

ADELAIDE  
CONVENTION  
CENTRE

# EVENT ORGANISER MANUAL

## Thank you for choosing the multi-award winning Adelaide Convention Centre to host your event!

To assist you in the planning of your event, this Event Organiser Manual has been compiled containing useful information, general guidelines and answers to commonly asked questions.

Should you have any further queries, require specific information or pricing in regards to your event, please do not hesitate to contact your assigned Event Planner, Technology Planner and/or Exhibition Planner.

### COVID-19 (Coronavirus) Update

At the Adelaide Convention Centre, the health and wellbeing of our guests and team members remains our top priority. We are continuing to actively monitor the situation regarding COVID-19 and are following the latest advice and guidelines issued by SA Health, the Australian Department of Health and the World Health Organisation. At this time, we are currently working on client events that are permitted under current Government restrictions.

To provide confidence and ensure a safe environment for visiting delegates, clients and staff, we have a comprehensive COVID Management Plan in place, which has been approved by the South Australian Government. This includes the following dedicated measures:

- Extensive COVID Safe training and education completed by all team members
- Increased frequency and intensity of cleaning and disinfecting, with emphasis on high volume areas and touch points
- Physical distancing protocols, including guest traffic management and safe venue entry
- COVID Safe food and beverage service
- Contactless payments (cashless venue)
- Contact tracing protocols; with requirement of entry, check in using the South Australian Government COVID-Safe QR code
- COVID related signage across the venue
- COVID Marshal in attendance at designated events

As a result, a number of the services detailed in this Manual have been altered to work within our COVID Management Plan. For further information, please contact your Event Planner and/or visit our website <https://www.adelaidecc.com.au/covid-19-coronavirus-update/>

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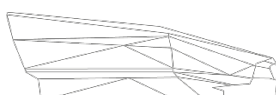
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South Australia 5001, Australia

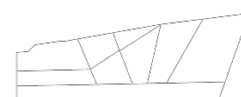
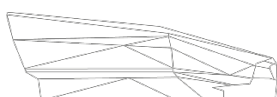
All information included is current at time of publication below and may be subject to change at the discretion of the management of Adelaide Venue Management. Should you have any concerns, please do not hesitate to contact as follows: <https://www.adelaidecc.com.au/contact-us/>

AVM means Adelaide Venue Management Corporation, manager and operator of Adelaide Convention Centre, Adelaide Entertainment Centre and Coopers Stadium.

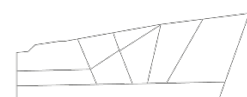
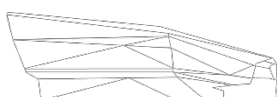


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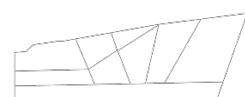
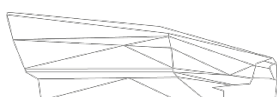
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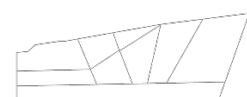
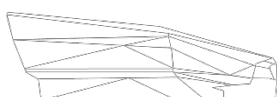
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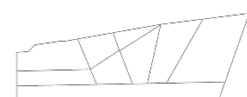
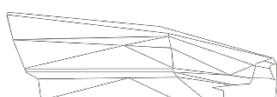
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# EVENT MANAGEMENT

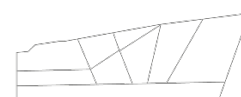
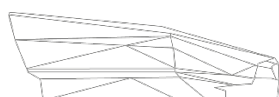
## 1: Event Management

### Event Planning

Once your event is confirmed at the Adelaide Convention Centre (ACC) you will be allocated an Event Planner, who will advise and assist you through the planning stages of your event, and will be your primary contact person. They will coordinate all logistics with internal departments to ensure the success of your event.

As your event draws closer your Event Planner will work with you to gather and compile all the relevant information about your event to develop a detailed Event Schedule (see page 8). In order for us to do so, the following table outlines the timeline of when the information is required, and when the Event Schedule is issued for checking and sign off.

<b>One (1) month prior to your event</b>
Your daily run sheet/program including: <ul style="list-style-type: none"> <li>• Food and beverage selections for all catered events</li> <li>• Room set up requirements</li> <li>• Equipment needs</li> <li>• Technical requirements</li> <li>• Signage details</li> <li>• A separate dinner program, if applicable to your event</li> </ul>
Anticipated number of attendees
<b>Seven (7) to ten (10) working days prior to your event</b>
Detailed Event Schedule finalised and issued to you with any accompanying floor plans
Completed Hazard Management Form and Public Liability insurance documentation returned, where required
<b>Five (5) working days prior to your event</b>
Approximate number of guests for all catering functions to be confirmed
Special dietary requirements confirmed
Event logo (square formatted logo, 900 x 900 pixels in .jpg format) for signage provided for complimentary display on wayfinding directory board and door cards
Signed Event Schedule returned with any changes
<b>Two (2) working days prior to your event</b>
Final guaranteed numbers for all catered functions. This number will be charged for regardless, even if numbers decrease in the remaining days to the event. Any increase to numbers cannot be guaranteed and the ACC reserves the right to charge an additional 25% of the catering price per increase
Any additional special dietary requirements (subject to approval)
Guest list (alphabetical guest list and corresponding table numbers)
Final run sheets
Final floor plans confirmed
Final signed Event Schedule returned via DocuSign





## Event Schedule

The Event Schedule outlines the entire program and relevant information for your event; including allocation of rooms, timings, room hire costs, program, signage, food and beverage requirements and costs, and venue set up.

- The Event Schedule, with any accompanying floor plans will be prepared and distributed to you approximately ten (10) working days prior your event. Please check that all details discussed and required are included and correct.
- Any alterations must be noted in writing on the Event Schedule, returned by no later than five (5) working days prior to the commencement of the event.
- Event update(s) will be prepared based on any alterations or additions you make to the Event Schedule (including the final guaranteed catering numbers).
- The final Event Schedule is to be signed and returned no later than two (2) working days prior to the event. Implementation of your event on-site will be in accordance with the specifications and Terms and Conditions of the Event Schedule and any accompanying updates.

For further information on the ACC's Event Planning services please follow this link on our website:

<https://www.adelaidecc.com.au/planning/>

## Event Floor Services

When you arrive on site at the commencement of your event, please report to main reception. The Event Floor Manager, who will be your primary on-site contact responsible for the operational implementation of your event, will then meet you to run through arrangements and provide you with Key Access Cards for your event areas.

## Exhibition Planning

An Exhibition Planner will work with you on the exhibition component of your event including; exhibition requirements, timings, freight logistics, and approval of proposed floor plans and exhibitor stands.

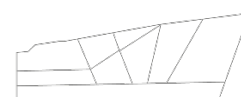
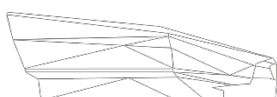
An Exhibition Handbook is provided for exhibitors to assist them with the hiring of equipment, furniture, food and beverage options, rigging options, etc. The Exhibitor Services Centre, with an online ordering system for the aforementioned services, supports this.

For further information on the ACC's exhibition services please refer to pages 17 of this Manual and follow this link on our website: <https://www.adelaidecc.com.au/service/exhibitservices/>

## Technology Planning

The ACC provides all technology related services including; audio-visual equipment and labour, internet services and rigging at the venue. A Technology Planner will be assigned to work with you, and based on your technology requirements develop a quote and a detailed Technology Agreement, and floor plans of your event as required.

For further information on the ACC's Technology, please refer to page 10, of this Manual, and follow this link on our website: <https://www.adelaidecc.com.au/planning/technology/>



## 2: Technology and Communication

### **Technology**

The ACC reserves the right to provide all audio-visual equipment associated with your event and has an extensive inventory of audio, lighting, video and rigging equipment. Your Technology Planner will recommend the most effective equipment, and labour needed to make your event a success, and is the first point of contact for any further information relating to the following information.

For further information on the ACC's technology, please follow this link on our website: <https://www.adelaidecc.com.au/planning/technology/>

### **Bands, DJs, Motivational Speakers and Entertainers**

We are pleased to offer advice on locally based suppliers of entertainment, speakers, etc, to assist you making a booking.

Please note that additional charges may be applicable where you engage a band or entertainer, as many bands do not include lighting and audio production in their fee to you. The ACC provides the best quality lighting and sound production, and we will provide an accurate written quotation when your entertainer's requirements are known.

### **Office Equipment**

Please liaise with your Technology Planner should you elect to use your own office equipment or hire in from a supplier. Please note that all electronic equipment brought onto the premises must be appropriately tested and tagged.

### **Power**

A number of power options are available; these include 10 and 15amp 240v, 32 and 40amp 415v 3 phase and 300 / 400amp 600v three phase power locks. The ACC charges for power per outlet as a daily hire.

### **Rigging**

The ACC undertakes all rigging on site. Your Technology Planner will be able to assist you with advising the applicable charges for this service. Items requiring rigging must be supplied with suitable rigging hardware, comply with Australian standards, and be delivered no later than three (3) working days prior to the event. The ACC reserves the right not to rig any item deemed unsafe.

