

# CONFERENCES AND EVENTS

## RACV ROYAL PINES RESORT



## CONTRACTOR AND EXHIBITOR MANUAL

### RACV ROYAL PINES RESORT

Ross Street, Benowa, Queensland 4217

For more information contact:

Conference and Events Team

Telephone: +61 7 5597 8462

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# SECTION 1 – INTRODUCTION

## 1.1 INTRODUCTION

This Contractor & Exhibitor 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 returned, you will not be permitted as an exhibitor in the Convention Centre.

If you would like to order any additional items, please request an Internet & Equipment or Food & Beverage order form and return at least at fourteen (14) days prior to the event start date or late fees will apply. These forms are available from your Event Coordinator upon request.

Please contact the Conference & Events Coordinator allocated to your event should you require further clarification on 07 5597 8462.

## 1.2 VENUE LOCATION

Address: Ross Street, Benowa QLD 4217

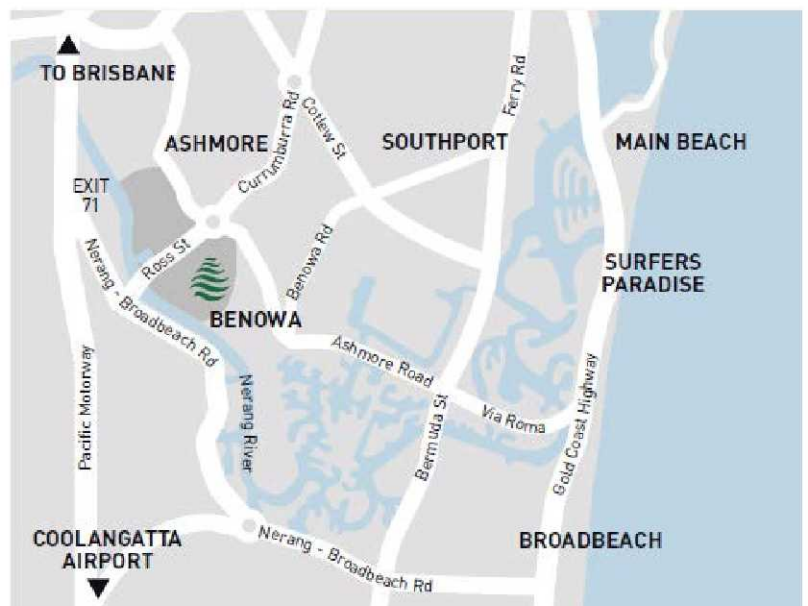
Postal Address: Private Mail Bag 88, Gold Coast Mail Centre QLD 9726

### DIRECTIONS

Exit Pacific Highway at Nerang Broadbeach Road turn off (EXIT 71).

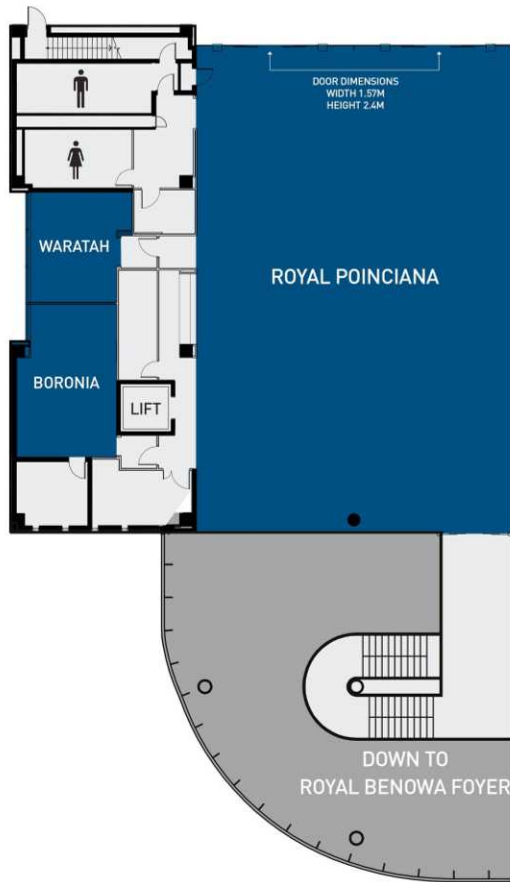
Follow Nerang Broadbeach Road through to Ross Street (located on left hand side). The turn off is the intersection located straight after Heritage Bank Stadium.

