

NATIONAL
CONVENTION
CENTRE **Canberra**

2024

EXHIBITION AND SERVICE MANUAL



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Introduction

Welcome to the National Convention Centre!

The National Convention Centre Canberra (NCCC) is owned by the Australian Capital Territory Government and operated by InterContinental Hotels Group.

This Exhibitor Information and Services Manual has been designed with the intention of making your experience at the National Convention Centre Canberra as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

Any service request forms should be completed and returned to the National Convention Centre Canberra with payment prior to the commencement of the exhibition as stipulated in the forms. It is only after payment and completed forms have been received that any requests will be processed. All prices are inclusive of GST and are in Australian dollars, unless otherwise specified. All quoted prices are current at the time of printing and are subject to change. Please return all completed forms or related enquiries to nccc.exhibitor@ihg.com.

Our Details

If you have any further queries about the venue or the exhibition, please do not hesitate to contact our Events & Sales Team at the National Convention Centre Canberra.

Events & Sales Team
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Telephone: +61 2 6276 5200
Facsimile: +61 2 6276 5276
Email: nccc.sales@ihg.com
Website: nccc.com.au

All references to NCCC mean the National Convention Centre Canberra.

All information in this document is current at the time of printing and may be subject to change at the discretion of the National Convention Centre Canberra's Management.

Workplace Health and Safety

Any contractors working on-site will need to provide copies of both Workers Compensation and Public Liability certificates for all contractors. These need to be provided to the venue **seven (7) working days** prior to the event.

Access to National Convention Centre Canberra

To ensure a trouble-free build, exhibitors and stand contractors must adhere to the access times specified by the event organiser. Access into the exhibition space prior to the scheduled time will not be permitted. All event organisers must provide full particulars on exhibition bump in and bump out schedules including: on-site organisers, exhibition contractor, main shell scheme contractor, freight forwarding company including forklift and truck schedules, security company, rigging contractor, and electrical contractor. On-site event organisers (main point of contact) must have the capacity to make decisions and issue instructions to their staff, on instruction from the NCCC Duty Manager. Move out or breakdown prior to the scheduled time will only be permitted with the consent of the event organiser and NCCC.

Only designated service entrances, lifts and loading docks are to be use for the transportation of materials. Any trucks and trailers that will be used the NCCC may ask for weight load specifications prior to arrival to determine if the vehicle can access the loading area.

Exhibition Hall Specifications, Ground Floor

Ceiling Heights:

Height of entrance to Exhibition Hall via loading dock bi-fold doors	3.9m
Height of entrance to Exhibition Hall via main foyer	2.47m
Height of Exhibition Hall floor to ceiling trusses	9.0m
Height of Exhibition Hall floor to underside of gallery	3.06m
Exhibition Hall floor to ceiling	10.4m

Area: 2,000M²

Floor Loading: 700kg M²

Ceiling Loading: Details and ceiling diagrams provided upon request

Power:

- Floor pits: 18 pits that house
 - 2 x double 10 amp general purpose outlet
 - 1 x 15 amp outlet
 - 3 phase outlets at specific locations
- Surrounding: 9 x 32amp 3 phase outlets
- Walls: 1 x 50amp 3-phase outlet

Flooring: Carpeted throughout

Ballroom Specifications, First Floor

Ceiling Height:	4.5m
Area:	650 M ²
Floor Loading:	500kg / M ² distributed 360kg / M ² concentrated
Power:	Walls/ Ceiling
Flooring:	Carpeted throughout
Goods Lift:	Weight capacity: 1428kg Goods lift dimension: 1900mm (L) x 1400mm (W) x 2100mm (H) Lift door dimension: 1000mm (W) x 2180mm (H)

Access for Bump In & Bump Out

Loading Dock

Bump in and bump out schedules must be provided at least 3 weeks prior to your event, from here your Event Manager will determine whether a Loading dock marshal or porter will be required.

If your exhibition is bumping in/ out on a weekend or if you are a standalone exhibition you must pay for a Loading dock marshal for the duration of bump in/ out

Vehicles are not authorized to park in the loading dock areas during bump-in or bump-out, vehicles may remain for unpacking/ packing only. Any vehicles left unattended for longer than 30 minutes will be towed. The NCCC reserves the right to decline entry or remove any vehicles that disobey or refuse to listen to the Loading Dock Marshal and/ or the NCCC operations team. Please advise your NCCC Event Manager if parking is required for trucks as traffic control may need to be engaged and charges will apply.

Vehicles and their contents are the responsibility of the owner and all goods must be removed from the venue by the next working day.

Exhibition Hall Loading Dock Access (via Constitution Avenue)

General deliveries are accepted at the roller door on the corner of the building. Loading access for events and exhibitions is at the end of the building past the roller door.

The Exhibition Hall loading dock is for loading and unloading equipment for exhibition contractors such as stand builders, logistics companies, audio visual and styling companies working onsite. Exhibitors and delegates are able to drive around to the Exhibition Hall Terrace to load/ unload items; once loading is complete they will need to move their vehicles to the underground carpark.

Access to the Exhibition Hall Terrace is restricted to between the hours of 0800hrs – 2000hrs. Any bump in before 0800hrs or bump out after 2000hrs unloading/ loading of equipment is via the side back crate loading dock. This may be subject to changes.

The height of the loading dock is 3.9m. To access the Exhibition Hall Terrace via the ramp, the maximum weight including the load for the truck is 23 tonne access 3 axels. If you think your truck will be over the 23 tonne access 3 axels (including the load) please contact your Event Manager to explore alternative options.

