



Event compendium and exhibitor guidelines



**sunshine coast
convention
centre**

Wonder full

SunshineCCC.com

corporate. lifestyle. events

twin waters. australia

Event compendium & exhibitor guidelines

Thank you for choosing to hold your conference at the Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort. We would like to take this opportunity to make the process easier for you by providing some convenient tips and information that may assist for requirements of your upcoming conference.

The venue is one of the most adaptable conference venues in Queensland. Its desirable Sunshine Coast location surrounded by beach, river and bushland sets it apart from other destinations in Australia.

With conference and accommodation facilities for up to 1,500 guests it is one of the most versatile venues to work with. From state of the art convention facilities to exclusive use of our lagoon beaches, wide open space on our purpose built sporting field or function rooms floating on water, your events will be truly wonder full.

Facilities

- State of the art regional convention centre
- Versatile meeting and events venues with capacity of 1,500
- 361 Accommodation Rooms
- Lagoon water sports
- Restaurant, bar and cafe
- Wi-fi and AV Company
- Gymnasium and Kids Club
- Complimentary car parking
- Onsite team building
- Pool and Spa
- Putt putt, bike, surfboard and SUP hire

Location

The Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort is conveniently located only 5kms from the Sunshine Coast Airport and an hour's drive (112km's) north of Brisbane international airport. The Sunshine Coast offers an abundance of unique attractions, including Australia Zoo, Underwater World, Aussie World, Eumundi Markets and more.

- Sunshine Coast Airport 5KM
- Brisbane Airport 112KM
- Maroochydore CBD 10.6KM
- Walk to beachfront 200M
- Twin Waters Golf Course 1KM

Venue noise curfews, music and entertainment

Please note that in respect to our guests and local residents the following curfews have been placed on music and entertainment around Novotel Sunshine Coast Resort. Entertainment more than a duo for outdoor locations will require approval from Resort Management.

Sunday to Thursday Nights

Outdoor Areas: 10:00pm

Indoor Areas: Midnight

Lily's on the Lagoon: Midnight

Friday & Saturday Nights

Outdoor Areas: 10.00pm

Indoor Areas: Midnight

Lily's on the Lagoon: Midnight



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Freight

Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort will accept delivery of goods between Monday to Friday, receiving times are from 8:00am – 2:00pm. Please ensure your items are labeled with the official freight label provided. With the freight label we advise exhibitors to address this to 'their' contact person on site who will be looking after the stand (not the event organiser). This will assist us in finding the correct items. Pre event freight will be stored complimentary for a maximum of 3 days prior to the event commencement.

It is the exhibitor's responsibility to pack up freight for collection, attach a completed consignment note and arrange collection by preferred freight company. Post event freight will be stored complimentary for a maximum of 3 days until collection by the designated freight company. Should goods be left without the required documentation and the Exhibitor requires the assistance of Novotel Sunshine Coast Resort and/ or Sunshine Coast Convention Centre in the freight of these goods the these parties will not accept any liability for loss or damage during this process.

Novotel Sunshine Coast Resort and Sunshine Coast Convention Centre accepts no responsibility for arranging couriers or the delivery of items. Either party accept no liability for goods received or stored pre or post the event date or at any time during the event.

Site safety rules

Personal Protective Equipment

All visitors to the loading dock require high visibility vest/clothing. Foot wear must be fully enclosed. Thongs or sandals are not permitted. For visitor or drivers working on site, safety footwear must be worn.

Safe behaviour in the workplace

All staff are to act responsibly and safely whilst on site. All staff shall strictly comply with the WHS Act 2012 and relevant work health safety Regulations, Australian Standards, Government Legislation, Regulations and Code of Practice. Staff also required abiding by Accor standard policies for Occupational Health and Safety, Environmental Policy and Human Rights and Equal Opportunity Policy Statement.

Deliveries

- Driver's either loading or unloading in the loading dock area are not required to sign in, they are required to remain in or with their vehicle at all times.
- Driver's are not permitted to enter the back off house.
- Visitors are not permitted to enter the back of house areas unless accompanied by a Novotel Sunshine Coast Resort staff member

Exhibitor behaviour

Novotel will provide for your stand - tables and chairs only, please note pricing is dependent on contracted negotiations, please contact your Event Executive for further information. All additional equipment will need to be sourced through an equipment hire company. Table size available will be 1800mm x 760mm x 700 high (multiple tables can be arranged if required).

Exhibition set up times

Please contact your Event Executive for further information as to nominated bump in times specific to your event. If you have sent freight, please advise the banquets supervisor on your arrival, and they will locate this freight for you. If you require any special equipment or set up, please advise your organizer before the event to ensure arrangements can be made.

Exhibition removal times

Please contact your Event Executive for further information as to nominated bump out times specific to your event. Exhibitors acknowledge the right of the Novotel Sunshine Coast Resort and/or Sunshine Coast Convention Centre staff to remove any goods left onsite after this time and agree to accept the full costs incurred.



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3 Phase power

3 phase power is available upon request in, please speak directly with your Event Executive.

Power requirements

Exhibitors are responsible for providing their own extension cords, or can be assisted by our onsite contact AV Partners (additional costs may apply). It is strongly recommended that a surge protector is also used for greater protection of your equipment. Please inform the event organizer if you will require power to your stand.

Electrical equipment - tagging

All electrical equipment brought into the Trade Show must be tested and tagged for current use.