Turn left into the Resort from Ross Street and follow the sign to the overpass, follow road to hotel reception.

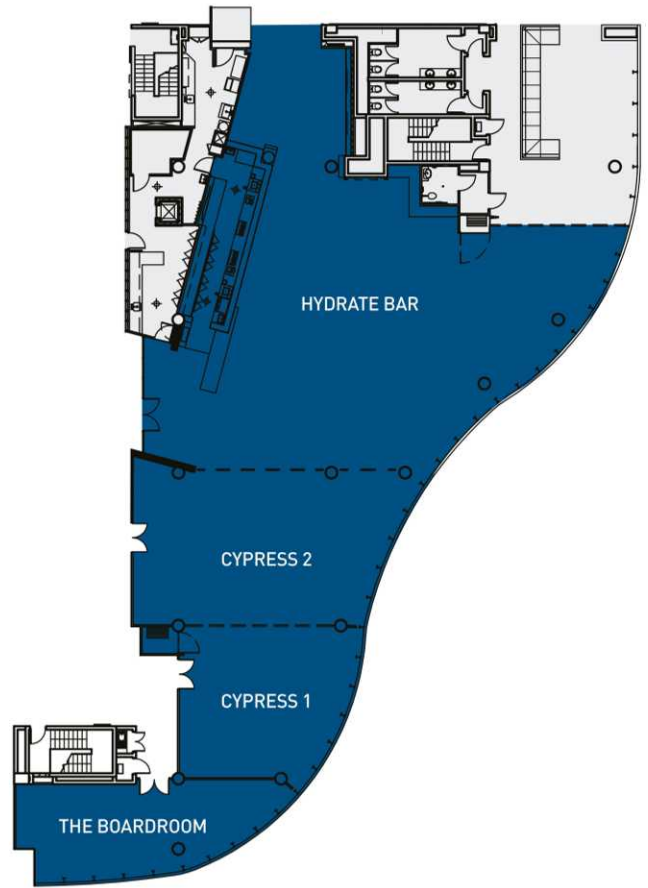


# 1.3 CONVENTION CENTRE OVERVIEW

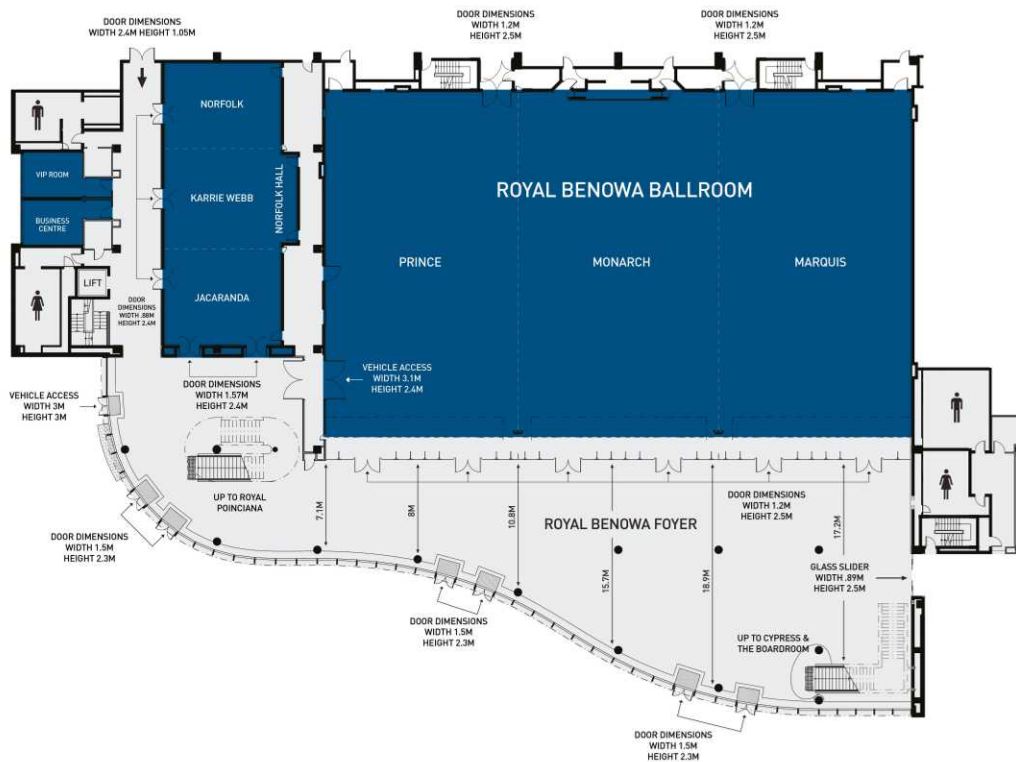
SECTION A - LOBBY LEVEL



SECTION C - LOBBY LEVEL



SECTION B - LEVEL 2



## 1.4 VENUE TECHNICAL SPECIFICATIONS

### POWER

The great advantage of the RACV Royal Pines Resort Convention Centre is its flexibility. There are 10 Power Communication Service Panels (PCSP) located around the extremities of the ballroom space. Each contains multiple 10 amp and 15 amp 240v circuits, as well as a 32 amp 5-pin 3-phase circuit. Additional outlets are recessed into the floor and wall in several key locations. For more advanced power requirements, please contact AVPartners.

