



CAIRNS
CONVENTION
CENTRE
PASSION IS IN OUR NATURE

2022 EXHIBITOR PLANNING & SERVICES GUIDE



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ABOUT THE BUILDING

CONTACT DETAILS

Cairns Convention Centre
Cnr Wharf & Sheridan Streets,
CAIRNS QLD 4870 AUSTRALIA

PO Box 8084
CAIRNS QLD 4870 AUSTRALIA

T: (07) 4042 4200

events@cairnsconvention.com.au
www.cairnsconvention.com.au

PLAN OF THE CENTRE



ACCESS

Room	Dimensions	Capacity
Auditorium	5m wide / 4.2m high	
Arena	8m wide / 4.1m high	
Mezzanine Lift (Lift 4&5)	2m deep / 1.75 wide / 2m high	Capacity 1564 kgs
Loading Dock	5.8m wide x 4.2m high (32m long)	

LOADING DOCK

For freight delivery and exhibition builds access to and from the Loading Dock is via ramps and is on the flat. Please note that all vehicles are required to unload and move to the car park.

For oversized items, exhibitors must advise Event Planner a minimum of four weeks prior to the event to coordinate access via the Loading Dock.

PARKING

The Centre's car park is by way of a ticket operated boom gate with a per entry fee of \$7.00. Access to the car park is via Sheridan Street. The car park is open Monday to Friday 7am to 6pm and on weekends only if an event is held at the Centre.

EXHIBITORS & BOOTHS

CEILING HEIGHTS

Ceiling heights vary throughout the Centre's exhibition areas. If any part of the booth/display exceeds 3 metres, please contact - events@cairnsconvention.com.au to ensure the ceiling height is adequate.

EGRESS & PUBLIC AISLE WAYS

All trade floor plans are approved in accordance with the Queensland Fire Service Act. As such, exhibitors are not permitted at any time to obstruct or allow the obstruction of any aisles and emergency exits, emergency lighting, fire extinguishing equipment and fire alarms, nor suspend or allow any items to be suspended from them. Any encroachment into public aisle ways from an assigned booth area is strictly prohibited.

FLOOR LOADING

Throughout the building there are restrictions on weights. All dimensions, weights and details of heavy equipment to be displayed are to be advised in writing to the Event Department for approval by the Facilities Manager.

ELECTRICAL EQUIPMENT

All portable electrical equipment used by contractors/exhibitors must comply with current Workplace Health and Safety Regulations and Advisory Standards. Centre Management, in line with these regulations and standards, reserves the right to refuse any equipment used by contractors/exhibitors or clients. Points to note:

- Electrical equipment and leads must have a current test and tag
OR
- Be connected to a tested and tagged Type II RCD (Residual Current Device) Australian Standard compliant.
- Damaged / faulty equipment will not be permitted to be used in the Centre.
- Frayed electrical cables and leads will not be permitted to be used at the Centre.
- Use of double adaptors is not permitted.

FIRE RETARDANT DISPLAY MATERIAL

All flammable display materials (e.g. hay bales, signage etc) used in a booth or display must be made of flame retardant materials or treated for fire retardation.

NAKED FLAME / CANDLES / OIL BURNERS

Exhibitors wishing to utilise a naked flame, candle, oil burner etc as part of their display must contact the Event Planner in writing (minimum four weeks notice required) to seek approval from the Centre's Workplace Health & Safety team. Please contact events@cairnsconvention.com.au.

DISPLAY VEHICLES / MACHINERY

All vehicle and Machinery displays within the Centre must seek approval from Centre Management. Please contact the Event Department events@cairnsconvention.com.au

- For reasons of safety:
 - No cleaning of vehicles is to be done onsite e.g. polishing or tyre shining;
 - Fuel tanks are to be locked and sealed with a fuel cap;
 - Fuel should be kept at a minimum and not exceed one third of the tank.
- All vehicle displays on terrazzo areas must be protected e.g. carpet tiles under all tyres.
- Drip trays must be used with all vehicle displays, exhibitor to supply.
- A spare set of keys for each vehicle must be left with the Centre at all times

YOU WILL NEED APPROVAL FOR:

- Animals
- Naked Open Flame
- Motor Vehicles
- Heavy equipment that is Load Bearing
- Cooking
- Bringing in Food and Beverage
- Food and Beverage Sampling
- Helium Balloons
- Trade Promotion Lottery
- Pyrotechnics
- LPG Gas Cylinders
- Liquids / Fuels

CLEANING

Cleaning of all exhibition sites and stands is the responsibility of the exhibitor. The Cairns Convention Centre can provide a cleaning service that includes vacuuming, mopping and dusting. See 'Order form' for pricing and booking.