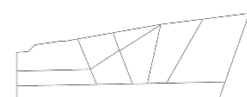
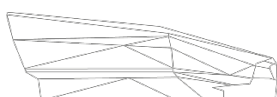
### **Smart Boards**

The ACC has a limited number of Smart Boards available free of charge. The Smart Board is a whiteboard with a large interactive screen. The Smart Board is connected directly to your computer by USB.

### **Speaker Support**

A room will be allocated for Speaker Support, which becomes a central point for your presenters and our technology operations staff, who are on hand throughout your event. Here, presenters can check, edit and deliver their presentations. Our technology staff will then upload the presentation to the relevant room ready for the presenter to deliver.

For further information on the ACC's Speaker Support facilities please follow this link on our website: <https://www.adelaidecc.com.au/planning/technology/>



### **Third Party Audio Visual Contractors**

The ACC reserves the right to provide all audio-visual equipment and services. The ACC allows a third party contractor that has been engaged for the event on a consultancy basis, on the condition that all the required standards are met, and written permission is obtained. All production plans or specifications drawn by a third party will need ACC approval prior.

### **Video and Audio Recording**

The ACC can provide an assortment of recording options ranging from options for event review or transcription purposes, through to formats for future production use. The ACC also offers a complete archival recording solution.

### **Virtual Event Services**

Our experienced audio-visual team are equipped to provide a range of virtual event services, which can be stand-alone or as part of a hybrid event, including:

- Webcasting - a one-way broadcast enabling you to reach your audience on any internet connected device anywhere in the world.
- Video Conferencing - a multi-way media stream that provides connectivity from your event to multiple destinations around the world, enabling interaction between presenters and online audience members.
- Remote Presenting – the solution when a presenter from your conference is unable to be onsite

All of our event spaces can be used for live streaming and we can support multiple streams from different rooms simultaneously.

For further information on the ACC's Virtual Event Services, please follow this link on our website:

<https://www.adelaidecc.com.au/planning/technology/>

### **Communication Services**

Communication services are readily available throughout the ACC in a variety of options. These services can be provided in wireless or cabled form depending on your requirements. The ACC is responsible for the provision and maintenance of all communication services provided within the venue.

For further information on the ACC's Communication Services please follow this link on our website:

<https://www.adelaidecc.com.au/planning/technology/>

### **Wireless Internet Services**

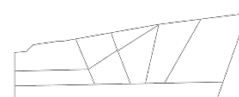
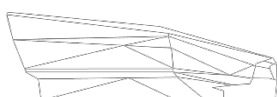
#### *Free Wi-Fi*

Free wireless internet is provided by the ACC and can be accessed throughout the venue. The service is suitable for checking emails and basic web browsing, however connections are not guaranteed due to the varying number of users connected at one time.

#### *High Speed Wi-Fi*

Wireless Internet can be provided with a faster bandwidth for the duration of an event on individual separate networks throughout the ACC. Choose from multiple connectivity packages to create the right web accessibility for your event.

These services are available on mobile devices with wireless internet capability. All wireless standards are supported by the ACC including IEEE 802.11ac.



## **Cabled Internet Services**

A range of high-speed cabled internet services can be provided to suit your requirements.

Services are charged at a daily rate, inclusive of a single connection per service and enables you to use one service in multiple locations. A fee will be incurred per additional location. Your Technology Planner can provide you with further information.

When booking communication services for an exhibition site, please notify your Exhibition Planner of any flooring to be installed, as this can impact access.

## **Connection and Security**

The ACC can detect sources of abuse and/or network interference and reserves the right to deny access to any device without notice. No refund will be provided in this case.

ACC Internet services do not provide a firewall. The ACC accepts no responsibility for any viruses or computer security breaches. Security of the service remains the responsibility of the end-user when connected to the internet.

The ACC can provide non-internet LAN infrastructure, in order to link various areas across the venue, charges are applicable.

## **Settings and Configurations**

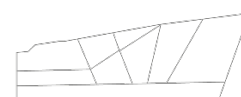
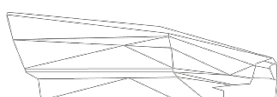
The ACC's internet services are symmetric connections, their download and upload speeds are the same.

All services utilise the Dynamic Host Configuration Protocol (*DHCP*). This allows computers to connect to the service automatically. You will need to supply your own network hardware and cabling to create a custom network in a single location.

Please be aware that onsite computer support is not provided, however the ACC will provide a cable to a designated location to test the service and ensure connectivity. Cables are terminated with standard Ethernet (RJ45) connectors.

Additional connections attract an additional charge per connection.

Fixed IP addresses are available upon request for specialised applications.



# FOOD AND BEVERAGE

## 3: Food and Beverage

### Food and Beverage Philosophy

Developed by our Executive Chef, Gavin Robertson, in collaboration with leading nutritional experts at the South Australian Health and Medical Research Institute (SAHMRI), the University of Adelaide and CSIRO Health and Biosecurity, in our current menu, nature is the hero. It reveals dishes that are brimming with nutrient-dense, whole foods sourced from local, sustainable environments. This includes a wonderful range of indigenous ingredients, all native to Australia. Our dedicated, in-house chefs use these ingredients to make creative, restaurant-quality dishes that are vibrant in colour and bursting with flavour. In addition, to coincide with the increasing popularity of 'plant based' cuisine, our menu features an exclusive series of plant-based dishes.

As always, our commitment remains to delivering our guests a 'Taste of South Australia'. We're blessed to have an abundance of incredible, local produce, and all of our wines from South Australia. This menu also reflects our ongoing commitment to sustainability – ensuring that, as much as possible, ingredients have been responsibly farmed, sustainably produced and ethically sourced.

As a result, we have a wide range of food and beverage options for you to choose from to truly impress your attendees.

For further information on food and beverage please follow this link on our website:

<https://www.adelaidecc.com.au/service/food-beverage/>

### Food and Beverage Policy

The ACC retains the sole rights for the sale and distribution of any article of food or beverages for consumption on site. No food or beverages are permitted on the premises without prior, written permission, irrespective of outside sponsorship agreements. In addition, SA Liquor Licence requirements dictate that all beverages are consumed on-site, and cannot be removed from the premises.

Exhibitors wishing to serve food samples and/or beverage tastings at their booths must obtain the ACC's written permission, subject to conditions.

### Cake Policy

You are welcome to provide your own wedding or celebration cake for your special occasion. Your cake will be served in addition to a chosen dessert course.

### Children's Meals

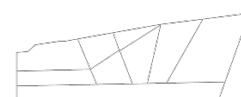
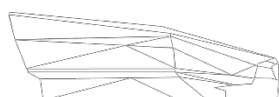
Children's menus are available on application.

### Client Supplied Beverages

Should you wish to provide your own beverages, written approval from ACC Management will need to be gained through your Event Planner. Should approval be granted, conditions and beverage service charges (corkage) will apply.

### Coffee Machines

Self-serve espresso coffee machines are used throughout the venue, with hot chocolate and a selection of T Bar teas, also available. Espresso coffee machines with barista service are also available.



## Commemorative Bottles

Should you wish to provide commemorative and/or souvenir bottles of alcohol (i.e. port, wine or champagne), the following guidelines must be adhered to, in accordance with the SA Liquor Licensing Act:

- Bottles must have a label with the Event/Conference/Company name, logo and date;
- When sold from a desk or stand, the hired area/s for the event, commemorative bottles must be placed into a bag before being passed to consumers;
- The Commemorative bottle must not be consumed on the premises; and
- It must be referred to as commemorative and/or souvenir edition

## Crew Catering

A crew catering menu is available for your staff, contractors and entertainers onsite, during bump in and out, and throughout your event.

## Dietary Requirements

Every effort will be made to cater for dietary requirements for allergy related, religious, ethical or medical reasons with notification to be received no later than five (5) working days prior to the event. We are unable to guarantee that dietary requirements that have not been pre-ordered, or 'lifestyle choice' diets such as paleo, Atkins diets, will be catered for.

## Entertainer Refreshments

Refreshments for entertainers can be chosen from the Crew Catering menu and are generally served in the designated change room areas.

## Final Catering Requirements and Attendance Numbers

All food and beverage requirements for an event, including exhibitor catering, must be confirmed with your Event Planner approximately one (1) month prior to your event, and no later than a minimum of fourteen (14) days prior to the event.

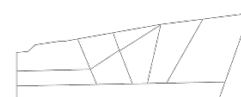
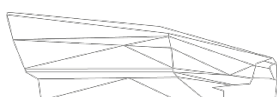
As stated in the ACC's Terms and Conditions, anticipated attendance numbers for catering purposes are to be advised to your Event Planner approximately five (5) working days prior to the event with final minimum guaranteed numbers two (2) working days prior.

## Guest Listings

For seated catered events, please provide an electronic copy of the final guest listing in Excel format in alphabetical order, with corresponding table numbers to your Event Planner, two (2) working days prior to your event. Your Event Planner can provide you with a preferred template. These will be printed and displayed on boards outside the entrance doors of your room. These may also be displayed on LCD television screens. Your Technology Planner will provide you with the associated costs.