Royal Theatre Loading Dock Access (via Coranderrk Street)

The Royal Theatre Loading Area is on Coranderrk Street on the east side of the building. Load in is onto the stage through the roller door or onto the flat floor through the double doors. The height of the roller door is 2.2m height and 3.6m width.

Parking is not permitted in this area for any vehicles and parking inspectors regularly patrol this area. All cars need to be parked in a designated car park, paid underground parking is available under the NCCC or there is additional public paid parking available across Constitution Avenue.

Please advise your Event Manager if parking is required for trucks as traffic control may need to be engaged and charges will apply.



Bump In

Access to The NCCC is only available during the official move in period and can be arranged with the organiser. During this move in period, exhibitors can arrange for items to be delivered to the centre- Please refer to the Deliveries section of this manual for further details.

During the move in period it is The NCCC's Policy that all personnel must be wearing high visibility clothing and closed in footwear - Please refer to the WHS checklist page for further details. Exhibitors must ensure that they make adequate arrangements for the removal of rubbish from

their display at the conclusion of the move in period- Please refer to the Cleaning section of this manual.

Exhibitors are advised to have at least one staff member rostered on during move in or while any product or equipment remains on your stand. The NCCC does not take any responsibility for these items and it is strongly advised that you have someone present on your stand during this time.

Bump Out

Due to the substantial number of people and products associated with move out, it is impossible to secure individual displays and products. Exhibitors are advised to have at least one staff member rostered on during move out or while any product or equipment remains on your stand.

Exhibitors must ensure that they make adequate arrangements for the removal of rubbish from their display at the conclusion of the Exhibition. Exhibitors must ensure that all tape is removed from the floor and that there is no waste left at The Centre. Exhibitors failing to remove waste will be charged for the additional cleaning of the space and any additional charges.

Parking of Personal Vehicles

Parking of personal vehicles is not allowed at the Exhibition Hall loading dock and terrace for both exhibitors and contractors during bump in and bump out.

All cars/vans need to be parked in a designated car park, paid underground parking is available under the NCCC or there is additional public paid parking available across Constitution Avenue.

Exhibitors/contractors should be aware NCCC does not have a forklift/trolley onsite for hire. It is recommended exhibitors bring own trolleys for moving exhibitor's goods.

The general goods loading dock is open from 8:00am to 4:00pm (closed on public holidays). The Exhibition Hall loading dock is open depending on the approved event bump in/bump out schedule. Under no circumstances are vehicles to be left unattended on the terrace area or on the loading dock.

Cleaning

Normal cleaning is included in the cost of the room hire. The client/organiser may incur additional charges in instances where an event has created additional cleaning requirements, which are considered by the NCCC to be over and above normal cleaning.

Please note: Additional charge of \$450.00 per skip may apply for all additional rubbish that is collected after completion of a conference

Waste Removal

It is the responsibility of the exhibitor to maintain their stand in a clean and tidy condition at all times. Exhibitors are to make their own arrangements for removal of items not needed for

display and rubbish resulting from unpacking exhibits (such as cartons, boxes, crates, plywood etc.). Packing tape can be purchased from the NCCC reception desk if needed.

As an exhibitor it is your responsibility to:

- Ensure all waste is placed in the aisles for disposal by the cleaning team.
- Ensure that all goods and materials, e.g. bricks, timber, metal frames etc. are removed from the site.
- Notify the organiser of specific waste requirements, especially toxic, grease, oil etc. Correct disposal methods should be discussed with the organiser.
- Ensure that the disposal of waste complies with all local, state and federal statutory requirements and Environmental Protection Authority guidelines.

Rigging

Limitation of **one company to perform "Top Rigging"** - this refers to the affixing of any structure to the ceiling or permanent infrastructure attached to the ceiling in any room. Maximum of **one additional company per event to perform subsequent or secondary rigging** such as but not limited to the affixing of banners, lights of other items to the "Top Rig" infrastructure.

Rigging must be co-ordinated around the stand build/ set up to ensure the safety of all staff working on the floor. All rigged items or systems must be installed prior to groundwork commencing where possible. In certain circumstances, an additional bump in day may be needed to allow enough time for the safe set up of any rigging.

All custom build rigging plans must be sent and sighted by NCCC, no later than **thirty (30) working days** prior to the event.

To ensure safety of delegates, staff and the venue and due to rigging being a high risk activity **only approved rigging companies are permitted to perform rigging** of any sort within the venue. Any company can request to become an approved rigging company, which requires a formal approval process to be conducted and the process will take approximately one month from date of request.

All rigging plots must be approved by a licensed rigger. It is the responsibility of the audio visual/rigging company to forward accurate details to a licensed rigger for approval. Licensed riggers required to perform rigging work at the NCCC will be asked to produce their high risk (RB, RI or RA) tickets before they commence work. Riggers must complete a hazard analysis and submit this to the Centre **seven (7) working days prior to the work being undertaken**. Please contact your Event Manager to commence the approval process or to confirm details for already approved rigging companies.

Banners and Signs

The NCCC can arrange to hang your banners and signs in accordance with organiser's requirements via Encore Event Technologies. This service must be arranged prior to arrival at NCCC. For further information regarding banner hanging please contact Encore Event Technologies on +61 2 6257 6786.

