



▶ EXHIBITOR SERVICES

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HOTEL GRAND  
CHANCELLOR  
HOBART

**HCEC**

HOBART  
CONVENTION &  
EXHIBITION CENTRE

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# 1 OVERVIEW

Exhibitors should take the time to read this information as it will affect the way you operate within the Hotel Grand Chancellor Hobart.

Please ensure that you understand all bump in and bump out procedures within the Hotel Grand Chancellor Hobart.

There are two delivery points within the Hotel, please take note of the specific instructions for size limits for each area. Macquarie Street Loading bay is the preferred delivery point for all goods.

All forms for equipment / Hotel services arranged must be accompanied by an Exhibitors Payment form for all items to be supplied. All payments are required 7 working days prior to the commencement of the Conference all order forms must be returned 30 working days prior to the first day on Conference starting.

All prices supplied are inclusive of GST.

Completed forms must be returned to:

## **HOTEL GRAND CHANCELLOR HOBART**

Conference & Events Department

GO Box 1601

Hobart TAS 7001

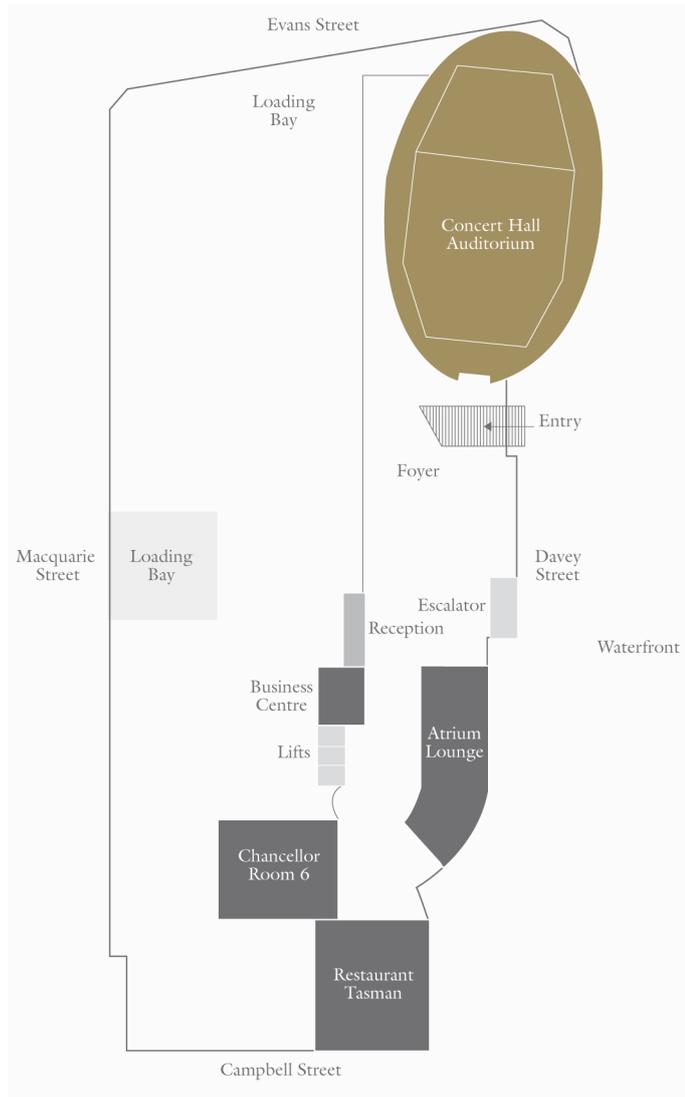
Tel: (03) 6235 4535

Fax: (03) 6235 4563

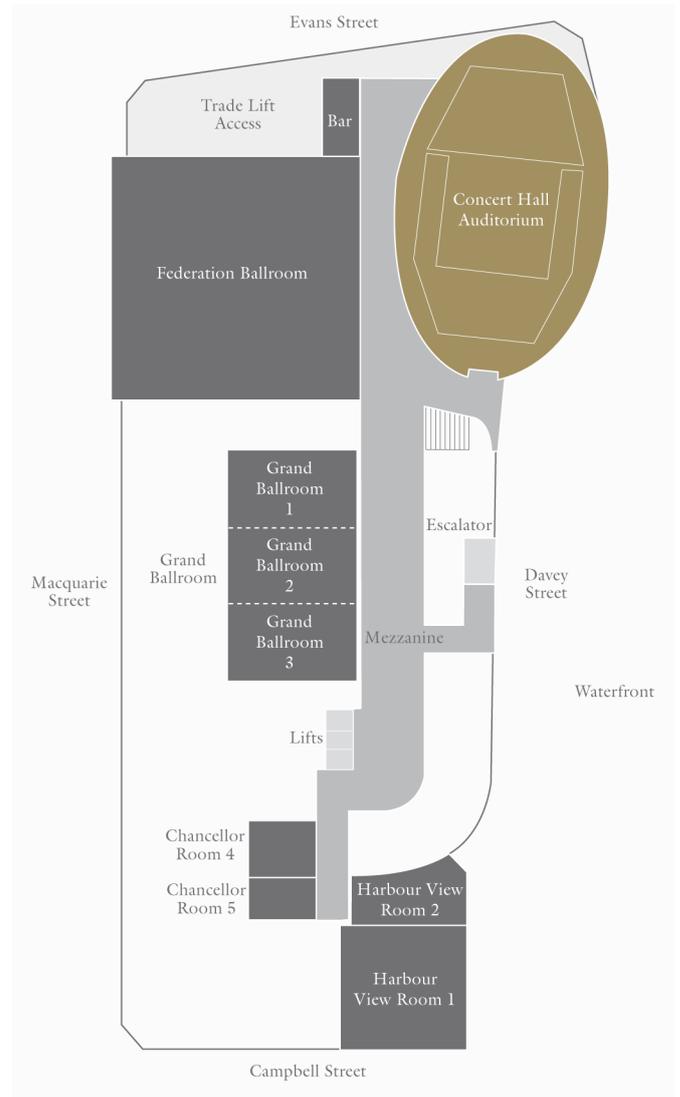
[cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)

## 2 VENUE OUTLINE

The Hotel Grand Chancellor's function and exhibition space is spread over two levels. These are the Mezzanine and Lobby Levels. The Federation Ballroom and Grand Ballroom are on the Mezzanine Level as is the Mezzanine Foyer and Federation Foyer. Chancellor Room 6 is situated on the Lobby level. Please refer to the below diagram for function room locations.



