



gold | convention and
coast | exhibition centre

EVENT PLANNING & SAFETY GUIDELINES

July 2023 – V2.1

Please note that all information listed is current at time of printing but may be subject to change at the discretion of the Gold Coast Convention and Exhibition Centre management.

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Section 1 - Welcome to GCCEC

The Centre is owned by Queensland Government and managed by The Star Entertainment QLD Limited, trading as Gold Coast Convention and Exhibition Centre.

The **Event Planning & Safety Guidelines** contain information which has been designed to assist Clients, Exhibitors and Contractors with the planning and delivery of an event at GCCEC.

Information outlined within the Guidelines address the most frequently asked or common questions. This information is current at the time of release and may be subject to change. For further information at any stage regarding updates, please contact your assigned Event Manager.

The GCCEC team look forward to working with you to create a memorable event experience.

1.01 Contact Details

Telephone:	+61 (07) 5504 4000	LinkedIn	GCCEC
Fax:	+61 (07) 5504 4001	Instagram	@gccec
Email:	enquiries@gccec.com.au	Facebook	@thegccec
Website:	www.gccec.com.au		

Street Address:

Gold Coast Convention and Exhibition Centre
2684-2690 Gold Coast Highway
Broadbeach, QLD 4218

Postal Address:

Gold Coast Convention and Exhibition Centre
PO Box 1407
Broadbeach, QLD 4218

Section 2 - Getting Here

2.01 Location

Primely positioned in the heart of Broadbeach, the GCCEC car park entrance is located at the northern end of the Centre on the Gold Coast Highway. The main entrance for passenger pick up and drop off is accessible from the GCCEC driveway exiting the roundabout on TE Peters Drive.



2.02 Airports

Gold Coast Airport is located just 30 minutes south of the GCCEC and offers both domestic and international flights with regular services from all capital cities as well as major regional cities. Regular bus and shuttle services are available from Gold Coast Airport to Broadbeach. For further information please visit www.goldcoastairport.com.au

Brisbane Airport is located just 60 minutes north of the GCCEC and offers flights both domestically and internationally. Regular train services are available directly from Brisbane Airport (Airtrain) to the Gold Coast. For further information visit <https://www.airtrain.com.au/>

2.03 Public Transport

Local light rail (G:link), bus, taxi and limousine companies operate regular services throughout the Gold Coast. A taxi rank is conveniently located at the main entrance to the GCCEC and the *Broadbeach North* light rail station is located on the Gold Coast Highway directly in front of the GCCEC.

The G:link is a 13 kilometre light rail system connecting Helensvale to Broadbeach, with services running regularly seven days per week. The network connects Broadbeach and Surfers Paradise entertainment and dining precincts to a wide range of accommodation styles to suit all requirements and budgets; from self-contained apartments to 5-star hotels, all within a travel time of ten minutes. To plan your journey and view fares visit www.translink.com.au.

Further transport contact details are listed below:

Gold Coast Taxis
Phone: 131 008
www.gccabs.com.au

Surfside Bus Lines
Phone: (07) 5571 6555
www.surfside.com.au

2.04 Parking

The GCCEC operates an automated car parking system. The cost is \$15 per vehicle per entry, payable upon exiting the Centre. There are pay stations positioned throughout various locations in the Centre. As the GCCEC is a cashless venue, these machines will only accept card transactions. A 30-minute complimentary period applies to all vehicles. Should this period be exceeded, a \$15 fee will apply.

Car parking will revert to a manual system on occasions where high volume traffic is expected (i.e. concerts and entertainment events) to avoid major delays and alleviate traffic congestion.