## Guest Purchase Bar Service

A surcharge will apply for all sit down events with guest purchase beverages only. Initial beverages on the table must be considered for ease of service or alternatively a minimum two (2) hour beverage package must be taken. Please refer to beverage lists for more details. Should you require a Guest Purchase Bar facility on the floor for your event, a minimum guarantee of revenue is required. As detailed on page 32 of this Manual, the ACC is a cashless venue.



## **Liquor Licencing Act (South Australia)**

According to South Australian Government Liquor Licensing Commissioner – Principles of Responsible Serving of Liquor pursuant to Liquor Licensing Act, 1997 – Section 128A, the ACC adheres to the following:

- No supply of liquor to minors (under 18 years of age) or a person acting at the request of a minor
- No liquor promotions will encourage binge drinking or intoxication or are discriminatory or likely to appeal to minors
- No admission of intoxicated persons
- Refusal of service to intoxicated persons
- Fulfil obligations of duty of care for patrons and staff
- Ensure patron behaviour does not adversely impact on the local community and neighbourhood

For further information on the Liquor Licencing Act (South Australia), please follow this link to the website: <https://www.legislation.sa.gov.au>

In addition:

- Guests may be requested to provide identification
- Alcohol will not be served to persons unable to produce identification if requested
- Management and staff have the right to remove any person under the age of eighteen (18) who is found drinking alcohol on the premises
- A person under the age of eighteen (18) is not allowed to be on the liquor licensed premises after 2:00am
- Any alcohol that is found on the premises that has not been provided by the ACC will be confiscated
- Adults/Parents are not permitted to purchase or supply alcoholic beverages to any person under eighteen (18) years of age
- Management and staff have the right to remove any person from the premises who is found with drugs/illegal substances, either in their possession or under the influence

## **Public Catering**

Public catering (otherwise referred to as risk catering) facilities can be provided for your conference or exhibition; minimum revenue guarantees are required.

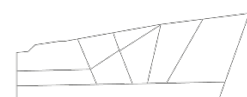
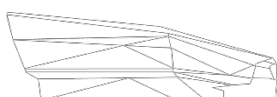
Alternatively, we recommend attendees utilise our Home Ground and Regattas Bar & Kitchen facilities (see page 28).

## **Regattas Lawn and Promenade**

The Regattas lawn, situated adjacent to Regattas, Promenade and the adjacent area overlooking the River Torrens may be used for your event, subject to availability.

## **Riverbank Lawn Hire**

The Riverbank Lawn is situated immediately in front of the ACC on the banks of the River Torrens, providing a beautiful backdrop for outdoor private and corporate events. This space may be booked, subject to availability by the Adelaide City Council.





## Service Timings and Staff Ratios

Service times for plated banquet meals will vary according to the size of your event. The following guidelines are provided in order to ensure a smooth, trouble free program.

- Entree: thirty (30) minutes (20 minutes to serve, 10 minutes to clear)
- Main course: forty five (45) minutes (20 minutes to serve, 25 minutes to clear), allowing sixty (60) minutes for larger functions
- Dessert: thirty (30) minutes (20 minutes to serve, 10 minutes to clear)
- Cheese: fifteen (15) minutes (service only)
- Coffee and Tea: twenty (20) minutes (service only). Self-service Espresso stations available

For choice menus, please allow twenty (20) minutes for order taking prior to the service of first course.

Your Event Floor Manager on duty will liaise with you during the event should any formalities run over the specified service time. A minimum of twenty (20) minutes' notice is required for any significant alteration to the service times of hot courses.

The ACC will determine the staff ratio requirements of your event based on event type, final number of guests and food and beverage packages chosen to ensure the ACC's service standards are maintained.

Should you have any service period restrictions, or special staff ratio considerations for your event, additional staff are available at an hourly rate, with a minimum three and a half (3.5) hour call.

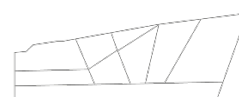
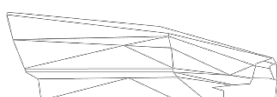
## Surcharges

Please be aware that the following surcharges apply:

- *After Midnight Surcharge*  
A surcharge is applicable to events continuing after midnight unless a beverage package is in effect. A maximum of half an hour is permitted at the conclusion of the event for your guests to depart the venue, thereafter the surcharge will come into effect. Your Event Floor Manager on duty will liaise with you during the event regarding any associated charges.
- *Choice Menus/Alternate Service*  
Surcharges apply per person for alternate service and choice menus.
- *Public Holiday Surcharge*  
A surcharge of fifteen percent (15%) on food and beverage is applicable for all stand-alone events held on a public holiday.

## Wine Tasting

Beverage service charges may be applicable for a wine tasting event to cover the provision of all service, glassware, storage and refrigeration.



# EXHIBITIONS

## 4: Exhibitions

In order to effectively plan the exhibition component of your event the ACC, your Exhibition Planner will require specific information to ensure its success.

### Access Times/ Event Timings

As the organiser you will be responsible for the allocation of all timings for your event.

Access to your allocated venue/s is from 04:00am on the first day until midnight on your final day. Unless agreed with the Exhibition Planner, access to the venue will only be permitted during the contracted period as specified in your booking contract. Access outside this period will depend on business levels at the ACC and may incur additional charges.

### Appraisal of Exhibitor Stands

While the ACC does not formally approve the design, construction or build of exhibition stands it reserves the right to request modifications to or removal of a stand should it be deemed to represent a significant and unmanaged risk.

All custom stand designs for your event are to be submitted to the ACC a minimum of fourteen (14) days prior to the start of your event.

### Audio Visual

All audio visual equipment required for an organiser must be provided by the ACC.

Exhibitors may appoint a contractor of their choice to provide their audio visual requirements within the confines of their stands.

Included in your room hire is an in house PA system for your allocated halls. This will provide you the ability to make announcements and or play background music within your event. This equipment will be set up in your organiser's office or any location that you require. The equipment includes;

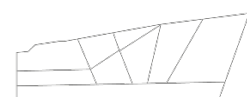
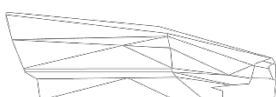
- 1 x radio mic
- 1 x graphic equaliser
- 1 x mixing console
- Connection to the in-house PA

### Deliveries – Exhibitors/ Contractors

All exhibitor/contractor deliveries are to be delivered to ACC's North Terrace Loading Dock from the day of occupancy only. Should this fall upon a weekend, consideration should be made as to how this is facilitated as delivery prior to the weekend will not be possible.

Any item delivered to the ACC prior to the specified move in date/time will not be accepted.

The ACC and Agility will not receive or sign for the delivery of any goods on behalf of exhibitors, nor will there be any responsibility accepted for the safety of any such items delivered to the site in the absence of the exhibitor.



Contractor goods and couriers requiring a signature will be turned away in the case of the exhibitor or organiser not being available to sign.

A specific "Exhibitor Delivery Label" will be forwarded to you with the rest of your exhibition documentation for exhibitor use.

### **Exhibition Details Form**

This provides the ACC with an overview of the main contacts, dates and timings for your event. You will need to complete and return this document no later than four (4) weeks prior to your event.

### **Exhibition Floor Manager**

It is mandatory for an ACC Exhibition Floor Manager to be present for the duration of the exhibition move in and move out periods of your event. The Exhibition Floor Manager will act as a liaison between all parties involved with the exhibition to facilitate a smooth move in and move out for your event.

The duration of these shifts will be based on the timings for your event provided by you on your Exhibition Details form and may be adjusted based on actual times as deemed appropriate by the ACC. Charges will apply.

### **Exhibition Floorplans**

The ACC does not design floorplans for exhibitions. It is recommended that the services of a specialised exhibition contractor be appointed to do this.

Every floorplan and subsequent revision must be submitted to the ACC for approval as an AutoCAD dwg file, a minimum of seven (7) days prior to the commencement of your event.

As a part of the approval process, considerations will include but are not limited to, delegate numbers, operational requirements, access to amenities and access to emergency facilities.

Should a plan not meet the venue requirements you will be asked to correct any area of concern via your appointed exhibition contractor and resubmit the revised plan for approval.

No exhibition will be permitted to build without venue approval.

### **Exhibition Handbook**

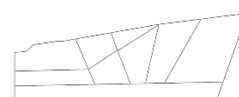
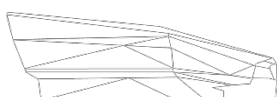
It is important that you send the ACC Exhibition Handbook to all of your exhibitors. This handbook will be provided to you by your Exhibition Coordinator, and will assist in ensuring that statutory requirements are met and will answer many of the queries that may arise, saving you the organiser, a great deal of time and effort. Should you wish to send out your own exhibitor manual, it is a requirement that it is sent out in conjunction with the ACC Exhibition Handbook.

### **Exhibitor List**

This should detail the stand number, company name and contact details of each exhibitor as well as the type of stand i.e. booth or custom stand. It is important that we receive regular updates to ensure we can process exhibitor orders without delay.

