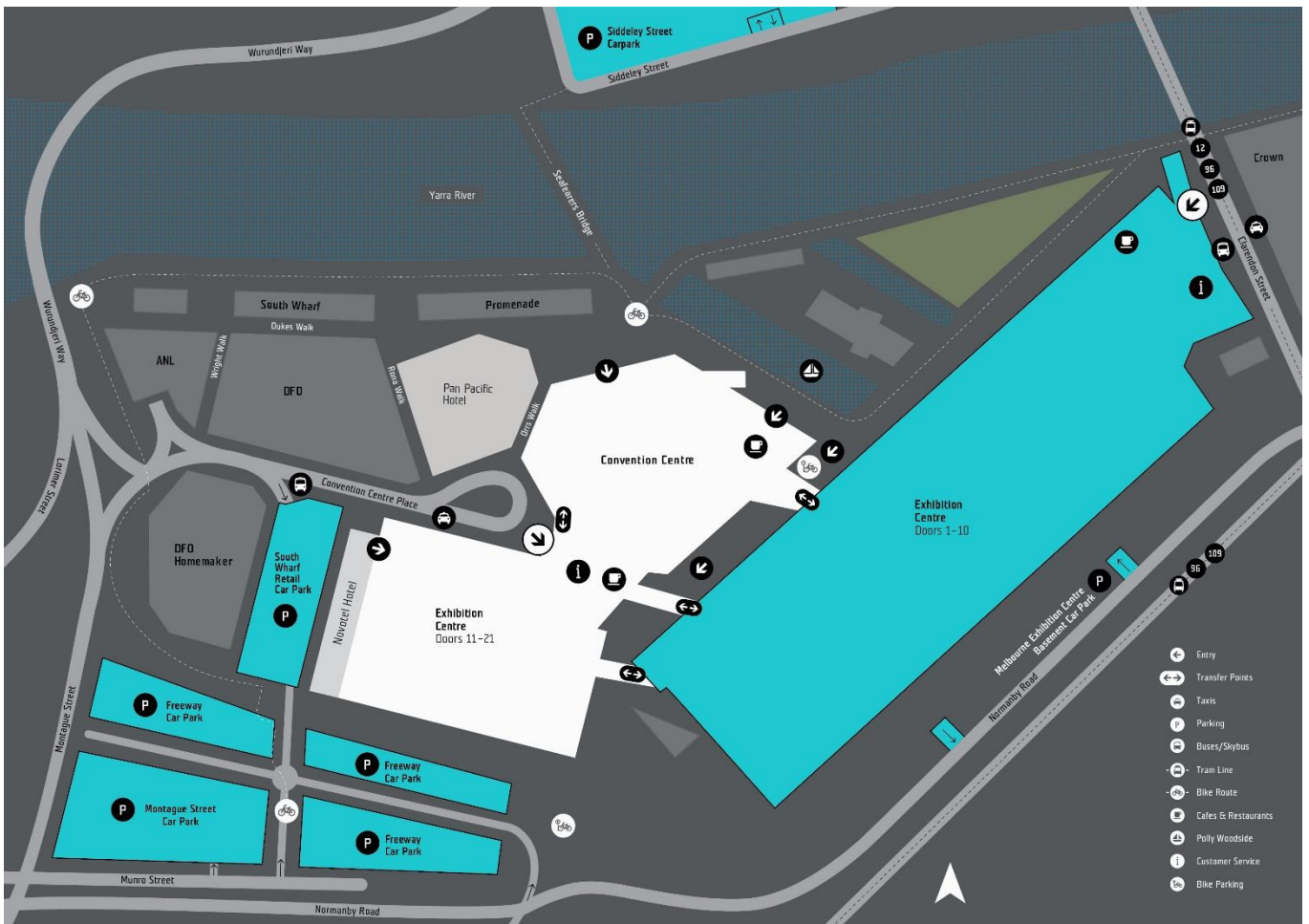
1 Convention Centre Place, South Wharf Victoria

1 Convention Centre Place, South Wharf Victoria

Travelling by public transport

For Public Transport options please see our [website](#).

Parking



There are multiple car parks within the immediate vicinity of MCEC. Please be advised that the car parks are not managed by MCEC and for any queries, please contact the car park management directly. Click [here](#) for current pricing and information.