LOBBY LEVEL



MEZZANINE LEVEL

## 3 KEY DATES

<b>Date To Send Delivery Advice Form:</b>	5-7 working days prior
<b>Macquarie Street Loading Dock Earliest Delivery Date:</b>	3 working days prior
<b>Macquarie Street Loading Dock Latest Collection Date:</b>	Within 1 working day
<b>Evans Street Loading Dock Delivery Date:</b>	On Request
<b>Evans Street Loading Dock Collection Date:</b>	On Request

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## 4 MACQUARIE STREET LOADING DOCK

### (PALLET SIZED GOODS ONLY)

General deliveries should be sent to this dock. All deliveries need to be labelled correctly using the delivery label. Goods that are not labelled clearly will not be accepted. HGCH may sign for goods but accepts no responsibility for the security or safety of goods delivered into the venue. Goods should not be delivered to HGCH any earlier than three days prior to the first day of hire. HGCH reserves the right to refuse delivery of items prior to this. All items must be collected from the loading dock no later than 1 working day.

Only standard sized pallets will be accepted and items must stay within the confines of the pallet size and not overhang. Incorrectly packed pallets will not fit in HGCH's lifts. Pallets that do not fit in the lifts will be left on the loading bay until there is a representative from the sender to witness unpacking to accept responsibility of the goods and ensure their safety and security.