### **Exhibition Suppliers - Principal Contractor**

The ACC does not construct shell scheme or custom designed stands, or provide specialised furniture or display equipment. This service is normally provided by a specialist exhibition company (Principal Contractor). Should you require contact details for these companies please contact the Exhibition Services Department.



## **Hazard Management**

A Venue Hirer Hazard Identification Form must be completed for your event and include all activities that have the potential to present a risk to the public. This document must be forwarded to you by your Event Planning Manager.

## **Power Connection and Consumption**

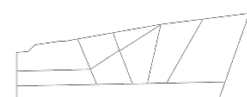
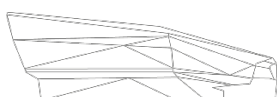
Electrical power requirements within an exhibition is required to be connected by the organiser's appointed contractor. The organiser is responsible for ensuring that all installations meet legislative requirements, that all appliances are tested and tagged and for the maintenance of equipment during the event. An approximate cost for the use of power will be based on each exhibitor using the equivalent of one single phase outlet which will be detailed in your Exhibition Services Summary. The exhibition contractor is required to provide the ACC with a detailed list of the outlets used during your exhibition and the cost will be adjusted accordingly post event.

The ACC does not meter power consumption. Actual charges for electrical power are based on the number of outlets used during the event. It is therefore in your interest to ensure that your contractor uses the power outlets optimally.

## **Proof of Public Liability Insurance**

It is a requirement as per ACC Conditions of Hire that the lessee is responsible for arranging their own Public Liability Insurance and any other insurance that may be required.

Exhibition organisers must submit a Certificate of Currency provided by their insurer as proof of Public Liability Insurance cover (minimum of \$10 million coverage) prior to commencement of tenancy.



# VENUE SET UP

## 5: Venue Set Up

### Air Conditioning

All event venues are air-conditioned at no extra charge including bump in days.

### Banners and Decals

The ACC is happy to display your banners, (hanging or freestanding) and place printed decals within your hired venue space.

If there is a specific order in which your banners should be rigged, please forward a detailed diagram to your Technology Planner no later than two (2) weeks prior to your event. The suspension of banners is to be carried out by an ACC supplied licensed rigger. Charges are applicable and they will be outlined in your Technology Agreement.

Please use the organisers delivery label, supplied to you by your Event Planner, marking it 'BANNERS'.

After your event, please pack down your banners and adhere the event freight collection label supplied to you by your Event Floor Manager, in addition to any consignment notes applicable. Your banners will be transferred to the North Terrace Loading Dock, and all goods must be collected within twenty four (24) hours of the conclusion of your event. No responsibility is accepted for goods not collected within this timeframe.

Decal placement is subject to approval, and is to be undertaken by ACC staff or approved contractor.

The ACC can also design and print your banners and printed decals.

### Care of Venue

No attachment, fitting, fixture or defacement is to be made to the flooring, ceiling, internal or external walls of the building, nor is any ladder or other device to be affixed to, or suspended from, any overhead structure without prior consent of the ACC. No nail, screw or other device is to be driven into, nor are holes to be made, in any part of the building or its equipment.

Other display material, such as loose materials, such as hay, straw, wood chips, bark, etc must be positioned on suitable protection sheets. It is the responsibility of the exhibitor/contractor to provide protection sheets and ensure these materials are removed at the conclusion of the exhibition. Cleaning and maintenance charges apply and will be at the discretion of the ACC.

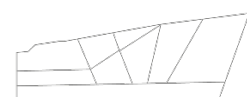
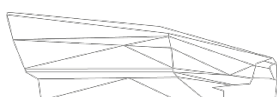
### Carpet

All halls and meeting rooms are carpeted, and included in venue hire.

### Ceiling Heights

Ceiling heights throughout the ACC vary significantly. Sizes range from:

- Halls: 9.5m to 14.7m
- Meeting Rooms: 2.7m to 4m
- Panorama Ballroom: graduating from 4.8m to 7.5m



## Chairs and Chair Covers

Each venue has chairs that match the décor of the room and are provided complimentary for all types of set ups. The chairs have a coloured cushion and backing, with a steel frame.

You are welcome to provide chair covers for your event. A list of chair cover providers familiar with the ACC can be provided. Chair covers are to be removed by the client or supplier immediately after the event.

## Cleaning

General cleaning is included in the cost of the room hire. However, depending on the state of the venue after the event, it will be determined whether additional cleaning costs will be charged to the event account.

The removal of reasonable event related material is included in the room hire charge. Any rubbish requiring removal that exceeds a reasonable amount, rubbish not sorted into appropriate bins, or any significant cleaning requirements (for example, resulting from the use of glitter bombs, confetti cannons), as deemed by the ACC, will incur additional charges and be charged to the organiser post event.

## Conference Office

During your conference, a room is provided to you with our compliments (subject to availability) for use as your Conference Office. This can be set to your particular requirements. Please note, some offices feature standard built-in furniture.

## Dance Floor

A complimentary dance floor for banquets can be provided to accommodate your approximate number of guests. Its position and size will be shown on your floor plan.

## Entertainer Dressing Area

A complimentary Band/Performers and/or DJ Dressing area can be provided upon your request, located as close as possible to your event (subject to availability).

## Event Ticketing

The ACC reserves the right to manage publicly ticketed events for Reserved and General admission seated events (concerts, etc.) through Ticketek, <http://premier.ticketek.com.au/> for public events.

For further information on Concert and Public ticketed events, please discuss your requirements with your Event Planner.

## External Banners

The ACC has several external banner poles available for client use. Please contact your Technology Planner for details regarding costs and measurements and to obtain a copy of the 'Adelaide Convention Centre Banners' template.

## Flags

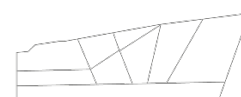
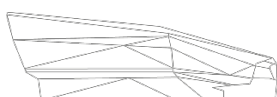
Flagpoles located outside the ACC are available for your Conference flags. We recommend a standard size of 6 ft x 4ft (1830mm wide x 1220mm long).

The ACC has an extensive range of international flags available for use in-house at client and VIP events.

## Floorplans

For further information on the ACC's room capacities and generic floorplans please follow this link on our website: [https://www.adelaidecc.com.au/planning/capacities\\_floorplans/](https://www.adelaidecc.com.au/planning/capacities_floorplans/) This section is inclusive of information as follows:

- IMAP – Interactive Floorplan



- ACC Capacities
- ACC Site plan
- Venue Types (includes plans and capacities)

A tailored floorplan for individual rooms will be provided, where appropriate. Exhibition plans are to be provided by your contracted exhibition provider.

### **Forklifting**

The ACC forklifts are for venue use only and will not be loaded or hired out to clients or third party contractors under any circumstances. Agility Fairs & Events is the preferred contractor supplying forklift services at the ACC. Charges are applicable. Clients and stand builders are free to engage their own supplier for forklift services. Before engaging your supplier, please contact your Event or Exhibition Planner for the full list of terms and conditions.

### **Helium Balloons**

Clients planning to use helium balloons as part of the event must obtain prior consent from the ACC. A charge will apply to remove loose balloons from the ceiling of the venue.

### **Lecterns and Lectern Signage**

A lectern and fixed microphone is provided on a complimentary basis in each room. Should you wish to provide signage for our lecterns, please note there are various models available and your Event Planner or Technology Planner can provide you with the artwork dimensions.

### **Motor Vehicles, Equipment and Machinery Displays**

Any motor vehicle, equipment or machinery to be displayed at the ACC must be approved by the ACC no later than fourteen (14) working days prior to the move in. For any vehicle to be part of an event, you are required to notify your Event Planner of its planned delivery, together with details of dimensions and weight through completion of a Vehicle Access Form. Please note the following:

- All LPG fuel tanks must be isolated from the vehicle's engine by closing the 'service tap' on the fitted fuel tank
- Drip trays must be provided for all vehicles regardless of age. Charges will apply for any damages
- The client or contractor is responsible for driving the vehicle from the loading dock to the area of display and vice versa, and is to provide a competent spotter to guide and escort the movement of the vehicle. All keys for the vehicle must be provided to ACC Security once positioned
- As there are no car washing facilities at the ACC, all vehicles must be washed prior to arrival

Any damage, to the ACC as a result of a vehicle/ equipment or associated plant will remain the responsibility of the vehicle owner/ venue hirer.

### **Piano**

Two (2) black baby grand pianos are available for use at your event, subject to availability. Equipment hire charges will not usually apply, however charges for tuning will be incurred.

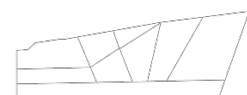
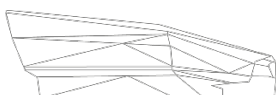
### **Poster Boards**

Black poster boards are available for your use on a complimentary basis and subject to availability. Two sizes are available:

- 1800mm high x 1800mm wide (6' x 6') or,
- 1800mm high x 1200mm wide (6' x 4')

### **Red Carpet**

As a complimentary service, one piece of red carpet can be placed outside the appropriate entrance to your event (subject to availability and weather conditions). Any additional pieces will be an extra charge.