Custom Build/Shell Scheme Stand

All build plans must be sighted by the NCCC. The build plans will be checked for operational servicing only and not as to whether it meets and complies with all or any relevant regulations and building codes. It is the responsibility of the customer to forward accurate details to the

venue. All build plans must be received by the NCCC a minimum of thirty (30) days prior to commencement of the event or as advised by the Event Coordinator. All build plans should not be considered final until sighted by the NCCC.

It is the Exhibition organiser's responsibility to ensure custom stand builders have gained all required certifications and necessary forms/ information. Any further questions or requests from stand builders/ exhibitors can be forwarded to the NCCC events member from the Exhibition organiser.

- The NCCC reserves the right to request modifications to or removal of a stand should it be deemed to represent a significant and unmanaged risk.
- Custom build booth plans must be generated via professional software (not drawn by hand)
- If the custom built booth height/wall structure is 3m or more a builders report is required
- The NCCC may require a structural engineer report for custom build booths which are more complex in terms of height/weight load/ wall structures/rigging/ceilings. This will be determined once we receive the custom build plan. The cost to engage a structural engineer to obtain a safety report is to be covered by the builder or the company who owns the stand. Please contact your Event Manager for the cost.
- All stand builds in the Main Foyer and Ballroom area are to be a maximum height of 2.5m. The Wave Wall area in the main foyer allows a maximum height of 2.3m. Please provide notification to the conference organiser if the stand is higher than the above due to the foyer area ceiling have different heights.

Scissor Lift & Boom Lift

Arrangements can be made to hire a scissor lift or boom lift through the NCCC. Current operating tickets must be sighted before hire approval is granted. Alternatively, qualified staff may be hired to operate the lift. Please note: the boom lift can only be used when the exhibition is a build zone and prior to exhibitor access. Current hire charges, both with and without operators, are available upon request. Refer to order form attached.

Please note the NCCC does not have a pallet jack available for hire.

Display and Set up

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands.
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor emit toxic fumes should ignition take place.
- The structure of the building must remain in the same condition as prior to set-up. Any changes to the building and property of the NCCC will be charged to the company at fault.

Electrical Equipment

All electrical equipment used by contractors and exhibitors must comply with current Australian Electrical Standards and Workplace Health and Safety Regulations. NCCC reserves the right to refuse any equipment used by contractors, exhibitors and clients. Points to note:

- Electrical equipment and leads must be currently tested and tagged.
- Damaged or faulty equipment will not be permitted to be used in NCCC.



- Frayed electrical cables and leads will not be permitted to be used in NCCC.
- The NCCC does not have a qualified appliance tester on site, one may be available at a charge.
- Currently in date.

Audio Visual

Our in house audio visual partner is Encore Event Technologies, as a well-established and experienced provider of technical and creative service. Encore Event Technologies will assist you with audio, lighting, data and vision requirements for your event and can also provide styling, video, graphic and production support should you require.

Encore Event Technologies

Neil Ambida
Venue Director
PO Box 1013
Civic Square ACT 2608
Telephone: 61 2 6276 5212
Email: neil.ambida@encore-anzpac.com

Catering/Food and Beverage Accounts

For the convenience of exhibitors, we have put together some suggestions for food and beverage on the catering form located on page 24, which can be pre-ordered and consumed at various exhibition booths during an exhibition. Please complete the account form and sign and return no later than **fourteen (14) working days** prior to the event.

The NCCC has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring any food and beverage into the venue from outside caterers or suppliers unless approved in writing by NCCC. It is the organiser's responsibility to ensure guests do not bring any food or beverage into the NCCC unless approved.

Food and Beverage Sampling

NCCC has sole catering rights for the sales and/ or distribution of any article of food or drink consumption onsite. Use of any external food and beverage provision including sampling must be approved by both the event organizer and the NCCC in writing prior to the event, and external charges may be applicable. Clients without prior approval will be unable to provide food or beverage onsite.

Please fill out the **Food and Beverage Sampling Request Form** attached which also includes guidelines for distribution. Our Exhibitor Services team will respond via email to advise if this request has been approved and to notify of any applicable charges.

Single-use Plastics Ban

On 1 July 2021, the ACT commenced a ban on the sale and supply of selected single-use plastic products which includes single-use plastic cutlery, single-use plastic drink stirrers and expanded polystyrene takeaway containers. It is important that food vendors/vans (including those based outside of the ACT) adhere. Online resources are available with information on key details and prohibited and alternative items. For more information please refer to [Single-use plastics - City Services \(act.gov.au\)](https://www.act.gov.au/city-services/single-use-plastics)

Car Parking

Paid parking with internal lift access from entry level is available underneath the NCCC. The entrance height of the car park is **1.9m**. Pre-paid parking is available at Reception, in the Main Foyer. Exit tickets may be obtained by completing the exhibitor services request form attached and returning it to the NCCC with full payment at least **ten (10) working days** prior to your event. Alternatively, voucher public parking is available across the road from NCCC. If you have a large vehicle please contact the NCCC prior to the event to discuss alternate arrangements. Under no circumstances are exhibitors permitted to park in or around NCCC, other than in the designated spaces provided. These areas are regularly patrolled by Government parking inspectors. Please note parking space availability is based on first come first serve basis.

Fire Safety & Dangerous Substances

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, or other flammables, and equipment using such flammable materials as gas stoves and electric stoves without prior consent from the NCCC management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of the Australian Capital Territory and the Commonwealth of Australia.

LPG use on Exhibitor Stands

The NCCC must be notified of intent to install LPG appliances prior to the move in period. Each application is assessed with the safety of the public as its priority. The NCCC reserves the right to accept or reject any application.