## 1.5 AUDIOVISUAL AND THEMING OPTIONS

AVPartners is RACV Royal Pines Resort exclusive in-house partner and is a leading provider of tailored and integrated event audiovisual services including technical production, audio, visual, lighting, event design and event styling. AVPartners creates integrated event experiences through combining state of the art audiovisual technology, unrivalled expertise and a highly tailored approach.

Brock Buttsworth | Partner | 0439 627 096 | [bbuttsworth@avpartners.com](mailto:bbuttsworth@avpartners.com) | [www.avpartners.com](http://www.avpartners.com)

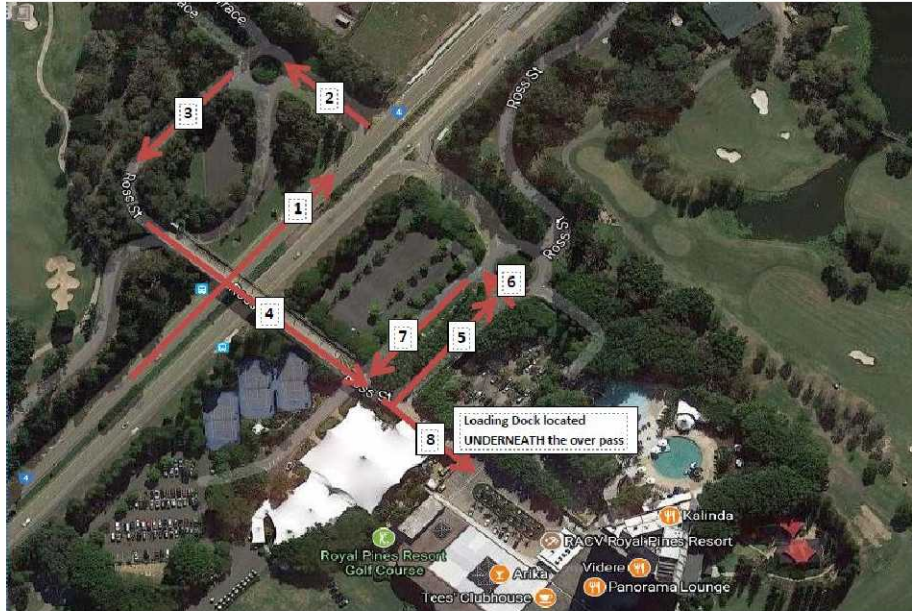
Jonora Holmes | AVPartners Operations Manager | 0437 005 646 | [jholmes@avpartners.com](mailto:jholmes@avpartners.com) | [www.avpartners.com](http://www.avpartners.com)