## Registration Booths

The ACC's mobile registration booths are available for your allocated registration area (subject to availability), in various locations in foyers throughout the ACC, and are provided on a complimentary basis. They are similar to airline registration booths and are designed to complement the foyer décor. They measure 2000mm long x 800mm deep x 1100mm high.

Customised signage options are available for the registration booths.

Your registration area will be set with the registration booths, stools, clothed trestles, rubbish bin(s), satchel trolleys and a partitioned area (black shell scheme measuring 3m x 3m) for storage and staff catering (subject to availability/space restrictions).

## Room Hire Access Times

Room hire charges are based on either the:

- Half Day Rate, with access from 7:00am to 12:00noon or 1:00pm to 6:00pm
- Day Rate, with access from 7:00am to 6:00pm
- 24 Hour Rate, with access from 7:00am to 12midnight.

## Room Layout and Turn Around

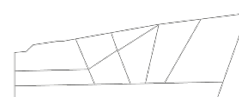
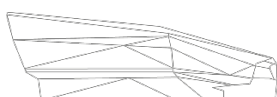
Most of the halls and meeting rooms have flexibility to be configured in various layouts and capacities. We can provide staffing to change the layout and size of your plenary and/or breakout rooms. One venue set up configuration per room per day is included in room hire charges. Any additional set up changes, including wall movements, required during one day will incur labour charges.

There are various times required to allow our operational staff to reconfigure sections of all combined halls and rooms into separate halls and rooms. This is dependent on the extent of the original room set up, wall movement and technology equipment.

## Room Set Up – Banquets and Weddings

The following items are provided on a complimentary basis for banquets and weddings (subject to availability):

- Awards Table(s) (clothed trestle)
- Banquet chairs
- Cake table (weddings)
- Candles: two (2) battery operated tea lights in glass votive, per table
- Change Room for band and entertainers
- Cloakroom facilities
- Dance floor
- Draped wedding table (weddings)
- Clients are welcome to provide their own centrepieces. We can assist in preparing, for an additional cost, company and event branded centrepieces, lanterns and decals
- Lectern with fixed microphone
- Printed Menus: two (2) personalised per table
- Poster Boards
- Red carpet outside the venue
- Room decor lighting package in Halls
- Stage (size dependant on style of event)
- Tables: Banquet (round tables to seat ten (10) or large to seat twelve (12) guests) and display trestles (if required)
- Table linen: please refer to Table decor
- Ushers to greet and direct your guests on arrival



## Room Set Up - Conferences and Meetings

The following items are provided on a complimentary basis for conference meeting rooms and seminars (subject to availability):

- Meeting Rooms and Halls can be set in one of the following standard configurations: flat floor theatre, classroom, U-shape, workshop or boardroom. Tiered seating is available in particular Halls and combined Halls only.
- Your room hire is inclusive of one (1) room set up per day. Any changes to the room set up during a particular day may be subject to a labour surcharge.
- Banquet chairs
- Black clothed head table (trestle table) for appropriate number of persons, set with ACC pads, pens, glasses, iced water and mints. A standard head table accommodates up to three (3) people
- Flip chart and accessories
- Whiteboard and accessories
- Lectern with fixed microphone
- Water station can be set at the back of the room, permanent water stations are available in some venues
- ACC pads and pens, will be set at each individual setting for boardroom, U-shape, workshop and classroom set ups.
- In line with our Environment and Social Sustainability Policy, our standard practice is to not place carafes of water and glasses on workshop tables, but instead provide a water fountain and recyclable cups in your session room. However, should you specifically require water and glasses on the table, please advise you Event Planner.
- Round tables (set workshop style, open-ended or cabaret)
- Trestle tables (up to three (3) people per trestle) for classroom and U-shape type settings
- Stage (size dependant on style of event)

## Signage

### *Digital Signage*

The ACC digital signage system displays event information to guest as they move throughout the venue. We offer a range of complimentary and custom digital signage options.

### Complimentary Signage

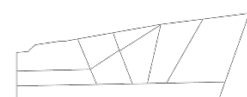
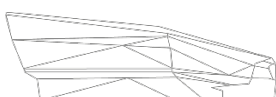
Our range of complimentary digital signage services includes:

- Directory listing display - one only
- Wayfinding signage (directional signage units) - one only
- Door card with session title

Listed in the above will be the name of your event and, if appropriate, sessions and times listed on the screens above the rooms you are utilising on the door card displays. This will be a standard ACC screen, with the room name in yellow and event details in white text on a black background.

Your own event logo can be positioned to the right of the text, displayed on a white square background. Provide the logo in a square format, no less than 900 x 900 pixels, in .jpeg format, and send to your Event Planner at least five (5) working days prior to your event.

Additional listings of your event can be displayed on the relevant directional signage on video walls in the Foyers and registration areas throughout the venue. This may include your logo if space permits.



### Custom Signage

Our custom signage offers a unique opportunity to brand your event and communicate key messages to your delegates throughout the program. Ask your Event Planner for the different options and costs available and to obtain the technical specifications.

Custom digital signage options include static or scrolling. Static refers to a single artwork (image, animation or video), and scrolling refers to more than one artwork (image, animation or video) scheduled to play in rotation.

Positioning and availability of signage is at the discretion of the ACC.

### ***Free-standing signage***

Please note it is your responsibility to assemble any free standing signage. Should ACC staff be required to assemble signage, labour charges will apply.

### **Spring Water**

Spring water is available throughout the venue in the foyers and some Meeting Rooms. Additional stations can be ordered for exhibition and foyer areas from your Event Planner.

### **Stage Units**

The ACC maintains rights to provide and install all staging, and prior approval must be obtained if the venue hirer wishes to provide and install their own stage. Handrails and guardrails provide vital support to presenters and guests, and work with ramps and stairs to provide safe access to raised stage areas. Please contact your Event Planner for the guidelines for the set up involved.

Complimentary staging units are provided for your event, in the following three (3) sizes:

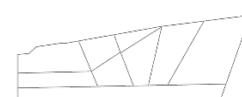
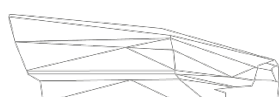
- Standard Size: 2440mm x 1800mm high (6' x 8')
- Low Stage: 457mm or 610mm high (16' or 24')
- High Stage: 810mm, 1015mm or 1220mm high (32', 40" or 48')

Should there be a situation where the ACC staging is already booked for other events and extra staging needs to be hired above and beyond standard sizes, charges may be applicable.

### **Tables**

The following tables are available in standard room set ups on a complimentary basis as follows (subject to availability):

- Banquet (standard round to seat a maximum of ten (10) persons) 1650mm diameter
- Banquet (large round to seat a maximum of twelve (12) persons) 1800mm diameter: limited number of tables available
- Banquet (extra-large round to seat a maximum of fourteen (14) persons) 2100mm diameter: limited number of tables available
- Trestle (standard) 1800 mm x 750 mm (6' x 2.5')
- Trestle (narrow) 1800 mm x 450 mm (6' x 1.5')
- All tables are 710mm high.



## Table Décor

### *Linen Tablecloths*

White or black linen tablecloths are provided complimentary for all seated banquets.

### *Napkins*

Complimentary linen napkins are available in a range of colours (subject to availability).

Paper napkins are supplied for all stand up catered events, morning and afternoon teas, buffet lunches, cocktail receptions, etc.

### *Menus*

Two menus per table are supplied complimentary, by the ACC, printed on white paper (A4 size folded to portrait A5 size). Menus may be tailored to include your corporate logo and colour schemes.

You are also welcome to supply your own menus, programs, etc. for the table, which need to be supplied to your Event Planner two (2) days prior to the event for ACC staff to set on the tables.

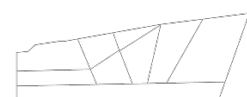
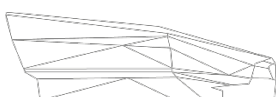
## Utilities

The ACC can provide access to a system of separate in-floor utility services for exhibitions and events as might be required. A service pit connection fee applies to all services and is for access only. This does not include the installation of the service or additional equipment. A licensed professional must be contracted to install all services. There are some variations to the services available within each building:

- Central: 240V & 3phase Electricity, LAN, AV fibre optics, Air, Water & Waste water outlet.
- West: 240V & 3phase Electricity, LAN, AV fibre optics. Air, Water & Waste water outlet.
- East: 240V & 3phase Electricity, LAN, AV fibre optics.

## Weight Loads and Capacities

Should you wish to display any piece of equipment, motor vehicle, machinery or shipping container inside the venue (including transport vehicle), prior approval must be sought from ACC Management through completion of an application form. Please contact your Exhibition Coordinator or Event Planner for further information. The ACC may request a written engineers report for all heavy vehicles or equipment. All associated costs remain the responsibility of the client.