The use of LPG on stands is allowed in the Exhibition Hall, however the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations
- All applications must be approved for the use in accordance with the relevant acts and regulations
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day
- Maximum cylinder size = 9kg. Approval must be sought for larger cylinders
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system is not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public

- Each evening at the close of the show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to the loading dock for overnight storage.
- Security and provision of storage facilities at designated areas is the responsibility of the event organiser
- All installations must be tested for leaks prior to each operational period by an approved "sniffer" device e.g. AGL "snoop" or by electronic detectors
- An appropriate fire extinguisher must be present on every stand where LPG is being used
- A risk assessment must be completed a minimum of **three (3) working days** prior to the event and after which consent may be granted by the NCCC.

Sustainability

We acknowledge our responsibility to respect the environment and manage our impacts to benefit the communities in which we operate. We are committed to measuring and managing those impacts and finding innovative ways to reduce them.

We implement sound environmental practices in our venue's design, development and operations and encourage the development and integration of sustainable technologies.

Ways you can help during your event;

- Dispose of all materials correctly. Clearly marked containers are located throughout the NCCC for recyclable materials. (Plastic, paper, glass and aluminium are all able to be recycled)
- Re-gifting conference satchels and promotional items to orphanages, charities, schools
- Utilising public transport or shared e-scooters. Information on public transport options and hotels within walking distance are available for both conference organisers and delegates.
- Donating unused food and/ or samples to Oz Harvest Food Rescue
- Include organic and low food mile menu items for catering

Please speak to your Event Manager if you have any questions or would like further information on our Environmental Policy.

Smoke Detector Isolation

Please be aware that smoke detectors are in place throughout the Exhibition Hall. Items such as helium balloons, smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Manager prior to arrival at the Centre, and arrange for Smoke Detector Isolation if necessary, at a cost of \$650.00 per day. Please note that this service will be reinstated daily. If the detectors are set off due to client or exhibitor negligence, a charge will be passed on directly from the ACT Fire Brigade. A minimum of **seven (7) working days'** notice is required for isolation. A retrieval fee of \$653.00 will also be charged to any exhibitor who has helium balloons released into the ceiling. Maximum smoke isolation allowed is 10 hours a day.

Vehicles and Other Machinery

- Vehicles must be driven in and out of the building, during bump in and bump out of an exhibition, at a walking pace. Passenger or Non-Exhibitor Vehicles are not to enter the building except in loading dock area and only under supervision of Centre staff.

- The weight load of the vehicle/machinery must be sighted by the venue prior to the event to ensure the weight is within the allowed limit.
- If the vehicle/machinery is above the weight limit that the NCCC can allow, a structural engineer report will be required. Please contact your Event Manager for the cost to engage a structural engineer to obtain a safety report.
- The integrity of the vehicle's fuel and oil system is to be inspected by the exhibitor or their nominated representative, before it is permitted to enter the building.
- All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the NCCC.
- Drip trays must be provided for all display vehicles regardless of age. Charges will apply for any damages.
- All keys for any vehicles on site must be signed in and signed out at the NCCC reception (i.e. show vehicles, forklifts, boom and scissor lifts) for the duration of the time on site.

Prayer Room

Dedicated Prayer Rooms can be organised for your event if needed. Please contact your Event Manager to have these allocated and booked in advance.

Deliveries

All exhibition goods being delivered to the NCCC need to be labelled correctly using the delivery label (refer to attached Delivery form). Arrangements should be made for goods to arrive on the exhibitor bump-in day or up to two working days prior. Goods that are sent before this, or that are not labelled clearly, will not be accepted. All fragile, liquid, chemical or electric items must be identified ahead of time and clearly labelled so special arrangements can be made for storage.

If the event falls on:	Deliveries will be accepted by the venue no earlier than:
Monday	Previous Thursday
Tuesday	Previous Friday
Wednesday	Previous Monday
Thursday	Previous Tuesday
Friday	Previous Wednesday
Saturday	Previous Thursday
Sunday	Previous Thursday

Collection

- All goods must be removed by the next working day. The NCCC reserves the right to dispose of any goods left at the NCCC after **seven (7) days**.

- A completed consignment note must be attached to boxes for prompt collection. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice *prior* to bump out time.
- Consignment notes should be organised prior to the end of the event. Please note that NCCC staff **cannot** sign the dangerous goods declaration/customs form.
- If goods need to be collected urgently, please advise the NCCC to discuss how we can help you.

Storage

Goods will only be accepted two (2) working days prior to an event. Any goods that arrive more than **two (2) working days** prior to the event the NCCC has the right to decline the delivery. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the booth area. Once the event has concluded, all goods should be removed from the NCCC by the next working day. If you have any delays in pick up please notify the NCCC. If a freight forwarding company is hired, please note no onsite storage e.g.: trailer, container is permitted to be left onsite.

The NCCC has limited storage areas available onsite for packing materials, boxes, excess sample goods etc. during your event.

It is recommended that organisers and exhibitors consider their storage needs for the duration of the event, extra rooms can be rented for storage if needed. We require all requests for the storage of items be coursed only via the event coordinator. Prior approval in writing must be obtained from your NCCC Event Manager and is subject to availability.

Accommodation

The Crowne Plaza, one of Canberra's leading hotels, is only a 2 minute walk from the National Convention Centre Canberra. The hotel has a variety of meeting spaces and venues suitable for committee meetings, secretariat space, additional breakout rooms, executive meetings or intimate social gatherings.

Please contact the Crowne Plaza for rates and availability.