# SECTION 2 – EXHIBITION GUIDELINES

## 2.1 ACCESS TO THE CONVENTION CENTRE

### DIRECTIONS TO LOADING DOCK

- Once on the hotel side of the Resort, follow direction to Golf & Sports
- Proceed until you are under the Overpass and turn left. Loading Dock is straight ahead.



The Loading Dock is attended from 0800 - 1600, Monday – Friday. If you need to access the loading dock when it is closed, please check into our Security Office upon arrival and they will be able to assist you with access.

**Our Security Office is located under our Accommodation Tower. To get there turn right at the roundabout (6) displayed above and follow the road until you reach our Accommodation Tower.**

## 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 and is provided on a first come first serve basis. Our undercover carpark hosts disability parking spots in front of the lifts on the left and right walls as well as 3 charge fox electric vehicle charging points and 1 Tesla charger point in the centre of the carpark.

## 2.3 DELIVERY OF GOODS

(Please see separately attached labelling form)

**Please attach postage label provided by your dedicated Event Coordinator with the following information.**

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 receiving the goods onsite, and include the conference name and booth number (if known).

Storage will be accepted 2 business days prior to scheduled event start date and must be collected within 2 business day of the event concluding. An outgoing label will be provided on bump out and pick up must be organised prior to your departure. Approval must be obtained for early deliveries or late collections. All items will be accepted and stored on an all care but no responsibility / liability basis.

## 2.4 EXTERNAL SUPPLIERS/CONTRACTORS

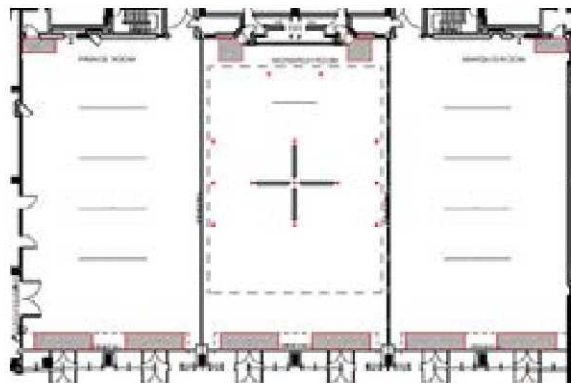
All organisers and exhibitors are to submit name, address and contact details of any external supplier or contractor wishing to carry out work at the venue. Every external supplier & contractor will be emailed a link to complete their LinkSafe induction form before the event start date & must be completed BEFORE coming onsite or else they will not be permitted to complete any work on premises. This does not include the exhibitor but would include anyone completing a custom stand build or similar.

All organisers, exhibitors and contractors who are needing to access back of house are required to obtain a Visitor Pass from the Resort Security Office located at the end of the Resorts' Undercover Car park. These passes are issued on a daily basis and all ongoing contractors will require a new pass each day.

## 2.5 FIRE EXITS

When planning your exhibition/event, please refer to the floorplan featured below for all fire exit locations within the ballroom.

- NO fire exit can be blocked
- ALL fire exits MUST have a 1.5 metre clearance for an access path
- All fire exit signs MUST be visible and illuminated within the room. If signs are not visible, a temporary battery/powered exit sign is to be provided