# ON SITE SERVICES AND FACILITIES

## 6: On Site Services and Facilities

### Accessibility

The entire ACC, which is spread across three (3) floors is completely accessible, with lift and escalator access to all levels. A range of accessibility options and facilities are also in place including hearing loops, unisex accessible toilets, wheelchair lifts to stages, and accessible car parking spaces.

A limited number of wheelchairs are available for loan to guests attending events at the ACC. The service is provided free of charge, and guests can pre-book by contacting main reception on 08 8210 6782 or email [floorambassador@avmc.com.au](mailto:floorambassador@avmc.com.au). Please provide the following information:

- Event name
- Date of the event
- Date and time the wheelchair is required
- Contact name and telephone number of the borrower

If a guest requests a wheelchair for transfers once on site without pre-booking, it will be subject to availability, and contact details and proof of ID will be required.

### Audio Visual and Onsite Consumables

Audio visual and general onsite consumables are available from two retail vending machines (Techbox) for guests visiting the centre. These are located in the North Terrace loading dock and Foyer H alcove in the Central Building, and only take payment by card. Consumables include hi vis vests, international power plugs, power boards, extension cords, gaffer tape, USB flash drives, USB cables etc.

### Car Parking

The ACC operates two convenient on-site car parks; the Riverbank car park accessible from Morphett Street, via Festival Drive and the North Terrace car park accessible from North Terrace. Both car parks provide:

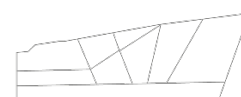
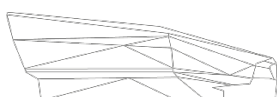
- Under cover parking – for all weather protection
- Access to the ACC via a lift
- Access twenty four (24) hours a day, seven (7) days a week
- Security patrols and video surveillance
- Card payment options (major credit cards, debit cards and mobile pay)
- Accessible car parking spaces

Their location directly under the ACC means that attending events is fast, efficient and easy.

Parking vouchers are available on request from your Event Planner which can be charged back to the master account.

For further information on the ACC's car parking facilities and rates, please follow this link on our website: <https://www.adelaidecc.com.au/visiting/the-centre/>

For further information on additional car parking available close to the ACC, please follow this link: <http://www.adelaidecitycouncil.com/explore-the-city/city-travelling-transport/parking/car-parks>



### **Cloakroom and Luggage Storage**

Complimentary cloakroom and luggage storage facilities are available at main reception in the East Building and reception in the West Building, serviced by ACC staff.

Should you anticipate large volumes of luggage requiring storage on the last day of your event, please alert your Event Planner.

### **First Aid, Medical and Emergency Facilities**

First aid facilities are available to all users of the ACC with qualified first aid staff readily available.

First Aid Rooms are located adjacent to the main reception in the East building, next to the central entrance and also in in Foyer L of the Western Building. All are available for use twenty four (24) hours a day.

### **Floor Ambassadors - Services and Facilities**

The Floor Ambassadors are located at the main reception in the East Building and reception at the West Building entrance, and are the contacts for information and assistance during business and event hours.

Floor Ambassadors will assist in directing your guests to your event. In addition, our staff can be provided to assist you with conference registration, satchel packing or ushering, and charges are applicable.

### **Parent Room Facilities**

The ACC has two (2) accessible purpose built parent rooms with private and secure facilities for feeding, changing and other baby care needs.

### **Photocopying and Printing Services**

A photocopying service is available at main reception (nominal charges apply).

Alternatively, you may wish to hire a photocopier for your exclusive use at your registration area or in your conference office.

Our Floor Ambassador staff can also print documents provided on a USB (nominal charges apply).

### **Regattas and Home Ground**

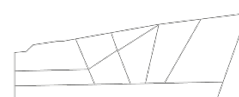
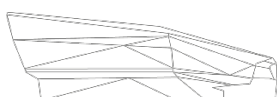
Regattas (formerly Regattas Bar & Kitchen) is available for hire. With its custom bar and access to the adjoining lawns, this is an ideal area for a cocktail function or informal dining function. Please contact your Event Planner for further information.

Home Ground offers a casual dining experience for delegates visiting the ACC, conveniently located immediately below the East Building. Exclusive use is available at Home Ground, with special conditions applicable.

Both venues offer indoor and outdoor dining, overlooking the River Torrens and the famous Adelaide Oval and neighbouring the Adelaide Casino and Festival Centre.

For further information regarding Home Ground, please visit;

<https://www.homegrounddining.com.au/>



# DELIVERIES, COLLECTION & STORAGE

## 7: Deliveries, Collection and Storage

All event materials are to be delivered to the ACC's North Terrace Loading Dock.

Hours of operation: Monday to Friday: 7:30am to 4:30pm.

Agility Fairs and Events is the preferred logistics supplier at the ACC. Agility Fairs and Events provides a comprehensive service including freight handling, logistics, customs clearance and forklifting service and should be contacted directly to make necessary arrangements. Please contact:

Company: Agility Fairs and Events  
Phone: 08 8210 6773  
Facsimile: 08 8210 6751  
Email: [ntld@avmc.com.au](mailto:ntld@avmc.com.au)

Agility Fairs and Events, on behalf of the ACC, will manage all lifting and portorage relating to your organiser goods. The first two (2) pallets or trolleys will be managed free of charge, with subsequent requirements to be charged for by Agility Fairs and Events. Please ensure all lifting and portorage requirements are booked in with Agility Fairs and Events in the planning process for your event.

### Deliveries

All items being sent to the ACC via the North Terrace Loading Dock must have attached the appropriate delivery label. These delivery labels will be sent to you by your Event Planner. Special attention should be paid to these labels, as timeframes for deliveries vary according to the goods being delivered.

There are two (2) different types of delivery labels used at the ACC for event related deliveries:

- Exhibitor delivery label ('E' label); and
- Organiser delivery label ('O' label)

As an organiser, you will be sent both labels. The organiser label is to be used for your goods and the exhibitor label is to be sent to all your exhibitors wishing to send goods to the ACC.

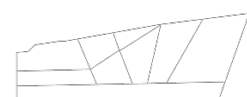
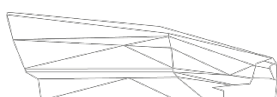
Goods are to be sent as follows:

*Wine and all beverages* that are to be used for events (identified with an 'O' label) must be sent to the ACC no later than seven (7) days prior to your event. You must identify on these labels if the beverages are to be refrigerated.

*Organiser Goods* (identified with an 'O' label) are permitted to be sent to the ACC three (3) working days prior to your event. Organiser goods are:

- Organiser materials
- Satchel inserts

The ACC will sign for all Organiser goods and arrange for them to be moved from the North Terrace Loading Dock to the area as identified on the label (i.e. Conference office, Registration desk, etc.). As above, the first two (2) pallets or trolleys will be managed free of charge, with subsequent requirements to be charged for by Agility.





*Exhibitor Goods* (identified with an 'E' label) are permitted for delivery on the first day of tenancy of the exhibition space. As there is no on-site storage, nor do ACC staff sign for exhibitor goods, any items arriving prior to the date indicated on the delivery date will be turned away.

If exhibitors are arranging for couriers to deliver on their behalf, either the individual exhibitor must be on-site to sign for these goods, or alternatively, arrangements must be made with the event organiser to sign on their behalf. Exhibitor goods are:

- Exhibitor materials
- Custom stand materials / kit / machinery

### **Collection of Outgoing Goods**

On arrival onsite, your Event Floor Manager will provide you with an Event Freight Collection Label ('C' Label). This label is to be completed in full and affixed to all goods requiring collection at the conclusion of the event, in addition to a completed courier consignment note, if applicable. Organiser goods must be collected between 7:30am and 4:30pm the first working day after your event from the North Terrace Loading Dock.

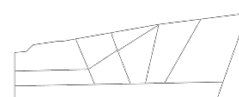
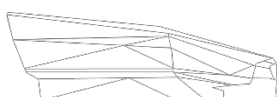
Exhibitor goods are to be collected at the time of move out of your event. If this is not possible, the collection of goods must be arranged with the ACC.

Any goods not collected by this time will either be disposed of at the cost of the individual exhibitor or sent to an offsite storage warehouse where payment for this storage must be received to secure the items' release. The ACC accepts no responsibility for goods left behind at the end of an event.

### **Operational requirements**

It is your responsibility as the event organiser to ensure all exhibitors and contractors working on their behalf are aware of the following:

- To ensure the safety of everyone utilising the North Terrace Loading Dock, only ACC staff, Agility staff and appointed exhibition contractors are permitted to use forklifts on the premises.
- All contractors undertaking work on your behalf must be inducted into the ACC's WHS policies and procedures and be aware of the evacuation procedures
- Pallet lifts and trolleys are available on request
- Any person under the age of fifteen (15) years is prohibited from accessing the ACC exhibition halls and loading dock during the designated move in and move out periods
- In accordance with liquor licensing requirements, the supply and consumption of alcohol is not permitted inside or outside the ACC and its loading bay during an exhibition build, breakdown, move in and move out
- Vehicles may remain on the North Terrace Loading Dock for loading and unloading only. Vehicles are not permitted to park on the loading dock at any other time. Parking for exhibitors, contractors, clients and other suppliers, is available in the North Terrace Car Park and Riverbank Car Park.
- Move out outside of the scheduled time will only be permitted with the consent of the event organiser and the ACC
- No vehicle or exhibitor access to the North Terrace Loading Dock will be granted prior to the scheduled time
- ACC Security reserves the right to inspect any vehicle before, during and/or after an event



# PAYMENT PROCEDURES

## 8: Payment Procedures

### Terms and Conditions

Payment terms and conditions, and schedule, are outlined in your Hire Agreement and Conditions of Hire. All estimated costs are to be paid prior to the event, unless a written variation to this policy has been obtained.