PH: (02) 6274 5500

<https://canberra.crowneplaza.com/>

Community Involvement

At the NCCC, we play an active role in the community and everyone is invited to participate and make a difference. You can help us by donating surplus promotional items, such as satchels, note pads, caps, t-shirts, pens, water bottles, balls, etc.

We organise delivery of these items to orphanages and schools in Nepal, India, Zambia and South East Asia. If you are able to contribute, please notify Reception and label goods with "Orphanage Appeal" during the exhibition bump out.

Give-aways and prize draws at conferences, events, and exhibitions in the ACT

Exempt Lottery

Pursuant to section 6(1) of the Lotteries Act 1964 (the Act), an exempt lottery is defined as:

- a Trade Promotion Lottery where the total prize value does not exceed \$3000;
- a Raffle where the total prize value does not exceed \$2,500;

Lotteries that do not fit within above parameters require a permit before they can be advertised and operated in the ACT. Lotteries that fit within above parameters do not require a permit to be conducted in the ACT, however they must conform to legislative requirements that are detailed in the Act.

To apply for a permit an application can be completed online through the link below:

<https://form.act.gov.au/smartforms/landing.htm?formCode=1093>

Conditions for the Conduct of Exempt Lotteries

- Each ticket or entry in the lottery must have an equal chance of winning;
- The winning ticket or entry, and, if available, the identity of the person who holds the winning ticket or entry, must be recorded by the person conducting the lottery;
- The person conducting the lottery must make the results of the lottery available to subscribers (for example, via a newspaper, email, website or newsletter) and if the identity of a person who holds the winning ticket or entry is known—tell the person the results of the lottery;
- A person who wins a prize must not be charged a fee when the person receives the prize;
- The person conducting the lottery must not conduct the lottery or advertise the lottery in a way that, having regard to the lottery participants, could be considered inappropriate or offensive;
- For a lottery with 2 or more prizes—the major prize must be drawn first, unless a winning ticket or entry is eligible to win another prize;
- The person conducting the lottery must do everything reasonably necessary to ensure that a person entitled to a prize in the lottery receives the prize;
- If a prize is not claimed within a reasonable period, taking into account the nature of the prize, the person conducting the lottery must draw another winning ticket or entry; and
- The person conducting the lottery must take reasonable steps to identify a person who holds a winning ticket or entry.

For more information and application forms, go to the Commission's website:

<http://www.gamblingandracing.act.gov.au/> and click on the lotteries section

Animals

No animals or pets (with the exception of Service or Assistance animals) are permitted in the NCCC at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Animals are not allowed to be left unattended or on site overnight. Written approval must be obtained prior to any animal (with the exception of Service or Assistance animals) entering the NCCC, please submit the attached **Animal Permit Form** no later than 14 days prior to the event.

Insurance

Exhibitors should also consult their own insurance companies for suitable coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage.
- Expenses incurred due to cancellation or postponement of the exhibition.
- Additional public liability.

Disclaimer

Subject to any provision of the Trade Practices Act 1974 (if applicable) which cannot be excluded the National Convention Centre Canberra will not accept responsibility for damages or loss of goods and property left in NCCC prior to, during or after an exhibition. All goods and satchels belonging to clients must be claimed and removed from the NCCC by the following working day. The NCCC reserves the right to inspect vehicles leaving the NCCC during bump in and bump out of an Exhibition.

National Convention Centre Canberra Account Details

Please be advised that the following account details should be used for any EFT payments to the NCCC.

Trading Name: National Convention Centre Canberra
Account Title: National Convention Centre Canberra
Bank Name: HSBC Bank Australia Ltd
Branch: 333 George St Branch, Sydney, NSW, 2000 Australia
BSB Number: 342 011
Account Number: 2665 82001
(Intl)Swift Code: HKBAU2S

Please send a remittance advice including the invoice number to:

F +61 2 6257 3182

E act.accounts@ihg.com

Please indicate on each order form if you intend to make EFT payment and a NCCC representative will provide you will an invoice number to process the payment.

Stand Cleaning Order Form

Exhibition/Conference Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, a charge of **\$50.00 per hour applies**. Minimum of 1 hour applies. Please ensure this form is submitted at least 14 days prior to the start of an event to allow time for installation and delivery.

Please complete the table below;

Dates Required	Time	Cost per day
Total charges		\$

Please Note:

- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 14 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- The NCCC is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the NCCC staff. Care will be taken in the cleaning of exhibitor stands, however the Centre will not be held responsible for any damage to exhibitor or their contractor's stand, furniture, product or signage.

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre to process authorised charges to the above credit card

Please Return to:

National Convention Centre Canberra PO Box 1013
Civic Square ACT 2608 Email: nccc.exhibitor@ihg.com

Visa, MasterCard and American Express payments incur a merchant service fee of 1.5%, Diners and JCB payments incur a merchant service fee of 3% which will be added to the total amount payable.

Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.

Car Park Exit Ticket Order Form

Exhibition/Conference Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Please ensure this form is submitted at least 14 days prior to the start of an event to allow time for installation and delivery.