## 2.6 BUMP IN AND BUMP OUT PROCESS

- Logistics staff will be on duty in your designated Exhibition Area to assist with any requirements. Any enquiries regarding Freight are to be directed to the Logistics Team on 5597 8796.
- All goods will be delivered to your booth by your allocated Exhibitor Bump In Time.
- There are limited numbers of trolleys and pallet jacks available.
- The Resort Forklift is available at the loading dock only for receiving deliveries & can only be operated by resort staff. Forklift access is NOT permitted into the Convention Centre.
- 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 the exhibitors master account for any damage caused to Resort property.
- Please liaise directly with your courier company to collect your equipment from the Loading Dock.
- For Bump Out, please ensure that you have marked all boxes accordingly and completed and attached your consignment note for the courier as hotel staff will not complete or sign courier documents.
- During Bump Out, logistics staff will provide exhibitors with an outgoing label to allow hotel staff to properly sort and store your packages while they await collection.
- Departing boxes will then be transferred from the exhibition area to our storage bays.
- Outgoing freight pick up must be organised prior to your departure.
- If your courier is unable to collect your boxes on the Bump Out day please liaise with resort staff who will advise and direct you to the storage area where your boxes can be stored.

## 2.7 STORAGE AND RUBBISH

Storage space will be available during the event. Any empty boxes or cases must be marked with Booth Name/Number and "TO BE KEPT" and will 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. Our Logistics Team members will collect empty boxes once Bump In is complete and store boxes as stated above. For Bump Out, boxes will be returned to booths by the Logistics Team members at a pre-arranged time for exhibition Bump Out.

Please advise our staff if you have any rubbish you wish for us to discard of and we can do so appropriately.

**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 2 business days. Items that have not been organised for pickup within this time frame will be discarded.**

## 2.8 FIXING OF POSTERS, BANNERS AND DISPLAYS

No fixing of posters or banners is permitted on any surface in the Convention Centre without prior consent.

The only items that are allowed with consent are:

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

Any standalone signage must be properly weighted with a baseplate or sandbags to avoid any safety issues.

**RACV Royal Pines Resort reserves the right to charge for any damage caused to onsite property**

## 2.9 VEHICLE DIMENSIONS

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

LOCATION / ACCES POINT	MAXIMUM WIDTH	MAXIMUM HEIGHT	MAXIMUM WEIGHT	FLOOR
HOTEL ENTRY (OUTDOOR)	N/A	N/A	4200kg	TILES
BALLROOM	2900mm	2300mm	2500kg	CARPET
BALLROOM FOYER	2900mm	2700mm	2500kg	CARPET
ROYAL POINCIANA	2000mm	2300mm	1900kg	TILES & CARPET

## 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 a legible sign saying “DO NOT TOUCH” must be placed on any exhibit to warn the visitor to maintain a safe distance.
- Must cause no annoyance to visitors, other exhibitors or other events
- Must not bring or use 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 meters

## 2.11 USE OF MACHINERY, PLANT & EQUIPMENT

### DO

- If hiring scissor lifters or work platforms it is the conference organiser/ contractor responsibility to ensure that you have the appropriate Licence or Ticket to operate the registered plant and equipment.
- Safe Work Practices apply when using any machinery, plant and equipment in the RACV Royal Pines Resort work place.
- Report to Conference and Events immediately if any equipment is unsafe or defective.
- Use safety equipment (e.g. safety belts, outriggers etc.) associated with any piece of machinery, plant and equipment.
- Ensure the machinery, plant and 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 and 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 and equipment for purposes other than for which it was designed.
- Use machinery, plant and equipment in an unsafe or dangerous manner.
- Forget to return equipment to its point of origin.

### RESPONSIBILITIES

All Contractors who will require the use of an Elevated Work Platform (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.
- Only allow current EWP licence holders to operate the EWP's.

## PROCEDURE

### Contractor Use of EWP's

- The Conference and Events Coordinator will 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 is not currently on record and enter it into the EWP licence register.
- The contractor / EWP operator must ensure that the EWP is operated according to the EWP Load Bearing Guidelines as shown below.

## 2.12 FORKLIFT AND SCISSOR LIFTS

A scissor lift is available at RACV Royal Pines Resort for those that have the appropriate ticketing and at a hire cost of \$330.00 per day. Forklifts are not available to hire out 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. Forklifts are not permitted inside the Convention Centre.

## 2.13 SMOKING POLICY

RACV Royal Pines Resort is a non-smoking Resort.