RIGGING & BANNERS

As ceiling heights vary in the Auditorium and Arena from 10 metres to 18 metres, all rigging must be performed by qualified and licensed riggers. Rigging will only be provided and performed with written prior notice. The Centre has inhouse riggers who will be happy to provide a quotation for this service.

WASTE & WATER

Only certain floor pits have access to water and waste. These services are strictly only provided with prior notice. Charges will apply, please consult with your booth builder.

ENVIRONMENTAL SUSTAINABILITY

Cairns Convention Centre encourages exhibitors to think sustainably about the products that you bring in to the exhibition and how they impact our unique environment.

We encourage you to use recyclable materials where possible and reduce the amount of materials that you bring:

- Foam and Plastic wrap – we have no facilities in Cairns for recycling these products so encourage you not to bring or to take back with you
- Please let us know if you have displays that you don't wish to take back with you and instead of going to landfill, we will look to re-purpose or donate
- There will be charges for excessive rubbish
- Please make an effort to sort your waste into the labelled bins provided
- Bring a refillable water bottle with you

WORKPLACE HEALTH & SAFETY

HIGH VISIBILITY VESTS / SAFETY VESTS

It is a mandatory requirement that all venue staff, contractors, exhibitors and organiser staff wear high visibility shirts or vests meeting AS/NZS 4602 to minimise risks associated with plant and vehicle movement within the Centre and its loading docks during bump in and bump out of events. **High visibility clothing must be worn at all times during bump in and out.**

Anyone not wearing high visibility shirts/clothing will be asked to leave the room and will not be permitted in bump in/out areas or the Loading Dock until such time as they are wearing the correct clothing.

High visibility vests are available for purchase at a cost of \$12.00 per vest. Vests can be pre-ordered via the payment form or purchased during bump in/out at the Centre. Please contact the event department for further information on events@cairnsconvention.com.au.

FOOTWEAR

Appropriate footwear must be worn at all times during bump in and bump out of events. No open-toe footwear i.e. sandals, thongs and the like are permitted during these times.

CHILDREN ON SITE DURING BUMP IN & BUMP OUT

Any person under the age of 15 years is not permitted in any exhibition area loading dock during bump in and bump out times.

REPORTING ALL INCIDENTS

During your time on site any incidents such as injury, damage to property and equipment must be immediately reported to a CCC staff member.

EMERGENCY EVACUATION PROCEDURES

ALARM SYSTEM

The Alarm System at the Cairns Convention Centre emits two types of signals:

ALERT SIGNAL

- This is an intermittent tone (beep sound) which will be audible throughout the building and indicating that an alarm has been activated. All staff to be on stand-by and clients should advise their guests to remain where seated until notified by an announcement or by the evacuation alarm.
- The following announcement will be made *“Your attention please – our early warning alarm system has been activated. The source is currently being investigated. We will advise you further. Thank you”*.
- Upon discovering that the alarm was a false alarm and evacuation is not required a further announcement will be made *“Your attention please. The source of our early warning alarm has been located, rectified and cleared. No further action is required. Thank you”*.
- Please note that when an alert signal is activated the air-conditioning in the building will cease to function and some extraction fans may be activated. Once the alarm system has been cleared, previous settings for air-conditioning will be restored.
- Please note that control of the PA will be over-riden by the Early Warning System PA. This function will be restored once all systems have been cleared and re-set.

EVACUATION SIGNAL

- This alarm is a loud, undulating intermittent (whoop) tone indicating that the premises are to be evacuated by patrons, performers and Centre staff.
- Upon hearing this alarm, all patrons are to make their way to the nearest exit and are to exit the building in an orderly manner.
- Centre ushers and staff will assist in directing patrons to the nearest exit. Once all patrons have left the premises staff will leave via the closest exit.
- Patrons and staff are to proceed to the assembly area.
- Should the area be plunged into darkness the ushers and ticket collectors are to stand beside the exits, crack their clyume sticks and hold these in the air so that patrons can see where the closest exits are.
- Elderly and disabled patrons are to exit with the assistance of Centre staff.
- Once areas have been evacuated all doors to be closed as staff exit the building.