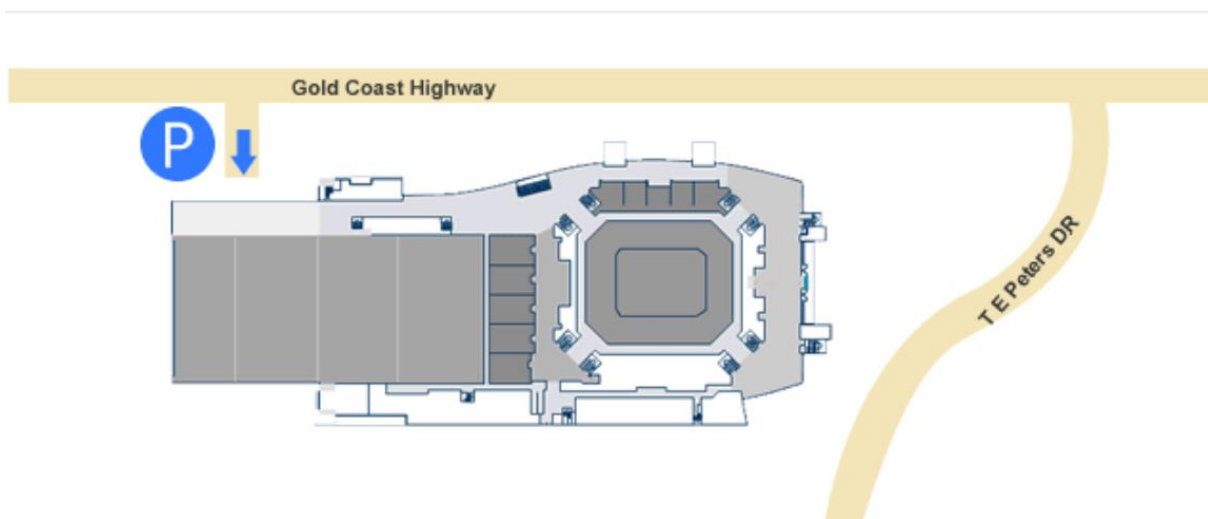
The GCCEC car park has an overhead clearance of 2.1 metres with 1,300 undercover car parking spaces available for short-term parking. Carpark level B1, there are 22 spaces, carpark level B2, there are 10 spaces reserved for drivers with accessibility concerns.

These dedicated spaces are marked with the wheelchair symbol and are various widths, accommodating those guests who rely on their wheelchairs or have mobility issues. The farthest car park bay is located 15 metres from the elevator.

All guests including Exhibitors, Contractors and Suppliers are required to pay for parking.

Clients may receive an allocated selected number of complimentary car parking passes, which will be issued by your Event Manager upon arrival to the Centre.

Should any specific arrangements be required regarding car parking, including VIP arrangements, please discuss with your GCCEC Event Manager.



2.05 Accessibility

The GCCEC is designed to ensure all guests have equal opportunity to benefit from the Centre's quality services and accessible facilities. Please refer to our [Accessibility Guide](#) for further information.

2.06 Accommodation

The Gold Coast boasts an extensive range of accommodation options from 5-star hotels to golf resorts, mountain lodges and serviced apartments.

The chic Broadbeach precinct (3km radius) offers more than 8,000 accommodation beds within walking distance to the GCCEC, with neighbouring Surfers Paradise precinct (8km radius) offering more than 27,000 accommodation options – all easily accessible via the Gold Coast's G:Link light rail system.

For a list of accommodation options in Broadbeach, please visit [Broadbeach Accommodation](#)

For a comprehensive list of accommodation on the Gold Coast, please visit [Gold Coast Accommodation](#)

Section 3 – Safety

3.01 Site Rules



All Visitors and/or Contractors must sign in and report to Security Control to receive a Contractor Wrist Band.



AS4602 Safety Vests must always be worn while working on the Loading Dock, or in a restricted area during Bump in and Bump out.



Appropriate covered/enclosed footwear must always be worn while working on the Loading Dock, or in a restricted area during Bump in and Bump out.



Be alert for forklifts and other plant machinery operating within the restricted work area. The movement of these vehicles can create hazardous situations, care must be taken working near or around this equipment.



All vehicle and plant operators must work in accordance with the GCCEC traffic management plan, be aware of speed limits and height restrictions while operating equipment.



Parking on the Loading Dock is by permission of GCCEC, parking is permitted in designated parking zones for duration of loading and unloading.