## 2.14 PERSONNEL SERVICES

Staff members can be hired to assist in the following:

- Satchel Packing or brochure distribution
- Registration Assistant
- Exhibition Booth Assistant
- Banner Hanging

## LABOUR CHARGES

Resort staff are charged from \$45.00 per staff member per hour with a minimum of 4 hours.

- Monday - Friday: \$45.00 per hour
- Saturday: \$50 per hour
- Sunday: \$60.00 per hour
- Public Holidays: \$90.00 per hour

## SECURITY CHARGES

Security staff are charged from \$51.00 per guard per hour with a minimum of 4 hours.

- Monday – Sunday: From \$51.00 per hour including GST
- Public Holidays: From \$77 per hour including GST

## SECTION 3 – EXHIBITORS SERVICES

### 3.1 FOOD AND BEVERAGE OPTIONS

No external food and beverage may be brought onto the RACV Royal Pines Resort premises without prior consent. Please request a Food and Beverage Order Form if you require any items to be served during the conference or from your trade stand. If you have a special requirement, please contact the nominated Events Coordinator. Stand catering is available and is a great enhancement to your trade booth and is available by prior arrangement only. Please Note: Catering can also be tailor made to your requirements or theme of your stand.

### 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 the 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 – 2.00am only, unless bona fide function has been arranged prior.**

# SECTION 4 – EMERGENCY POLICIES & PROCEDURES

## 4.1 BOMB THREAT SITUATION PROCEDURE

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. Threats of this nature are taken very seriously.

In the event of an event organise, exhibitor or contractor receiving a 'bomb threat', the following procedure is to be adopted;

1. If the threat is received via telephone, hold the caller on the line for as long as possible.
2. Attempt to obtain as many details regarding the alleged bomb and its location, in particular the exact wording of the threat.
3. Make note of the caller's voice, accent and any background noises.
4. Alert someone to notify the hotel's security department that you have received a threat (Ext 888).
5. Remain calm.

## 4.2 EVACUATION PROCEDURE

In the event that an evacuation of the building or particular area is required, you will be advised by an instruction given over the hotels public address system followed by the evacuation tone.

You will be required to;

1. Remain calm at all times.
2. Close any doors and windows behind you.
3. Calmly make your way to the nearest emergency exit.
4. Assist others if safe to do so.
5. Follow instructions given by emergency response personnel.
6. Ensure you are accounted for at the evacuation assembly area.

## 4.3 FIRE PROCEDURE

If an exhibitor or contractor discovers a fire, the following procedure is to be followed;

1. Remain calm and assess the situation.
2. Raise the alarm,
  - a) Activate a Manual Call Point or contact the Security department on Ext 888.
  - b) Advise the operator
    - i. who you are.
    - ii. where you are.
    - iii. what the situation is.
    - iv. what action is being taken.
3. Alert other occupants of the building / area.
4. Evacuate the building / area and assist others if safe to do so.

## 4.4 SUSPICIOUS DEVICES PROCEDURE

A suspicious item can be considered an item or object that;

- Looks out of place
- Should not be there
- Cannot be accounted for

If you discover a suspicious item or object;

1. Do not touch or move the item in any way.
2. Move away from the item or object.
3. Alert the Security Department on Ext. 888. Advise the operator;
  - a. The location of the item/object.
  - b. A description of the item/object.
  - c. Check/ask if surrounding area has been cleared.
4. Do not use a mobile phone, two way radio or pager.
5. Prevent other individuals from entering the area.

Examples of suspect devices or activities;

- 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;
- 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 - Emergency Policies & Procedures 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.

Exhibitors are responsible for all goods and equipment that is left on display. Arrangements can be made to provide a security officer to guard goods and equipment during and after events where the goods and equipment may be left unattended. Please contact the RACV Conference & Events Coordinator for further information on the provision of security services.

## 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.

FIRST NAME

DATE

LAST NAME

SIGNATURE

MOBILE

COMPANY NAME

POSITION

EVENT NAME

EVENT DATE