PLANNING YOUR FREIGHT & DELIVERIES

DELIVERIES

Please advise your courier that deliveries can only be made during business hours (Monday – Friday 09:00 – 17:00). Should deliveries and pickups be required outside these hours, arrangements can only be made with prior notice. Please advise the event department on events@cairnsconvention.com.au. Access to the loading dock is via security gates which have intercoms.

HANDLING EQUIPMENT

Please advise the Centre if any of your deliveries via couriers or transport will require the use of a forklift. Applicable charges may apply. If you require any specific storage (i.e. cold/hazardous material) please note on the freight forwarding form.

FREIGHT STORAGE

The Centre is happy to provide storage of freight up to two weeks prior to the event and only 72 hours after your exhibition. Where possible and dependant on the size, this is provided on a complimentary basis. Please complete the freight forwarding form and also attach the completed label to each item.

FREIGHT COLLECTIONS / RETURNS

Where possible it is recommended that you make arrangements for goods to be collected at the conclusion of the exhibition. It is the responsibility of the exhibitor to make all arrangements and contact with your courier company and that all paperwork is completed by the exhibitor. Our 'Outgoing' Freight Document will be delivered to your stand on the day of bump out. Please complete this and leave it with your sealed and labelled items. Please note the Centre cannot sign any consignment notes on your behalf including the dangerous goods declaration.

Before you leave the Centre have you:

- ◆ Labelled your freight correctly (return address, contact name, phone number, item numbers, i.e. 1 of 5)
- ◆ Attached con-note & signed the Declaration of Dangerous Goods?
- ◆ Contacted your freight company to collect your goods?
- ◆ Completed the Cairns Convention Centre 'Outgoing Freight' document (green form)?

Courier companies **will not** collect goods unless there is a completed and **signed consignment note** attached to your freight. **Our Centre Staff can't sign any consignment notes on your behalf.**

The Cairns Convention Centre accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes. Freight that has not been collected within 14 days will be disposed of.

ON SITE DELIVERY

Please note the Centre provides delivery of received goods to your booth. This service is provided on a complimentary basis. This applies only to goods not requiring a forklift or specialized lifting equipment. Notice of storage requirements is preferred and can be included in your freight forwarding advice.

FREIGHT FORWARDING ADVICE

PLEASE COMPLETE AND RETURN TO CAIRNS CONVENTION CENTRE - events@cairnsconvention.com.au

All enquiries regarding delivery/dispatch details, please contact Main Reception on 07 4042 4200

Event Details			
Conference Name			
Stand Name:		Stand Number:	
Senders Details			
Company name:			
Senders name:		Contact Phone:	
Senders email:		Contact Mobile:	
On site contact details			
Contact name:		Contact Mobile:	
Description of Freight			
Goods are –			
Special Instructions – please detail below eg. hazardous materials, requires refrigeration etc			
Approx cubic measurements		Is a forklift required to move	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of banners			
No. of Boxes			
No. of Pallets			
No. of other		Description:	
Freight company details			
Freight Company			
Approx delivery date			
Consignment Number			

CONDITIONS

- It is essential that exhibitors and freight forwarding requirements are notified to the Centre two (2) weeks prior to the event.
- The Cairns Convention Centre does not accept responsibility for the safety of any items delivered or dispatched to the site in the absence of the Exhibitor, his Agent or Contractor.
- Deliveries can only be accepted Monday to Friday 09.00am to 5.00pm. For deliveries outside these hours, please contact the Event Coordinator as labour charges may apply.
- Exhibitors should ensure airway bill numbers/consignment numbers are carried with them at all times. This enables goods and equipment to be readily traced at customs and freight forwarding companies.
- All goods must be removed/dispatched within 72 hours of conclusion of the event. The Centre reserves the right to dispose of any goods after fourteen (14) days.
- All material dispatched to the Cairns Convention Centre must be clearly marked with the following information:
 - Event name & dates
 - Company name / Contact person at the exhibition / Stand number or Room name
- ◆ **Forwarding Address:**
 Cairns Convention Centre
 Cnr Wharf & Sheridan Streets
 CAIRNS QLD 4870



TO: CAIRNS CONVENTION CENTRE
 Corner of Wharf & Sheridan Streets
 CAIRNS QLD 4870
 AUSTRALIA

CONFERENCE NAME:			
CONFERENCE DATE:			
COMPANY NAME:			
CONTACT PERSON AT CONFERENCE:		MOBILE NUMBER:	
ITEM NUMBER: (e.g. 1 of 2)	Of	CONSIGNMENT NOTE NUMBER:	
DELIVER TO: (Circle One Only)	Exhibition	Satchel Packing	Organisers Office
BOOTH NUMBER: (Exhibition Only)			
By signing for delivery of this shipment CCC does not take any responsibility for the condition of the goods or quantity received. All responsibility remains with the sender. Goods to be delivered between 0900-1700 Mon-Fri.			