Exhibitor checklist

CHECKLIST		
Task	Due	Completed
Determine additional event services required e.g. power, lighting, furniture, AV, rigging, plumbing and stand cleaning	Approximately one month prior	<input type="checkbox"/>
Ensure you obtain a copy of the delivery label from the event organiser and this is affixed to all items for delivery	Approximately one month prior	<input type="checkbox"/>
Order appropriate services required through MCEC <ul style="list-style-type: none"> • Stand catering • Food and beverage outlet account cards • Communication services • Technology services • Stand cleaning • Utilities pit access for compressed air and water access 	By seven business days prior to the event	<input type="checkbox"/>
Seek MCEC and event organiser approval for any food and beverage sampling (if applicable)	By seven business days prior to the event	<input type="checkbox"/>
Ensure all electrical equipment (including new equipment) has been tested and tagged	Prior to coming on-site	<input type="checkbox"/>

When is approval required?

There are a variety of activities that exhibitors can undertake that require prior approval from either the event organiser, MCEC or both. An overview of these activities and the appropriate approval channels are outlined below:

PERMISSION FROM ORGANISER AND MCEC		
Activity	Event organiser approval required	MCEC approval required
Stand catering	Yes	Yes
External food and beverage supply: sampling/selling	Yes	Yes

Motor vehicles or large/heavy items into event space	Yes	Yes
Gas cylinders	Yes	Yes
Naked flame	Yes	Yes
Animals on-site	Yes	Yes
Helium balloons	Yes	Yes
Conducting a trade	Yes	No

For those activities that require event organiser approvals, please contact the event organiser directly to discuss further.

Motor vehicles

Motor vehicles (including Electric and hybrid cars) 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.
- 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 relevant Australian Standards.
- All vehicle bump in/out must be discussed with the event organiser and approved by MCEC.
- 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 relevant Australian Standards for LPG gas fuel systems for vehicle engines.

Gas cylinders

Exhibitors requiring the use of gas cylinders must submit full details to their event organiser at least seven days prior to their event. Each application will be assessed by the event organiser for approval and to confirm if there is adequate storage available at MCEC.

Gas cylinders delivered on-site may be refused if the delivery was made without prior approval or if the representative of the exhibition stand 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 the relevant acts, regulations and Australian Standards as amended from time to time.

Storage of LPG cylinders

All LPG cylinders and flammable liquids need to be removed from the exhibition area overnight and stored in the gas cage in the Exhibition Centre Loading Dock. The exhibitor is responsible for moving the cylinders to and from the gas cage in conjunction with the MCEC Logistics Team.

Naked flame

Any activity requiring the use of a naked flame including but not limited to candles and cooking demonstrations requires approval from your event organiser prior to the event. A Fire Warden may also be required, please liaise with your event organiser to discuss any applicable charges.

Animals on-site

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 approve exhibitors for an activity or performance where the use of an animal is legitimately required. Event organiser approval must be sought prior to the event. If approval is granted, the exhibitor must provide a copy of their animal management plan to the organiser.

Helium

Any use of helium within MCEC must be approved by the event organiser. All balloons must be securely tethered to the stand. There will be a retrieval fee for any balloons that come loose.

Conducting a trade promotion lottery

A Trade Promotion Lottery includes any scheme that gives away prizes by any means that include an element of chance at any stage. Even if partially skills-based, the scheme will still have to be conducted in accordance with the regulations.

A full list of the conditions that currently apply to trade promotion lotteries can be found at the Victorian Commission for Gambling and Liquor Regulation trade promotion lotteries FAQs page: [click here](#)

Exhibitor move-in and move-out

To ensure a smooth exhibition build, exhibitors and stand contractors must adhere to the scheduled move-in times specified by the exhibition organiser. Please liaise with the event organiser directly if you have queries about specific access times.

Accessibility

MCEC has two loading docks that are easily accessible, self-servicing and reached via Normanby Road. The Exhibition Centre Loading Dock runs the full length of the Exhibition Centre. Traffic on the dock flows in one direction.

The Convention Centre Loading Dock is fully weather protected. Three dock levelers 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.

Melbourne Exhibition Centre	Melbourne Convention Centre
Loading Dock – enter off Normanby Road South Wharf Victoria 3006 Australia	Convention Centre Entrance Loading Dock – enter off Normanby Road South Wharf Victoria 3006 Australia

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

Following the exhibition, all delivery items need to be labelled clearly according to the requirements of the freight forwarder or courier.

Freight forwarder

MCEC recommends that any exhibitor transporting freight to and from MCEC uses the services of a specialised freight forwarder. This will avoid potential problems with customs, duties or deliveries outside of scheduled move-in/out times and ensure a smooth delivery process.