All electrical equipment must be tested and tagged as per “Managing Electrical Risks in the Workplace CoP”. All electrical products must meet AS/NZS3820, the use of double adaptors is prohibited.



All ladders used in this restricted work area must be industrial use, minimum 120kg rated and meet Australian Standard AS/NZS1892.



Do not block fire exits or walkways, keep Aisle clear.
All access points and Fire Exits must always be kept clear.



First Aid assistance, or to report any incident, accident, damage or near miss, please contact Security (0755044050 or 999)

3.02 Primary Duty of Care

WHS Act 2011 Division 2 (S19)

- (1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of -
 - (a) Workers engaged, or caused to be engaged by the person; and
 - (b) Workers whose activities in carrying out work are influenced or directed by the person; while the workers are at work in the business or undertaking.
- (2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

In accordance with the WHS Act 2011 and primary duty of care, GCCEC has an obligation to ensuring the health, safety and wellbeing of employees, contractors, and visitors whilst they are on site at the centre.

In addition, as Clients, Exhibitors, Contractors and/or individuals accessing the site, there is a shared obligation to:

- Consult, cooperate, and coordinate with other persons working on site.
- Identify any foreseeable hazards and eliminate or minimise the risk as far as reasonably practicable.
- Ensure work activities do not endanger the safety of workers or others.
- Maintain safe plant and structures.
- Ensure safe handling and storage of plant, structures, and substances.
- Provide information, training, instruction, or supervision that is necessary to protect all persons from risks.

This section outlines the general health and safety requirements to be adhered to during events held at the GCCEC, including bump-in and bump-out.

There may be additional requirements depending on the activities planned for the event. Guidance [WHS Act 2011](#)

3.03 Access to Restricted Areas

Exhibitors and Contractors working on an event during bump-in and bump-out must enter and leave via GCCEC Security Control each day.

Contractor wristbands will be issued by Security Control for each event daily upon verifying completion of the GCCEC induction.

Wristbands must be always clearly visible whilst on GCCEC property, unless otherwise authorised by GCCEC.

All other persons associated with an event must approach the registration desk to receive accreditation (if required). Accreditation must be always worn for identification purposes.

Non-compliance: Failure by any party to comply with the access controls policies of the GCCEC may result in persons being prohibited from undertaking any work, or expulsion from the GCCEC.

GCCEC Restricted Areas:

- All kitchen areas.
- All back of house areas.
- All Administration areas.
- All Plant and mechanical rooms.
- EDR - Employee Dining Room.

Restricted Work Areas:

- Loading Dock.
- Catwalks.
- Machine rooms.
- GCCEC Roof.
- All enclosed work spaces.
- Any event space where high-risk construction relates activities are taking place. (Installation/Dismantling, Rigging, Plant Movement any kind).

3.04 Client Responsibilities

The client is responsible for ensuring a safe event and/or exhibition, including the safe arrival and departure of any persons to and from the event and/or exhibition, so far as is reasonably practicable. This can only be achieved through consultation and in conjunction with the GCCEC and includes but is not limited to ensuring:

1. [The Pre- Event Health and Safety Checklist - Organiser](#) is completed and submitted to your GCCEC Event Manager no later than 21 days prior to the event.
2. Where applicable, please provide your GCCEC Event Manager an exhibitor listing for the event no later than 21 days prior to the exhibition.
3. A bump-in and bump-out schedule must be provided to your GCCEC Event Manager no later than 30 days prior to the event.
4. Clients are responsible for requesting proof that their Exhibitors and the Exhibitors Contractors will implement safe systems of work when using plant, materials, machinery, and equipment on site.
5. By law, Clients must be satisfied as far as reasonably practicable that their Exhibitors, Contractors, entertainment acts and theming companies they engage, work in accordance with, and adhere to all appropriate legislation, this includes providing relevant documented safety procedures, and insurances.
6. For High-Risk work, provide a Safe Work Method Statement (s291 WHS Act), and for Low Risk-work provide either a Risk Assessment, Job Safety Analysis, Safe Work Procedure, Standard Operating Procedure, or other Work Instruction.
7. Direct supervision of persons that are engaged to undertake activities on their behalf, i.e., contractors, sub-contractors, workers, and volunteers.
8. Contractors who are hired or instructed directly by the Client must be competent and licensed in the tasks to be performed, they must consult with all relevant parties in relation to ensuring Health and Safety at all stages of the event, including Bump in and Bump out, and how the Client will manage Chain of Responsibility risk (CoR).