Dates Required	Number of Tickets	Type of Ticket	Price	Total Cost
		Single exit	@ \$21.00 per day	\$
		Single exit	@ \$21.00 per day	\$
		Single exit	@ \$21.00 per day	\$
		Multi exit	@ \$24.50 per day	\$
		Multi exit	@ \$24.50 per day	\$
		Weekend exit	@ \$7.00 per day	\$
		Weekend Multi exit	@ \$14.00 per day	\$
Total charges				\$

Please Note:

- If your vehicle is larger than 1.9m high and/or has a trailer, please contact the Centre to discuss other parking arrangements
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 14 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices may be subject to change at the discretion of the NCCC Management

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Lifting Equipment Hire Order Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Operators Name: _____ Ticket/License No: _____

Please ensure this form is submitted at least 10 days prior to the start of an event to allow time for installation and delivery.

Lifting Equipment	Rate	Dates/Times Required	Total
Forklift and licensed driver (per day) ** Please call NCC for preferred supplier			\$
Scissor Lift (per day)	\$380.00		\$
Scissor Lift (per hour)	\$60.00		\$
Boom Lift (per day)	\$380.00		\$
Boom Lift (per hour)	\$60.00		\$
Total			\$

Please Note:

- The NCCC does not have a Forklift on site
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- All operators must produce their current relevant licenses before operating any of the above equipment. Please attach a photocopy of your licence/Ticket, and photo ID and return with this order
- Boom lift above 14m requires a high risk licence

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Audio Visual Order Form

Exhibition/Conference Name: _____
 Name: _____
 Event Date: _____ Stand Number: _____
 Contact Name on Day: _____
 Company Name: _____
 Address: _____
 Telephone: _____ Fax: _____
 Email: _____

Please ensure this form is submitted at least 10 days prior to the start of an event to allow time for installation and delivery.

For a complete range of Audio Visual equipment please contact Event Staging Manager, Neil Ambida on 02 6276 5212 or email: neil.ambida@encore-anzpac.com

Data Display Equipment	Quantity	Each Day	Delivery and Set up fee	Number of days	Cost
Sony 46in LCD Screen & Stand		\$385.00	\$212.00		\$
T430 Lenovo Laptop		\$230.00	\$43.00		\$
LG 24in LCD Monitor		\$99.00	\$43.00		\$
Total Charges					\$

Encore Event Technologies office is located on the ground floor of the NCCC, staff are available to provide recommendations or if technical difficulties arise throughout your event. For outside business hours please contact the NCCC on 61 2 6276 5200.

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Limited stock of plasma screens and stands are available on site
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a \$40 late fee charge
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are exclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment – Please complete your payment online directly with Encore Event Technologies

Access the website via www.encore-anzpac.com then click Payments tab and follow the prompts to complete your payment online.

Please Return to:
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com

Internet Order Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Please ensure this form is submitted at least 10 days prior to the start of an event to allow time for installation and delivery.

Broadband Wi-Fi Internet Code (Multi User)	One Day	Additional Days	Data Allowance	Total Days Required	Cost	Custom Flooring
10Mbps Internet Connection	\$165.00	\$110.00	Unlimited data			Yes <input type="checkbox"/>
20Mbps Internet Connection	\$220.00	\$137.50	Unlimited data			
30Mbps Internet Connection	\$275.00	\$165.00	Unlimited data			No <input type="checkbox"/>
Cabled internet set up fee	\$77.00	N/A	One time installation charge			

- **A cable set up fee is required with all cabled internet requests**
- **A cabled or multi user internet connection will conclude at end of time limit.**
- **A wireless internet connection will allow you to log in and out by shutting down the web browser, giving you the specified amount of access time and can be accessed by multiuser**
- **If faster speed is required, please check with the NCCC**

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com

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Equipment Hire Order Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Please ensure this form is submitted at least 10 days prior to the start of an event to allow time for installation and delivery.

Quantity	Equipment	Price Per unit(per day)	Number of Days	Total
	Trestle table (1.8m x 0.76m)	\$20.00		
	Cocktail tables (1.08m)	\$25.00		
	Chairs	\$10.00		
	Trestle table cloth - White	\$13.00		
	Round table cloth - White	\$13.00		
	Trestle table cloth - Black	\$15.00		
	Round table cloth - Black	\$15.00		
	Napkin - White	\$3.50		
	Red wine glasses	\$2.00		
	White wine glasses	\$2.00		
	Champagne glasses	\$2.00		
	Champagne ice bucket	\$20.00		
	High ball glasses	\$2.00		
	Beer pilsner glasses	\$2.00		
	Power board or extension cord	\$15.00		
Total Charges				\$

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
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Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Stand Catering Account Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

The NCCC has put together a list of food and beverage items that can be pre ordered and consumed at the stands during an exhibition.

Item	Price	Sunday & public holiday price	Quantity	Date & Time	Total
Assortment of Drumstick Ice cream cones (per piece)	\$5.50	\$6.50			
Ice cream freezer (flat rate)	\$150.00	\$150.00			
Assortment of fruit smoothies (per glass)	\$7.00	\$8.00			
Assorted cheese (individual box)	\$16.05	\$18.50			
Assorted Muffins/Cupcakes (per piece) *Additional cost will apply for custom design/flavour	\$6.00	\$7.00			
Bags of potato chips	\$3.50	\$4.00			
Beverages					
Cans of soft drinks	\$4.50p/can	\$5.00p/can			
Bottled Still Water (600ml)	\$4.50p/bottle	\$5.00p/bottle			
Furphy Beer	\$9.00p/bottle	\$10.50p/bottle			
Bent Spoke Beer (local)	\$10.00p/bottle	\$11.50p/bottle			
Tatachilla Shiraz Cabernet (Red Wine)	\$39.00p/bottle	\$45.00p/bottle			
Tatachilla Chardonnay (White Wine)	\$39.00p/bottle	\$45.50p/bottle			
Total Charges					\$

All alcoholic beverages served to guests at the NCCC must be served by RSA certified staff.