### Banking Details

BANK: Commonwealth Bank of Australia  
B.S.B: 065-266  
Account: 10019215  
Account Name: Adelaide Venue Management Corporation  
ABN: 50 676 936 954  
SWIFT Code: CTBAAU25

### Cancellation Policy

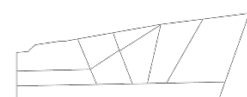
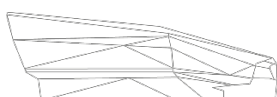
The ACC reserves the right to cancel any provisional booking should the signed Hire Agreement and Conditions of Hire, Credit Application Form (if applicable) and proof of payment of the deposit not be received by the applicable due date. Full details of the Cancellation Policy are outlined in the Conditions of Hire.

### Damage Deposit

The ACC reserves the right to request a refundable Cleaning and Damage Deposit, to be received sixty (60) days prior to the event.

### Taxes

All charges are inclusive of Goods and Services Tax (GST), currently at ten percent (10%). Should the rate of GST change at the time of your event taking place, prices will be adjusted accordingly.



# GENERAL INFORMATION

## 9: General Information

### Accommodation

Adelaide's leading hotels are within easy walking distance of the ACC. A comprehensive listing of hotels can be viewed on our website: <https://www.adelaidecc.com.au/visiting/adelaide-south-australia/>

### Airport

The international airport is a seven (7) km drive from the CBD. For further information on the ACC's directions from the airport, please follow this link on our website:

<https://www.adelaidecc.com.au/visiting/the-centre/>

### ATM's

The closest ATM's are located in the Skycity Casino, which is a two minute walk from the ACC. Alternatively there are several ATM's located in Bank Street which is a five minute walk from the ACC.

### Cashless Venue

Please note, as part of our efforts to deliver more efficient service, Adelaide Convention Centre is a fully cashless venue. We accept payment via card only for all onsite charges, including car parking, food and beverages. All credit cards, debit cards, Apple Pay and Android Pay are accepted.

### Child Minding

The ACC can only allow accredited child minding providers on site. A mobile crèche is at the discretion and expense of each event; you would need to contract the provider direct and cover the room hire for the space required, subject to the correct size room and then availability. Your Event Planner can provide options of accredited providers.

### Medical Centres

*UniSA Health Medical Clinic*

City West Campus

27 North Terrace (entry via Gray Street), Adelaide

Phone: 1300 172 996

500m away, approximate seven minute walk.

Open Hours: Monday – Friday 8:00am - 6:00pm

*Hindmarsh Bowden Health*

334 Port Road, Hindmarsh

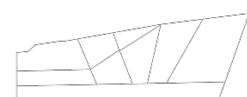
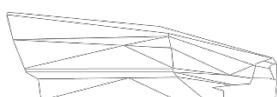
Phone: 08 8417 7700

4km away, approximate ten (10) minute walk.

Open Hours:

Monday – Friday 8:00am - 8:00pm

Saturday and Sunday 8:00am - 6:00pm



## **Office Supplies and Stationary**

Officeworks

69 Gawler Place, Adelaide

Phone: 08 8233 0000

900m away, approximate 12 minute walk.

Open Hours:

Monday - Friday: 7:00am – 9:00pm

Saturday: 8:00am – 5:00pm

Sunday: 11:00am – 5:00pm

## **Public Transport**

The closest taxi rank is located outside the Railway Station (adjacent to the Intercontinental) and is a two (2) minute walk from the ACC. Taxis can be ordered at main reception for collection in front of the venue on North Terrace.

Uber is also in operation within Adelaide providing another convenient mode of transport.

The historic Adelaide Railway Station is located a two (2) minute walk from the Centre, with train lines throughout greater Adelaide.

A tram stop is just in front of the Adelaide Railway Station, with trams operating along North Terrace, and from the Adelaide Entertainment Centre to Glenelg, though the city. Trams are complimentary within the CBD.

The free City Connector bus is an easy way of navigating around Adelaide.

For further information on public transport in Adelaide, please visit: <https://www.adelaidemetro.com.au/>

## **Professional Conference Organisers (PCO's)**

Our Event Planners regularly work with local, national and international PCO's, and would be happy to discuss their experiences with you.

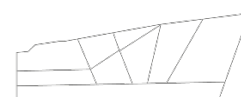
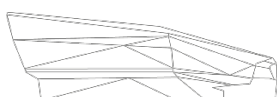
## **Shopping Precinct – Rundle Mall**

The Rundle Mall shopping precinct is an approximate ten (10) minute walk away. A wide range of stores including department stores, supermarkets, and pharmacies are located within the Mall.

## **Welcome to Country**

Should a Kurna Welcome to Country be required, your Event Planner can either recommend an appropriate person or supply the Adelaide City Council's Welcome Register. This register details approved persons or groups to deliver a 'Welcome to Country', and includes contact details and other information about the person or group and additional services they can provide. Please visit:

<https://www.cityofadelaide.com.au/your-community/culture-history/welcome-to-country/>



## 10: WH&S

### Animals, Pets or Livestock

No animals or pets, with the exception of Guide or Service dogs, are permitted in the venue except as an approved exhibit, activity, or performance requiring the use of animals. Application to the ACC for the display of animals and/or livestock must be sought in writing from the ACC no later than fourteen (14) days prior to the exhibition move in. All animals must be kept on a leash or in a secure pen under the control of a dedicated handler at all times in compliance with the Animal Welfare Act 1985, Exhibited Animals Act 2015, and Prevention of Cruelty to Animals Regulations 2000.

The following guidelines apply:

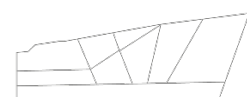
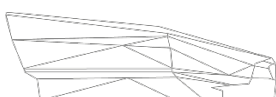
- All procedures for the handling, containment before, during and after the event shall be presented to ACC for approval and the decision to allow such animals or display is at the discretion of ACC.
- Where any interactions between animals, guests, public or staff members are likely, a risk assessment setting out the risk control measures to be used, must be provided to safeguard those people's safety and the well-being of the animal.
- Animals shall not be kept on the premises overnight, unless authorised by ACC management.
- A suitably qualified handler, trainer and representative shall be on site at all times with the animal in order to ensure safety of persons and/or property whilst the animal is on site.
- All efforts will be made by the handler or person displaying the animal to comply with preventative measures to avoid fouling ACC property. The handler is responsible to promptly clean any fouling and also keep the keeping area clean. Additional cleaning costs will be passed-through where this is not undertaken.
- The animal organiser is to ensure a suitable environment is provided to any animal brought into an ACC venue to ensure its wellbeing. ACC management require at all times that the organiser consider the wellbeing of the animal and that the animal is afforded sufficient space, ventilation, food, water and provision of a stress-free environment.

### Communicable Diseases (including COVID-19)

The ACC has an obligation to provide a safe work environment and is committed to ensuring the wellbeing of our staff, patrons, contractors and clients at all times. As a client at the ACC, you must take reasonable care for the health and safety of both yourself and others.

Please note the following:

- Please do not attend the venue if you are unwell or displaying cold / flu symptoms.
- Please maintain physical distancing of at least 1.5m from others at all times.
- Washrooms and alcohol-based hand sanitising stations are located throughout the venue. Please familiarise yourself with their location and utilise these facilities regularly.
- Practice good hygiene by covering your nose and mouth with a tissue or bent elbow when coughing or sneezing. Dispose of tissues immediately after use and wash your hands or apply hand sanitiser.
- Please refer to the South Australian Government's SA Health website - <https://www.sahealth.sa.gov.au> for the most up-to-date information regarding infectious diseases, isolation requirements and other related matters in South Australia.
- Please note, ACC policies and procedures are subject to change at any time without notice, to ensure compliance with Government legislation.



- Should you become unwell whilst onsite, or be diagnosed with a reportable communicable disease following your attendance at the ACC, please notify our team immediately.

### **Contractors – the ACC’s Recommended Suppliers**

Your Event Planner can provide a list of recommend suppliers. These include chair cover suppliers, photographers, transport and exhibitions suppliers, DJ’s, florists, etc.

### **Contractor Induction**

All event contractors who have been engaged by a client of the ACC are required to complete a site and safety induction onsite every time they commence work within the venue.

Upon arrival contractors are required to report to one of the induction terminals located around the venue and sign in. Contractors are required to sign out via the terminals when leaving.