Telephone lines

No telephone lines are available in the exhibition area.

Business centre

A complimentary 'Mac Webcorner' is located within the main lobby complex.

Internet connection

Should you require internet connection, please advise your Event Organiser to arrange, alternatively please contact our onsite contact AV Partners for further information and pricing.

Forklift

The Resort has a forklift on-site, if you require a forklift to load / unload your freight please contact the Conference Office on 07 5450 9519, prior to the event, to make arrangements. Forklift access is prohibited within the Sunshine Coast Convention Centre, please speak with your Event Executive for further information and clarification.

Smoking

Smoking is only permitted in the designated area located near the back loading dock. Smoking is prohibited within the hotel roofs, loading dock, car park or plant rooms.

Exhibitor parking

Complimentary parking is available in the main resort car park.

SCCC Roundabout

Drop off and pick up point only, no parking at any time unless advised otherwise by Event Executive.

Removing rubbish

All Exhibitors are to remove all rubbish from their site at the close of the trade show. All rubbish must be sorted into recyclable and general waste, appropriate rubbish bins are provided around the site for this purpose.

Sale and supply of food & liquor

The sale of food and liquor is not allowed on Novotel Sunshine Coast Resort and/ or Sunshine Coast Convention Centre property.

Public liability insurance

As a requirement to providing any goods & services on-site, you must have valid and current public liability insurance with adequate cover.

Emergency procedures

In the event of an evacuation please exit the building via the 'Exit' doors to the main car park as the evacuation point. Each 'Exit' door will notate an evacuation route. Further instruction will be provided as appropriate at this point from Banquets staff.



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Security

Novotel Sunshine Coast Resort and/ or Sunshine Coast Convention Centre accepts no responsibility for any loss or damage to vehicles, tools, equipment, materials or any other property. All material or equipment left on site overnight or during weekends constitutes a WHS hazard and must be stored in a proper manner and to the property's satisfaction. Unlawful removal of any goods or property from the property shall be considered as theft and will be reported to the Police. Any gas bottles or pressure vessels must be removed from the work site at the end of each shift. Whilst on the work site, all cylinders should be secured and used according to legislative guidelines. All dangerous goods, including flammables must be removed from the work site at the end of each shift.

Vehicle speed limits

All visitors, contractors and guests are expected to drive safely and follow any site specified speed limits and other rules. Speed limit must be observed as per map and description below:

- Red Zone: No general traffic. Porters, maintenance and emergency vehicles only in emergency, Max speed 5kph
- Blue Zone: Max speed 5kph
- Yellow Zone: Max speed 10kph
- Black Zone: Max speed 20kph

Wandiny pavilion

Ceiling Height 2.9m on the outside edge and 6.4m at the centre of the building.

Rigging

For all ceiling mounted rigging enquiries, please contact one of our partners, AV Partners; Ritchie Harland, rharland@avpartners.com or call 07 5450 9502.

For all further enquiries, please contact the events team; 07 5450 9582



Appendix one - Novotel Sunshine Coast Resort Map



NOVOTEL
HOTELS & RESORTS
SUNSHINE COAST RESORT

LEGEND

- 01. Central Complex
 - Reception
 - Grab & Go Take Away
 - Delicious Deli
 - Aqua Lounges + Bar
 - Novosau Restaurant
 - Murrumbidgee Rooms
 - Mudjimba Rooms
 - Maroochy Rooms
 - Maroochy Room
 - KidzCove
 - Accor Vacation Club
 - Games Room
- 02. Twin Waters Day Spa / Gym
- 03. Beach Path
- 04. Activities Central
- 05. Mini Golf
- 06. The Field
- 07. Experiences HQ & Gym
- 08. Sunshine Coast Convention Centre
- 09. Lily's on the Lagoon

Ground Level
1st Floor





CONFERENCE DELIVERY

TO:

Novotel Sunshine Coast Resort / Sunshine Coast Convention Centre
270 Ocean Drive
Twin Waters QLD 4564
Australia

Loading Dock Receiving Times are 8:00am to 2:00pm Monday to Friday

Resort onsite contact: Purchasing 5450 9587 / Banquets Operations 5450 9519 or 0403 343 078

Conference Name: _____

Senders On-site Contact:
Business Name:
Contact Phone:

*** Please provide YOUR name ***

*** Please provide YOUR Business name ***

*** Please provide YOUR phone number ** (Mobile if possible)*

Conference Date:
Conference Room:

No. _____ of _____ packages

**** ALL DELIVERIES BEING COURIERED FROM THE RESORT
MUST HAVE A FULLY SIGNED & COMPLETED CONSIGNMENT NOTE ATTACHED****
Shipments will not be freighted if a signed consignment note is not attached



CONFERENCE PICK-UP

Courier – *insert courier name here*

Date of Pick up – _____

DELIVER TO:

**

**

**

**

** *Phone*

Picked up from :

Novotel Sunshine Coast Resort / Sunshine Coast Convention Centre
270 Ocean Drive
Twin Waters QLD 4564

No. _____ of _____ packages

Wonder full



Sunshine Coast Convention Centre

07 5450 9582

admin@SunshineCCC.com

270 Ocean Drive, Twin Waters

QLD Australia 4564

Novotel Sunshine Coast Resort

07 5450 9582

conference@twinwatersresort.com.au

270 Ocean Drive, Twin Waters

QLD Australia 4564