ABOUT CATERING

FOOD & BEVERAGE POLICY

The Cairns Convention Centre is ISO 22000 and complies with all mandatory food safety standards as detailed in Food Standards Code of FSANZ (Food Standards Australia and New Zealand).

The Cairns Convention Centre has exclusive rights for the sale and distribution of all food and beverage. No exhibitor or person shall distribute, sell or give away any item of food or drink to visitors without the prior written approval of the Cairns Convention Centre. Generally Cairns Convention Centre management will not object to the distribution of food or beverage used as a means of demonstrating any product by an exhibitor forming part of an exhibition. Sale of food and beverage products is not permitted.

As a rule, guidelines for the distribution of sample food or beverages are as follows:

- All exhibitors wishing to distribute food or beverage must hold the appropriate permit from the Cairns Regional Council and or Liquor Licensing.
- Food licences must comply with the Cairns Convention Centre Food Safety Program.
- Liquor licences must be in line with the Liquor Act 1992.
- Samples must be given away free of cost.
- Sample portions must be of tasting style and size only (30ml).
- Sneeze guards are required for finished food sample items.
- Eating and drinking utensils must be disposable (i.e. disposable plates, wine taste cups, cutlery) and must not be re-used.
- Promotional food and drink samples to be given away must be protected from contamination with plastic covers and any condiments offered should be portion control – one use only.
- Cooking or food sample preparation and any equipment to be used on the premises must have written approval of the Cairns Convention Centre 10 business days prior to the event. Please note some equipment is available for hire from the Centre.

Written applications for sampling of food or beverage needs to be made to the Centre 10 business days prior to the event and must include copies of the appropriate permits and licences.

Please complete the Food and Beverage Sampling request form on page 19 and return to events@cairnsconvention.com.au.

STAND CATERING

The Centre is happy to provide food and beverage to your stand. Please contact your Event Planner to request a quote and menu items events@cairnsconvention.com.au.

RESPONSIBLE SERVICE OF ALCOHOL (RSA)

All alcohol services at the Cairns Convention Centre will be in strict compliance with the Centre's alcohol policy which is in line with Queensland liquor licensing laws.

FOOD & BEVERAGE SAMPLING REQUEST

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

Please complete the following table and return the form to events@cairnsconvention.com.au as early as possible but not less than two (2) weeks prior to the commencement of the exhibition.

DATE (S) FOR SAMPLING	SAMPLING ITEMS	DESCRIPTION OF SAMPLE SIZE
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

FOOD & BEVERAGE SAMPLING APPROVAL

Approval of the above line items numbered _____ to _____ as detailed in the above Request have been approved by the Cairns Convention Centre.

Please ensure that this authorisation is kept at the exhibition stand for the duration of the exhibition.

Approved by: _____ Date of Approval: _____

Name: _____ Position: _____

PAYMENT

Please complete and forward with your order.

EVENT NAME _____

DATES _____ STAND NUMBER _____

CONTACT NAME _____

COMPANY _____

ADDRESS _____

TELEPHONE _____

EMAIL _____

CHARGE SUMMARY DETAILS

ITEM	AMOUNT
Audio Visual Equipment	
Banners	
Business Support Services	
Cleaning	
Communications	
Computer Equipment	
Catering – Food	
Catering – Beverages	
Handling Equipment	
Water & Waste	
Other i.e. High Visibility Vest	
TOTAL	\$

CHEQUES

Must be made payable to the Cairns Convention Centre and must be received **two weeks** prior to bump in.

Cheque enclosed is to the value of \$ _____

CREDIT CARD DETAILS

PLEASE NOTE: The following credit card charges are applicable. We do not accept Diners Club.

Mastercard 1.5%
 American Express 1.65%
 Visa 1.5%

Card Holders Name _____

Card Number _____

Expiry Date _____ Amount to be debited \$ _____

Card Holders Signature _____

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.