Deliveries will only be accepted a maximum of three days prior to the start of the venue hire. Goods must be collected 1 working day after the event has concluded, or the following business day.

All items delivered to and from the Evans Street loading dock must be delivered and collected within the event venue hire period.

**Deliveries are limited to the following size:**

1.20m wide by 2.04m high by 1.20m deep

**Maximum weight:**

1800kg (service lift access)

**Loading Dock height:**

Ground to platform 1.20m

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## 5 EVANS STREET LOADING DOCK

### (OVERSIZED GOODS ONLY)

Deliveries to the Evans Street loading dock can be arranged by prior agreement and specific delivery time, this is usually used for items too large for the lifts and larger volumes to be delivered direct to the conference floor. They are limited to 2.3m H x 2.4M W and 1.2M deep.

Trade Shows and Custom Trade Booth Builders should contact Expo Tas (0418 188 377 or E: rod@expotas.com.au) to arrange for the loading dock to be available. A tall mast

fork lift is required to provide access to the dock and charges may apply if the event organiser has not already arranged for this facility to be available.

Where the Evans Street loading dock is required conference organisers should liaise directly with the hotel and Expo Tas to coordinate trade bump in and bump out.

## 6 TRADE SHOWS & CUSTOM TRADE BOOTH BUILDERS

For those suppliers who need to bump in large quantities of road cases and other gear to the Federation Ballroom arrangements should be made with Expo Tas (0418 188 377 or E: rod@expotas.com.au) to have the Evans Street Loading Dock made available, charges may apply.

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## 7 DELIVERY OF VENDOR & TRADE BOXES TO BOOTHS

The Hotel can sort the marked boxes and deliver them to the respective trade booths, however, all deliveries must be clearly identified with the Hotel's delivery label (**Please refer to page 12**).

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## 8 STORAGE

HGCH has minimal storage areas for exhibitor boxes, supplies and packaging. Event Organisers must plan for storage of smaller boxes, crates and essential items prior to the event date.

If no storage area has been allocated in the exhibition space by the event organiser, as pre-arranged with HGCH then all custom build trade crates **must** be stored off the premises.

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## 9 CAR PARKING

HGCH has a car park on site which can be accessed via Macquarie Street. Charges apply. Vehicle access is limited to cars only, with a maximum vehicle height of 1.9m.

# 10 CONFERENCE ROOM MEASUREMENTS

FUNCTION ROOM	DIMENSIONS	AREA	HEIGHT
Federation Ballroom	35 x 35m	1225m <sup>2</sup>	5.2m
Grand Ballroom	34 x 17m	578m <sup>2</sup>	4.8m
Grand Ballroom - Two Thirds	22.6 x 17m	385m <sup>2</sup>	4.8m
Grand Ballroom - One Third	11.3 x 17m	192m <sup>2</sup>	4.8m
Chancellor Room 4	8.2 x 8.6m	70.5m <sup>2</sup>	3.0m
Chancellor Room 5	5.7 x 8.6m	49m <sup>2</sup>	3.0m
Chancellor Room 6	13.2 x 10.5m	138m <sup>2</sup>	2.67m
Harbour View Rm 1	14.25 x 19m	270m <sup>2</sup>	2.6 - 4m
Harbour View Rm 2	17 x 6.3m	107m <sup>2</sup>	3.0m
Mezzanine Grand Booths			2.3m
Mezzanine Fed Foyer Booths			2.3m

# 11 RIGGING

HGCH has access to qualified riggers for all requirements within the venue via our in-house contractors Expo Tas. You may supply your own rigging company but it is a requirement to supply all supporting work place safety / licence information and insurance documentation before entry to HGCH. All Riggers need to include a minimum of \$20m public liability with supporting documentation.