RSA certified staff can be hired from the NCCC at a cost to the exhibitor.

****Please contact the Events Team for alternative food and beverage suggestions if required**

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: MasterCard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Coffee Cart Order Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Please speak to your Event Manager about branding and signage options.

Hire of the coffee cart is \$350.00 per hour at a minimum of 4 consecutive hours per day. This includes 2 x barista during peak periods, coffee, condiments and milk.

Please ensure this form is submitted at least 20 days prior to the start of an event to allow time for installation and delivery.

Day/Date	Start Time	Finish Time	Number of hours	Price (\$300.00 x number of hours)
Total Charges				\$

Please Note:

- An additional barista @ **\$50.00 per hour Monday – Friday, \$55.00 per hour Saturdays, \$70.00 per hour Sundays, \$110.00 per hour Public Holiday (Minimum 4 consecutive hours)**
- All coffee cart requests must be ordered **20 days prior** to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 20 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used.
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Type of beverages served : Flat white/ Latte/ Long black/ Short black/ Decaffeinated/ Hot Chocolate /Tea
- Power needs to be provided by the exhibition build company for the espresso machine and coffee grinder. Upon confirmation of your order, we will advise power requirements (25 amp single phase/20 amp single phase).
- No keep cups allowed, only 8oz disposable take away cups or venue crockery cups allowed
- Before placing an order please obtain prior approval from the conference organiser

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: Mastercard Visa American Express Diners card

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre Canberra to process authorised charges to the above credit card

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Delivery Docket

Deliver To:
NATIONAL CONVENTION CENTRE CANBERRA
LOADING DOCK
31 CONSTITUTION AVEUNE
CANBERRA ACT 2601

COMPANY NAME: _____

EVENT NAME: _____

DATE OF EVENT: _____

FUNCTION ROOM: _____ STAND NUMBER: _____

SENDER'S CONTACT NAME: _____

Person sending the goods to the venue

SENDER'S CONTACT PHONE NUMBER: _____

RECEIVER'S CONTACT NAME: _____

Receiver Contact for all other deliveries should be the person the items need to be given to by venue staff

RECEIVER'S CONTACT PHONE NUMBER: _____

PALLET: _____ OF: _____

ITEM: _____ OF: _____

DESCRIPTION OF GOODS (Please Circle):

- Organiser Goods (Deliver to Registration Desk)
- Satchel Materials (Deliver to Registration Desk)
- Exhibition Goods (Deliver to Exhibitor Stand)

**PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE
 NATIONAL CONVENTION CENTRE CANBERRA**

**Goods will only be accepted between the hours of 8am and 4pm,
 Monday – Friday, from two (2) working days prior to the event
 All deliveries to be delivered to the Loading Dock**

FOOD AND BEVERAGE SAMPLING REQUEST

NCCC has sole catering rights for the sales and/ or distribution of any article of food or drink consumption onsite. Use of any external food and beverage provision including sampling must be approved by both the event organizer and the NCCC in writing prior to the event, and external charges may be applicable. Clients without prior approval will be unable to provide food or beverage onsite.

The following guidelines apply for the distribution of sample servings of food and beverage;

- Alcohol sampling portions must be no more than 10ml for spirits and 30ml for wine, beer and cider.
- Samples must be offered free of charge.
- It is your responsibility to be fully self-sufficient in terms of storage and service equipment specific to your food and/ or beverage sampling.
- You will be charged for extra cleaning in case of spillage or for the removal of food or wet waste incurred at your stand.

As of 1st July 2021, the ACT commenced a ban on the sale and supply of selected single-use plastic products which includes single-use plastic cutlery, single-use plastic drink stirrers and expanded polystyrene takeaway containers. It is important that food vendors/vans (including those based outside of the ACT) adhere. Online resources are available with information on key details and prohibited and alternative items. For more information please refer to [Single-use plastics - City Services \(act.gov.au\)](https://www.act.gov.au/city-services/single-use-plastics)

Please fill out the contact details and attached Food indemnity form below and return to:

**National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com**

CONTACT DETAILS-

Exhibition/Conference Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ ABN: _____

Email: _____

Our Exhibitor Services team will respond via email to advise if this request has been approved and to notify of any applicable charges.

Continued on next page-

FOOD BROUGHT INTO THE CONVENTION CENTRE BY CUSTOMERS – INDEMNITY FORM

To: The Intercontinental Hotels Group - NCCC

From: _____ (Customer)

I confirm that I shall be bringing _____ (type of food and/or drink)

into _____ National Convention Centre Canberra

On _____ for the _____ ("Function")

My guests will then be able to consume the food.

In consideration of your making this facility available to me, I hereby undertake to you that I will on your behalf and on behalf of all my guests and those for whom I am responsible:

- Ensure that all applicable licensing laws are complied with and, in particular, but without limitation, ensure that no sales of liquor are made on the Premises
- Observe and comply with all legal requirements relating to food and its preparation, hygiene and safety, together with any other requirements affecting catering premises and/or premises for the preparation of food (whether statutory or otherwise)
- Indemnify you from and against all claims, losses, liabilities, damages, costs, charges, fines, penalties and expenses suffered by or incurred by you, as a result of, or consequent upon
 - death of or injury to persons, or loss of or damage to property resulting from the function, and;
 - my failure to comply or procure compliance with any of the above undertakings, and;
- Ensure that I have valid Public/Third Party insurance cover with reputable insurers in an amount of at least one million pounds (or local equivalent) to meet all and any legal liabilities that I may incur to you or to third parties by reason of providing catering services in connection with the Function and I will on your request produce a copy of such Policy and evidence to show that it is in full force and effect.