Exhibitors within an event are not required to undertake a site and safety induction and should follow event organisers’ instructions regarding entry.

### **Electrical Tagging and Testing**

All electrical equipment entering the ACC must comply with the Australian Standard AS/NZS 3760:2010 and South Australian Work Health and Safety Act 2012. This Act covers all electrical equipment used in the workplace, including equipment brought in to the building by contractors or third parties. The outward sign of compliance with the Act will be the equipment’s electrical test tag, compliant with relevant standards.

The ACC is able provide electrical test tagging services on site, charges apply.

### **Evacuation Procedures**

In the event of an evacuation, designated ACC staff will act as safety wardens to assist in the movement of all staff and patrons to a designated assembly point.

### **Emergency Phone Numbers**

(Via the internal phone system- phones located throughout the venue)

- Security: 6666
- Metropolitan Fire Service: 0000

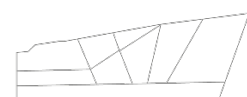
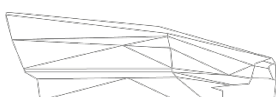
Please ensure you are familiar with all emergency exits and assembly areas.

### **Fire Regulations**

All Fire Regulations (Fire and Emergency Services Act 2005, South Australian Work Health and Safety Act 2012, the Building Code of Australia and the Liquor Licensing Act of South Australia) and Evacuation Procedures must be complied with.

Where the use of a naked flame or material of a highly flammable nature is intended for use within the ACC (including, but not limited to, fireworks and pyro-technics), permission to use such materials must be sought in writing from the ACC no less than fourteen (14) days prior to occupancy.

- If permission is granted, it may be deemed necessary for the ACC to provide, at the user’s expense, a fire warden to be present at all times when the building is occupied.
- No material or device of an explosive nature may be brought into the ACC without prior written approval.
- No equipment, fittings or materials may be placed in any aisle or in such a position where the access to any designated exit is in any way obstructed.



## Hazard and Risk Identification

ACC, event organisers, and contractors have a legal obligation to ensure a safe environment for workers, contractors, exhibitors, delegates and visitors. In preparation for an event, ACC provides and requires event organisers to complete a Venue Hirer Hazard Identification Form (CSHR-924). This requirement is designed to identify any potential hazards that may affect the safety of your event and to ensure that control measures are in place to eliminate or to reduce the risk to acceptable levels.

The completed form is to be returned to the ACC Event Planning Manager not less than two weeks prior to the commencement of your event. ACC will determine what (if any) additional risk control measures are required and will notify you.

## Hazard and Incident Reporting

The event organiser, their contractor and workers must immediately inform an ACC Security Officer or an ACC staff member of any hazards that have the potential to cause harm, and all incidents that have caused harm to a person or damage to property.

ACC will arrange to document any hazard, unsafe work practice or incident, and ACC management will take the appropriate actions to eliminate or reduce the hazard.

## Insurance

The ACC maintains Public Liability and Property Damage policies, however:

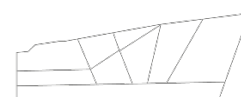
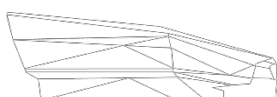
- Hirers/Organisers are financially responsible for any injury or damage to property incurred during the event. It is therefore necessary for Hirers/Organisers to arrange their own insurance cover for property damage and public liability, where it could be considered their liability. It is recommended that a minimum \$20 million cover is held per event.
- Exhibitors and Hirers/Organisers must provide a copy of their insurance Certificate of Currency as proof of public liability insurance upon request.
- It is recommended that all exhibitors have a minimum of \$10 million of public liability cover.
- It is the Hirer/Organiser's responsibility that these insurance requirements are made known to all exhibitors/appointed contractors and that it is the responsibility of those persons bringing equipment, fittings or materials into the ACC to insure themselves. The person responsible for bringing any item into the ACC that causes damage to the ACC or injury or damage to any other property or person, either directly or indirectly, will be held responsible for that damage or injury. The Hirer of the venue is responsible for all costs incurred by their agents or subcontractors.

## Permissions and Safety Considerations

A number of items either require written approval, written safe work method statements or risk assessments, or the safety needs of patrons considered. These include:

- Aerial artists and performers
- Amusement rides and entertainment devices
- Balls and table displays
- Candles or burners
- Fire acts, displays and performances
- Fog machines and hazers
- Ice sculptures
- Laser light shows
- Pyrotechnics and special effects displays
- Tattoos and piercings
- Stages and stairs (if not ACC supplied)

For further information please contact your Event Planner.





## **Safety Vests / High Visibility**

It is a requirement of the ACC for all persons working within the venue during the move in (build) and move out (breakdown) of an exhibition or event to wear a high visibility safety vest or high visibility clothing. This is to be compliant with AS4602:1999 to reduce the risks associated with plant and vehicle movements within the ACC and on the North Terrace Loading Dock.

Important note: Exhibitors must provide their staff and contractors with high visibility vests. Vests are available from two retail vending machines (Techbox) with other audio visual consumables for guests visiting the centre. These machines are located in the North Terrace loading dock and Foyer H alcove in the Central Building, and only take payment by card.

## **Security**

The ACC is part of the South Australian Government Protective Security Management Framework and has sole rights to provide all security within the venue and does not allow clients or exhibitors to engage external security firms to operate within the venue.

ACC Security conduct regular patrols of the complex twenty four (24) hours per day, seven (7) days per week and will be present for the duration of the move in and move out of your exhibition.

ACC security guards are trained in all facets of the venue's evacuation procedures, first aid, fire warden duties and can help with information regarding location of facilities and general day-to-day operations.

The emergency Security number is 08 8210 6666. The general Security telephone number is 08 8210 6770.

Should you require additional security for your event, please contact your Event Planner for information regarding charges. A minimum four (4) hour call per security guard will be charged.

Whilst ACC Security will endeavour to maintain the venue as a safe and secure place, it is the responsibility of the individual to ensure items are not left unattended and are secure at all times.

## **Smoking Ceremony**

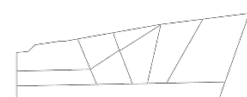
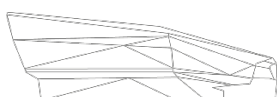
Please advise your Event Planner fourteen (14) days prior to the event if a Smoking Ceremony is to be included in the program, for planning purposes and to arrange for smoke detectors to be isolated.

With a smoking ceremony taking place within the Centre building, the materials smouldered must be of a manageable amount and are to be extinguished at the conclusion of the smoking ceremony.

Please note that the lighting of the materials used for the smoking ceremony must not involve naked flame within any part of the Centre. Where the use of a naked flame is necessary within the Centre, permission to do so must be sought in writing from the ACC no less than fourteen (14) days prior to move in. If permission is granted, the ACC will provide, at the user's expense, a fire warden to be present at all times.

## **Smoking Policy**

The ACC is a non-smoking venue, including the use of e-cigarettes and their products. Areas outside of the venue have been designated for this purpose. The sale or marketing of e-cigarettes and tobacco products from a stand within an exhibition or the ACC is also not permitted.



## **Workplace Health and Safety**

All clients and their appointed contractors must comply with the current Work Health Safety (WHS) Legislation including SA Work Health and Safety Act 2012 and SA Work Health and Safety Regulations 2012.

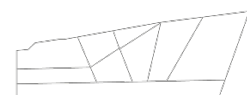
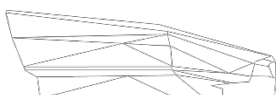
Where the ACC's WHS Strategic Advisor or their delegate brings to the attention of the exhibitor or contractor a concern in relation to safety, the party concerned shall immediately take all necessary steps to rectify the issue.

The event organiser and their appointed contractors must comply with the following requirements in respect to Work Health Safety:

- Ensure all staff working at the ACC have completed the site induction
- Ensure all contracting staff and sub-contractors have received all information relevant to operating safely on the ACC site
- Ensure safe systems of work for services being provided (including but not limited to licenses, lock out procedures and safe work procedures)
- Control of all identified hazards associated with the systems of work as far as it is physically practicable

Assistance with your obligations or any queries can be obtained from the SafeWork SA website:

1300 365 255: [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

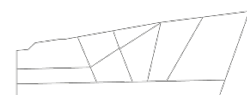
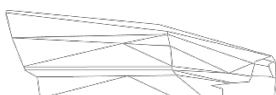


## 11: Corporate and Social Responsibility

We believe corporate social responsibility is central to modern business. We are very community conscious, take satisfaction in supporting South Australian producers, suppliers and not-for-profit organisations, and strive to set and meet high environmental standards.

Consistently performing at 'above best practice' in several key areas of natural resource preservation, the ACC has actively participated in the EarthCheck program since 2007, and is proud to be one of the first convention centres in the world to be awarded the coveted EarthCheck Platinum certification.

For further information on the ACC's Social Responsibility, including our Waste, Environmental and Sustainable activities, please follow this link on our website: <https://www.adelaidecc.com.au/about/csr/>





**Adelaide Convention Centre**

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