The function spaces have multiple rigging points and can be supplied by Expo Tas. Cross hire of rigging points will incur charges and must be submitted to Expo Tas for pre-approval. Loading certification for rigging points can be supplied by Expo Tas.

# 12 AV & PRODUCTION REQUIREMENTS

Scene Change, our in-house partners can provide all your AV and production requirements onsite but you may wish to use your own AV supplier. Your supplier will need to provide HGCH with all relevant insurance documentation before entering the venue. Documentation will need to include public liability and workers compensation certificates.

If you choose a third party supplier some equipment may be cross hired with the approval of Scene Change.

All equipment cross hired will need to be returned in the same condition as when it was hired. If AV technicians are required a minimum staff call out fee of three hours applies.

Scissor lifts can be hired with an operator at an hourly rate dependant on availability.

## 13 FURNITURE HIRE

No furniture is included with any shell scheme or exhibition space hire unless organised directly with the trade booth supplier.

HGCH has a variety of tables available for hire at an additional charge. Please note that the number of tables is limited and will be subject to availability. If you would like to hire furniture from HGCH the “Booth Furniture Form” and the “Method of Payment Form” must be completed and returned 30 days prior to the conference and full payment must be received no later than 7 working days prior to the conference **(Please refer to page 14)**.

A range of furniture including bar stools, a variety of tables, tub chairs, lockable cupboards and shelves can be arranged directly through Expo Tas – please contact Rod Street on **0418 188 377** or email on **rod@expotas.com.au**

Lobby and foyer furniture cannot be used as booth furniture as they are for guests’ comfort.

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## 14 EXTRA POWER REQUIREMENTS

Any existing wall mounted GPOs within HGCH are available for use without charge. Charges apply for any power dropped from the ceiling into trade booths or where distribution panels are used to extend into multiple trade booths.

Expo Tas (please contact Rod Street on **0418 188 377** or email on **rod@expotas.com.au**) can provide additional 15amp and 20amp by prior arrangement. Charges apply. The use of extension cords and power leads must be approved by Scene Change as they need to be verified for ‘test and tag’.

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## 15 BOOTH CLEANING

HGCH provides cleaning of the public areas and walkways of the venue. Additional charges apply for cleaning of booths. Please complete the Booth Cleaning Form supplied and forward to HGCH if additional cleaning is required for your booth. Form supplied must be completed and returned 30 days prior to the conference and full payment received 7 working days prior to the conference **(Please refer to page 14)**

## 16 RUBBISH REMOVAL

General and small rubbish will be removed at no charge. However, exhibitors will incur additional cleaning charges and for any removal of large rubbish, bubble wrap, large wrapping material, debris, sawdust and custom trade building materials (please note service provided is upon payment).

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## 17 LABOUR REQUEST

If exhibitors require assistance for set up & pack down, based on your requirements charges may apply. Please complete the Labour Request form supplied and return to HGCH if staff is required. The form supplied must be completed and returned 30 days prior to the conference and full payment received 7 working days prior to the conference.

Labour hired through HGCH can only assist with general duties, under supervision and have no trade qualifications or technical experience **(Please refer to page 15)**.

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# 18 STAND SAMPLING/SELLING

HGCH hold the sole rights for the sale and distribution of any article of food or drink for consumption.

Generally HGCH will have no objection to the provision by exhibitors of foodstuffs as a means of demonstrating any plant or equipment forming part of the exhibition, or a product manufactured or supplied by the exhibitor. However, the sale of such products will not be permitted.

**Samples to be given away free to patrons must be:**

- Items which exhibitors or registered members of the association buy wholesale in the normal conduct of their business
- Food must be handled following HACCP principles
- Items which are produced by equipment used in the normal conduct of their business
- Items that are related to their normal business operations
- Portions to be of normal tasting size only
- Non-alcoholic beverage samples should be no more than 100mls
- Liquor samples are to be no more than 50mls for wine, 100mls for beer and 20mls for spirits
- Food items should be no larger than bite size and should not be a replacement to HGCH's catering

Storage of equipment and food items by HGCH may incur charges.