The event organiser may engage a freight forwarder to help transport materials for large events. If a freight forwarder is engaged, you will be required to transport your goods with the appointed contractor. Contact the event organiser for further information.

MCEC will not accept responsibility for arranging freight deliveries or costs associated with this and 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.

A limited amount of complimentary trolleys are available for exhibitors use during move in/move out of the Convention Centre. These are available on a first come, first serve basis. Please liaise with Loading Dock staff on arrival for availability.

Storage

There is no on-site storage at MCEC. Contact the event organiser or the appointed freight forwarder if you need storage.

MCEC loading dock services

If a freight forwarder has not been engaged or an exhibitor requires additional assistance, MCEC loading dock services can be ordered using the relevant Loading Dock service form.

The Exhibition Centre Loading Dock form can be found [here](#). For any enquiries about the services available please contact the Exhibition Centre Loading Dock directly on +61 3 9235 8385.

The Convention Centre Loading Dock service form can be found [here](#). For any enquiries about the services available please contact the Convention Centre Loading Dock directly on +61 3 9235 8386.

Exhibitor services suppliers

Venue internet, AV, stand catering. and utilities access	Freight and Storage
Contact MCEC Telephone: +61 3 9235 8110 Email: exservices@mcec.com.au	Contact event organiser Enquire directly with event organiser for more information about any freight forwarder engaged to complete these services
Stand building	Security
Contact event organiser Enquire directly with the event organiser for more information about the hire company engaged to complete these services	Contact event organiser Enquire directly with the event organiser for more information about the security company engaged to complete these services
Rigging	Stand cleaning
Contact event organiser Enquire directly with the event organiser for more information about the rigging company engaged to complete these services Please note, Rigging can only be completed by an MCEC approved Rigging company.	Exhibition Centre: Contact event organiser Enquire directly with the event organiser for more information about the hire company engaged to complete these services Convention Centre: Contact MCEC Telephone: +61 3 9235 8110 Email: exservices@mcec.com.au
Food & Beverage	Plumbing – connection to utilities
Contact MCEC Telephone: +61 3 9235 8110 Email: exservices@mcec.com.au	Contact event organiser Please note, connection to any utilities (such as compressed air or water) must be carried out by a licensed plumber. Enquire directly with the event organiser for more information regarding their preferred plumbing provider.

Please refer to our [website](#) for a list of services provided by MCEC

As outlined in the in the exhibitor service suppliers table, MCEC has a range of services on offer for your exhibition stand. Before placing an order with MCEC please ensure you are compliant with any on-stand exhibition requirements as specified by the event organiser. For services not offered by MCEC, please contact your event organiser or their suppliers directly.

Food and beverage

Sampling selling requests

MCEC has sole catering rights for the sale and/or distribution of any food or beverage product that will be consumed on-site. Use of any external food and beverage provision including sampling must be approved by both the event organiser and MCEC in writing prior to the event, and external supply charges may be applicable. Anyone without prior approval will be unable to provide food or beverage on-site. Click [here](#) to review the Food and Beverage Sampling Selling Request form which outlines MCEC guidelines. This form is to be completed and returned no later than seven business days prior to your event bumping in. Any request received after this due date will be assessed on an individual basis as we may not be able to guarantee 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 events where the serving of alcoholic samples is proposed, a limited license may be required. For more information please visit: www.vcqlr.vic.gov.au/home/liquor. Any individual serving alcohol must also have a current Victorian RSA Certificate and a copy must be provided to the MCEC in advance, if sampling approval is granted.

Sale of externally supplied food and beverage

As per sampling the sale of any external food and beverage provision must be approved by both the event organiser and MCEC in writing prior to the event, and external supply charges may be applicable. Exhibitors without prior approval will be unable to provide food or beverage sales or samples on-site.

Food safety regulations

All exhibitors supplying and displaying food as part of their exhibit will be responsible for complying with relevant standards, including registering as a temporary food premises with the City of Melbourne. More information about temporary and mobile food premises within the City of Melbourne can be found [here](#). Exhibitors are also responsible for determining the food safety and handling requirements for their products before an event. Further information is available [here](#). Please note, 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 licenses therefore exhibitors must ensure they comply with legislative requirements. For any further queries visit the Streatrader website <https://streatrader.health.vic.gov.au/> or contact the Health and Wellbeing department directly on 03 9658 8858 or via email at health@melbourne.vic.gov.au