Signed: _____ Signed by Company: _____

Position: _____ Date: _____

Animal Permit Form

Contact Details

Name: _____ Company: _____

Phone: _____ Email: _____

Name of Event: _____ Event dates: _____

Booth name: _____ Booth no: _____

Purpose

What is the purpose of having animals at the event? _____

What animal/s will be brought on site? Include details on the number of animals and how the animals will be kept. _____

Will the animals be exposed to the public? (e.g. for petting or handling?) _____

Will there be food and beverage served at this booth? (If so, please see Page 11 of NCCC Exhibition Manual)

Mandatory Safety Requirements

Please tick the boxes to indicate you have read and understood and the required documents are attached. Please ensure this form is submitted at least 14 days prior to the start of an event to allow time for installation and delivery.

Non-Domesticated Animals

- Operator must be competent in handling animals, control and monitor animals at all times and supervise interactions with the public.
- Animals must be restrained or contained appropriately to ensure there is no direct access to the public e.g. cage or barrier.
- No direct interaction between animal/s and public is generally permitted including petting. Further details may be required, depending on the type of animal/s if petting is part of the display.
- Animal waste must be disposed of appropriately with consideration to public health and the environment.
- Relevant animal protection and welfare requirements must be complied with.
- Animals must be removed from the premises overnight.
- Appropriate shelter, food and water must be provided for the animals.
- A minimum distance of three metres must be maintained between animals and food service.
- Operator must have a re-capture plan in the case of animal/s becoming uncontained.
- A site specific risk assessment and/or Safe Work Method Statement (SWMS) must be submitted with this permit form and be available on site.
- Attached Animal Management Plan.

Domesticated Animals (dogs, cats and other petting animals including farmyard animals)

- Operator must be competent in handling animals, control and monitor animals at all times, and supervise animal interactions with the public.
- Animals must be on a leash or in an enclosed pen under control at all times.
- Animal waste must be disposed of appropriately with consideration to public health and the environment.
- Relevant animal protection and welfare requirements must be complied with.
- Animals must be removed from the premises overnight.
- Appropriate shelter, food and water must be provided for the animals.
- Handwashing/sanitising facilities must be provided if the public will be handling the animals.
- A minimum distance of three metres must be maintained between animals and food service.
- Provide safe access and egress for the public.
- Attached Animal Management Plan.

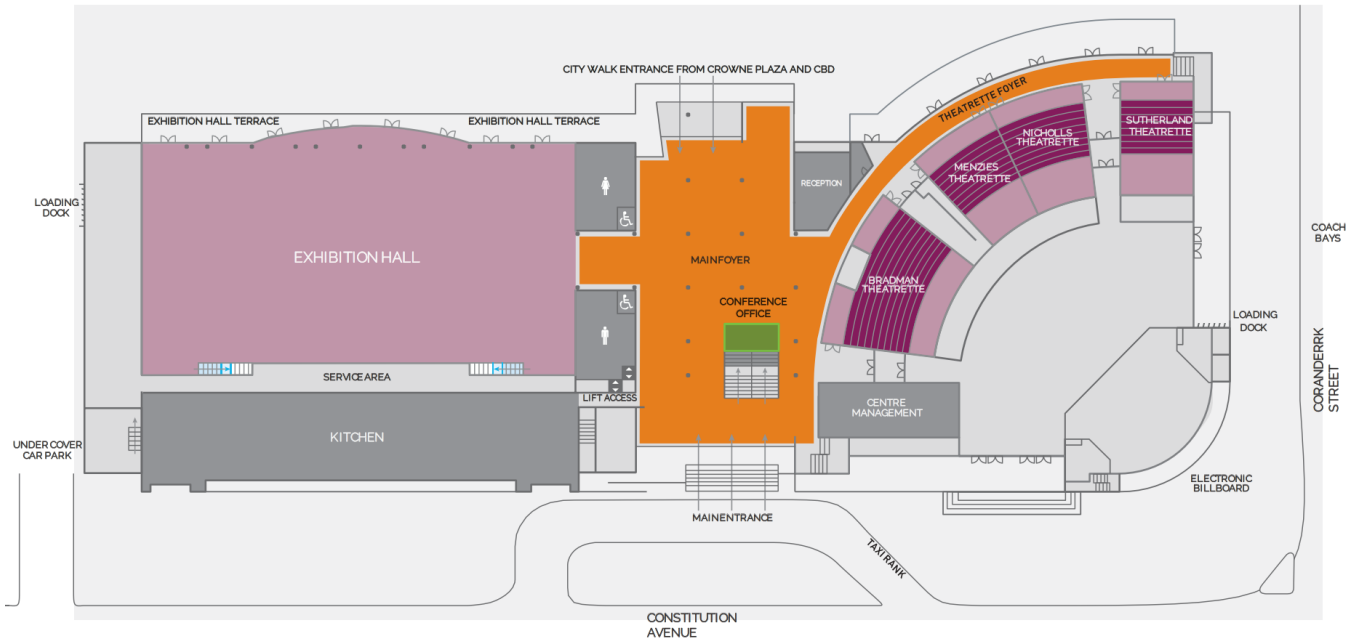
Continued next page

Floor Plan

FLOOR PLANS



FIRST FLOOR



GROUND FLOOR