The forms supplied must be completed and returned 30 days prior to the conference and the exhibitor must receive approval from HGCH for any food and beverage being supplied to delegates **(Please refer to page 17)**.

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# 19 PAYMENT OF SERVICES

For all additional services it is HGCH policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in **(Please refer to page 16)**.

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# 20 TRANSPORT COMPANIES

Both Toll and Cope are able to provide dedicated services for the delivery of freight to HGCH.

Toll Tasmania 03 6272 5067

Cope 03 6214 8650

## 21 SECURITY

Function rooms can be locked up after trade show hours. However, trade booths in foyer areas can be accessed by the public and cannot be secured.

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## 22 PORTERAGE

HGCH is willing to arrange the transfer of standard amounts of deliveries to booths. For large events and trade, additional staff will need to be rostered, charges will apply **(Please refer to page 15)**.

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## 23 BUMP OUT & REMOVAL OF GOODS

To ensure a smooth bump out and that all goods are delivered to their correct destination please abide by the following guidelines.

Contact your preferred freight company on the day of pack down to collect freight (within 1 working day) and ensure they arrive with your organisations name and number of items to collect.

Goods are to be collected from The Hotel Grand Chancellor Hobart – Macquarie Street loading bay, Hobart 7000 or if specifically arranged for large freight, The Hotel Grand Chancellor Hobart – Evans Street loading bay, Hobart 7000.

All boxes for courier collection are to be left in your trade booth. Please advise a HGC staff member to which loading bay your boxes are to go to.

Please have signed consignment notes from your preferred courier with you to use for return freight. All outgoing freight must have a signed consignment note with any dangerous goods declared. HGCH staff cannot sign for any outgoing goods.

Please have appropriate labels with your return freight and ensure they clearly state which courier company you are using.

Ensure your booth provider has clear instructions on the use and safety of Evans Street loading bay.

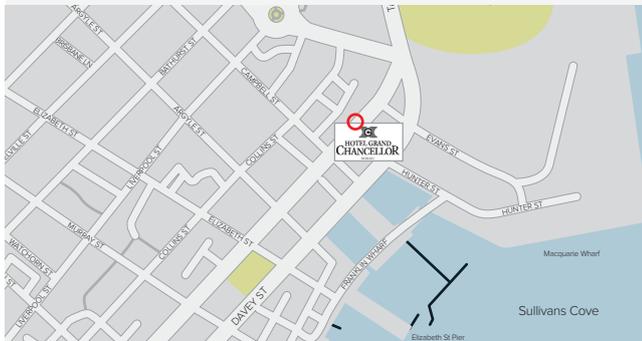
Freight is to be collected on the day the exhibition concludes unless otherwise pre-arranged with HGCH. HGCH does not offer storage facilities for items left on site after the conclusion of the exhibition. Any exhibition goods not collected within 72 hours of conclusion of the event will be deemed abandoned and disposed of at HGCH's discretion unless by prior arrangement with HGCH (storage fees may apply).

HGCH does not take responsibility for missing or damaged deliveries so please ensure your deliveries are packed correctly and clearly labelled and please alert one of our staff if you foresee any issues. Contact your freight company in the first instant, before contacting HGCH, to clarify if collection has occurred. HGCH will be unable to answer any freight enquiries within 48hours of the conclusion of the exhibition.