Washing facilities on stands

The Victorian State Government food and liquor regulations may require stands handling and serving food or beverage to have washing facilities on their exhibition stand. All exhibitors supplying and displaying food as part of their exhibit will be responsible for complying with relevant standards, including determining the need for washing facilities, which may include the need for separate food washing and hand washing facilities. For further information visit the Streatrader website streatrader.health.vic.gov.au/ or contact the Health and Wellbeing department directly on 03 9658 8858 or via email at health@melbourne.vic.gov.au. For connection to water services in the Exhibition Bays, see the utilities services section in this document. Connections can be ordered via the [Utility Services Order Form](#). There is no access to water services within the Convention Centre. Please liaise with MCEC Exhibitor Services directly to discuss further.

Placing an MCEC Exhibitor Services Order

All orders must be received seven days prior to your event.

If you have any queries about this or the services we offer, 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 the payment due date outlined on your invoice. If payment is not received, services will not be provided.

Cancellations to service requests must be submitted in writing to exservices@mcec.com.au no less than three days prior to the event commencing. Failure to submit a written request to cancel or any cancellations received after the cut off period will result in full fees being charged.

All bookings are subject to availability. Prices are current at the time of producing this guide but are subject to change without notice.

Power

Access to power for your stand is organised through the event organiser. **All** electrical equipment (including brand new items) brought on-site must be tagged and tested.

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 EXHIBITION CENTRE

Online safety induction for exhibitors

If you fall into any of the following categories you are required to complete the online site induction module prior to completing work at MCEC:

- Event organisers directly managing event contractors.
- Event contractors prior to completing any works at MCEC.
- Exhibitors building or constructing their stand during the exhibition build.
- Exhibitors installing equipment or using equipment for demonstration purposes.

Please note: your company will need to be registered with MCEC before you can complete the module. To register a company, please supply an email address and company name to CMS administration. You can contact them on +61 3 9235 8062 or cms@mcec.com.au

MCEC Work Health and Safety induction is an online module found [here](#).

We recommend familiarising yourself with our Work Health and Safety manual prior to completing the module. View the manual [here](#).

If you do not fall into any of the above categories, then it is not necessary for you to complete the induction module.

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.

Report all incidents or near misses to the event organiser, event security or MCEC security control room on extension 8333 or +61 3 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. These are available from Vending Machines onsite for \$8.00.

Lighting

All stand lighting must be 2.2 metres above the floor level. Any variation must be approved through the 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 relevant Australian Standards 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's Loading Docks and event spaces during move-in and move-out periods.

Alcohol consumption during move in and move out

Due to OH&S compliance, alcoholic beverages cannot be consumed during move-in and move-out of exhibitions at MCEC. All service of alcohol must cease 30 minutes prior to show close.

Prohibited and controlled weapons

MCEC bans carriage, display or possession of all firearms, prohibited and controlled weapons on site including exhibitions and all other events. This includes but is not limited to:

- knives/daggers
- spear guns
- batons
- machetes
- axes/tomahawks
- swords
- imitation firearms

Stand design

As a general rule the MCEC Operations or Logistics Manager will endeavour to inspect all stands to ensure that they are safe and do not pose a hazard to any user at MCEC. MCEC reserves the right to request modification or close any stand which is deemed to be a safety hazard.

Custom stand plans and upgrades will need to be approved by the organiser. For more in depth information around Stand Design please refer to the MCEC Operations Manual [here](#) or liaise with the event organiser directly.

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 or spa 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 or wall is permitted.

Stand height

Any stand with a height greater than 2.4m must be approved by the organiser.

Stand flooring

Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle.

All flooring that exceeds 115mm in height is deemed to be a step. If the stand is to be occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.

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 [here](#).

See Section 9.6 for the relevant information on trade displays and conferences held in Australia.

Companies and exhibitors are responsible for ensuring their trade display and materials available from the display comply with the code.

Privacy

Privacy Collection Statement

The Melbourne Convention and Exhibition Trust (MCET) operates the Melbourne Convention and Exhibition Centre (MCEC) on behalf of the State Government of Victoria. MCET is collecting your personal information for the purposes of completing the enquiry above. MCET will use the personal information for the primary purpose or a directly related purpose. You understand that the personal information provided is for the purpose of this enquiry and shall otherwise remain private within MCET unless disclosure is required by law. You may apply to MCET for access to and/or amendment of the information. Request for access to and/or amendment of the information should be made to MCET's Privacy Officer (privacy@mcec.com.au). Our Privacy Policy is available [here](#).