# EXHIBITORS DELIVERY LABEL

DELIVER TO:  
MACQUARIE STREET LOADING BAY

HOTEL GRAND  
CHANCELLOR HOBART



LOADING BAY  
MACQUARIE STREET  
HOBART TAS 7000

(PHONE: 03 6235 4535)  
(Monday - Friday 8.00am - 4.30pm)

**Maximum Size For Deliveries**  
**2.04M High X 1.20 Wide X 1.20 M Deep**  
**and 1800Kg**

EVENT NAME:

EVENT DATES:

SENDER NAME &  
COMPANY:  
CONTACT NUMBER:

PURPOSE OF BOX:

ITEM \_\_\_\_ OF \_\_\_\_

EVENT CO-ORDINATOR: SARAH GOPAL

DIRECT NUMBER: 03 6235 4795



  
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# DELIVERY ADVICE FORM

Please email this form to your allocated Hotel event coordinator.

Sarah Gopal: [cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)

Name of Event/Conference:	Date of Collection:
Company/Stand Name:	Intended Date of Delivery:
Contact Name Exhibitor:	LOADING DOCK Items Sent To:
Courier Company:	Qty of Individual Boxes:
Courier Phone:	Qty of Pallets/Dimensions:
Exhibition/Event Start Date:	

## SENDER DETAILS

Company Name:	Phone:	
Company Address:	Mobile:	
State:	Postcode:	Fax:
		Email:



  
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# BOOTH FURNITURE HIRE

Please note that HGCH does not supply any furniture for trade booths, however we can arrange this for an additional charge on completion and return of this form along with the method of payment form. The hotel has a limited supply of different furniture types which are all subject to availability. A range of furniture including bar stools, a variety of tables, tub chair, lockable cupboards and shelves can be arranged directly through Expo Tas – please contact them on 0418 188 377

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event.

Services will not be available at your stand until payment has been received. Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in.

FURNITURE	DIMENSIONS	COST PER EVENT	DATES REQUIRED	QUANTITY	TOTAL \$AU
Trestle Table	2.4m x 75cm	\$31.00			
Classroom Table	2.4m x 45cm	\$18.50			
Square Table	85 x 85cm	\$16.00			
TOTAL					\$

**Please note: Each table comes clothed and with up to 2 x banquet chairs (optional)**

The standard shell booth arranged by the conference organiser do not generally provide any booth furniture; however we recommend you check this as part of your booking to exhibit. If you require booth furniture please complete this form, booth furniture is not confirmed until you have received notification in writing from the hotel. If the

hotel does not receive a floor plan of the booth indicating where furniture is required then the furniture will be delivered at the hotels discretion.

**\*\*The hotel does not guarantee provision of furniture until you have received confirmation\*\***

# BOOTH CLEANING

HGCH provides general cleaning of all public areas and exhibition walkways. Reasonable levels of rubbish will be removed from the exhibition during the event. It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in.

CASUAL LABOUR DESCRIPTION	NUMBER OF DAYS REQUIRED	COST	TOTAL COST (Rate x Days)
Standard 3 x 3m or 3 x 2m Expo Booth		\$51.50 per clean	
Custom Booth		\$103.00 per clean	
TOTAL			\$

General Booth Cleaning includes vacuum, dusting, spot cleaning of walls, glass and counters, detailing of furniture.

Please return this form to:

**The Hotel Grand Chancellor Hobart** PO Box 1601 Hobart TAS 7001

Fax to: 03 6235 4563

[cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)



# LABOUR - CASUAL

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in.

Exhibition/Conference:	Phone:
Stand Number:	Mobile:
Company Name:	Fax:
Company Address:	Email:
State:	Postcode:

**A minimum charge of 3 hours is required for the hire of general casual labour**

## CASUAL LABOUR

CASUAL LABOUR DESCRIPTION	COST PER HOUR (GST INCLUSIVE)	NUMBER REQUIRED	HOURS REQUIRED	TOTAL (AUD) (No. Required x Cost P/H x Hours Required)
Casual Labour Per Person (Monday to Friday) Min 3 hours	\$46.00 per hour			
Casual Labour Per Person (Saturday to Sunday) Min 3 hours	\$57.00 per hour			
Casual Labour Per Person (Public Holidays) Min 4 hours	\$67.00 per hour			
	TOTAL			\$

Please provide a brief description of duties:

Please return this form to:

**The Hotel Grand Chancellor Hobart** PO Box 1601 Hobart TAS 7001

Fax to: 03 6235 4563

[cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)



# EXHIBITOR SERVICES & PAYMENT

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in. **To be completed and sent to HGCH with the Service Request form.**

Exhibition/Conference:		Phone:
Stand Number:		Mobile:
Company Name:		Fax:
Company Address:		Email:
State:	Postcode:	

**This form is to be completed in FULL and returned to HGCH no later than 30 days prior to your event**

## DETAILS OF SERVICES TO BE CHARGED

SERVICES REQUIRED	CHARGE	TOTAL

Type of Account:	<input type="checkbox"/> Bankcard	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> Diners Card	<input type="checkbox"/> AMEX
Card Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Expiry Date:	<input type="text"/>	<input type="text"/>	CCV:	<input type="text"/>	<input type="text"/>
Card Holders Name:	<input type="text"/>	<input type="text"/>	Card Holders Signature:	<input type="text"/>	<input type="text"/>
Total Amount to be Debited: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please note that credit card surcharges apply.

Orders will not be confirmed until all credit card payments are processed and cleared in full.

Please return this form to:

**The Hotel Grand Chancellor Hobart** PO Box 1601 Hobart TAS 7001

Fax to: 03 6235 4563

[cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)



# STAND SAMPLING/SELLING REQUEST

Exhibition/Conference:		
Stand Number:	Phone:	
Company Name:	Mobile:	
Company Address:	Fax:	
State:	Postcode:	Email:

Only with the written approval from the Hotel Grand Chancellor Hobart (HGCH) will the exhibitors be permitted to distribute, sell or give away items of food or drink that is NOT supplied directly by HGCH.

Generally HGCH will have no objection to the provision by exhibitors of foodstuffs as a means of demonstrating any plant or equipment forming part of the exhibition, or a product manufactured or supplied by the exhibitor. However, the sale of such products will not be permitted.

**Samples to be given away free to patrons must be:**

- Items which exhibitors or registered members of the association buy wholesale in the normal conduct of their business
- Items which are produced by equipment used in the normal conduct of their business
- Items that are related to their normal operations
- Portions to be of normal tasting size only and served in conjunction with hotel content.
- Non-alcoholic beverage samples to be no more than 100ml
- Liquor samples are to be no more than 50ml for wine, 100ml for beer and 20ml for spirits
- Food items should be no larger than bite size

Description of core activities of your company:

Description of what will be prepared and how:

Description of how samples will be served and by whom:

I hereby agree that if the Hotel Grand Chancellor Hobart grants permission, I will indemnify and hold harmless the Hotel Grand Chancellor Hobart against any liability, claim or expense arising in connection with any activities or work carried out by or on behalf of \_\_\_\_\_ (insert the name of your company), including any activities or work authorised by the Grand Chancellor Hobart. I also agree that both my representatives and I will abide by the terms and conditions of the Hotel Grand Chancellor Hobart and any instructions issued by its officers or employees. I also agree to pay for any damage or charges that may subsequently arise from this permission being granted.

Signature of Authorised Contracting Officer:

Name of Authorised Contracting Officer:

Date:

Please return this form to:

**The Hotel Grand Chancellor Hobart** PO Box 1601 Hobart TAS 7001

Fax to: 03 6235 4563

[cescoordinator@hgchobart.com.au](mailto:cescoordinator@hgchobart.com.au)





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CONVENTION &  
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**1 Davey Street, Hobart 7000**

Phone: +61 (3) 6235 4535

Fax: +61 (3) 6223 8175

[cesmsales@hgchobart.com.au](mailto:cesmsales@hgchobart.com.au)

[grandchancellorhotels.com](http://grandchancellorhotels.com)



  
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