9. Emergency exits and firefighting equipment are easily accessible and Emergency egress or safety is not compromised on exhibition floor plans or in room theming, and any such plans or theming allow for sufficient space around stands, displays and room sets.
10. GCCEC approval must be obtained before any prescribed fire installation including signage being obstructed, changed, or covered in any way.
11. Any Clients, Exhibitors or Contractors who would like to include a live demonstration or display, are required to consult with your GCCEC Event Manager prior to the event.
12. It is the responsibility of the designer/builder/exhibitor to ensure build plans and temporary structures built for exhibitions must comply with the Building Code of Australia (BCA). They must be designed and constructed in accordance with all relevant Australian Standards and all other statutory regulations current at the time of construction. This includes areas pertaining to the anchoring / rigging and height of free-standing walls and overhead structures, scaffolding and stages to prevent structures from collapsing, egress, fire safety and flammability rating of materials.
13. The GCCEC reserves the right to request a structural engineer's certificate (if required) for such items as temporary seating, scaffolding, custom builds, or two-storey structures.
14. Documented safety procedures submitted by Exhibitors and their Contractors are not explicitly 'approved' by GCCEC but is part of providing assurance to GCCEC that appropriate documents have been developed and to enable GCCEC to identify issues related to our own operations.

3.05 Contractors/Subcontractors Responsibilities

Person conducting a business or undertaking (PCBU) have contractual obligations and statutory duties which include but may not be limited to providing Public Liability Insurance \$20 million, Work Cover Certificate of Currency, and Documented Safety procedures pertaining to their activity as the subject matter expert in their field.

For High-Risk work, provide a Safe Work Method Statement (s291 WHS Act), and for Low Risk-work provide either a Risk Assessment, Job Safety Analysis, Safe Work Procedure, Standard Operating Procedure, or other Work Instruction.

Contractors have a duty under the WHS Act 2011 to consult with all relevant parties regarding the tasks they perform, and to ensure the work health and safety of all persons that their undertaking may impact on. This duty is not limited to their own stand or build area but to those on adjacent stands, aisle ways, fire exits and temporary seating, and to those using facilities, plant, materials, machinery, or equipment (i.e., dust creation, noise issues, utilisation of forklifts, etc).

Contractors must also be able to demonstrate training, supervision and the competency of workers and sub-contractors they engage.

Contractors must always conform to the following standards of conduct whilst at the GCCEC:

- Comply with all applicable legislation and legal requirements.
- Work in accordance with documented safety procedures.
- Comply with all reasonable directions, noting that there will be areas where GCCEC may provide directions or where other parties, as part of agreed arrangements after consultation, may give directions for matters they control".
- Behave in a courteous and respectful manner, avoid offensive language and intimidating behaviour, harassment of any person is not permitted.

- Contractor wristbands must be worn and always visible.

Failure by any party to comply with the access controls of the GCCEC may result in persons being stopped from undertaking any work or expulsion from the GCCEC.

As part of its assurance processes, the GCCEC has established a contractor spot check process. The aim is to verify compliance with safety or environmental documentation for works being conducted within the work area or with other agreed safety or environmental requirements.

Please note that high visibility vests and enclosed footwear must be always worn within a restricted work area. Hard hats are to be worn within exclusion zones whenever work at height is being conducted.

3.06 Safe Work Method Statements

A person conducting a business or undertaking (PCBU) carrying out any high-risk work in connection with a construction project is required under the [Work Health and Safety Regulation 2011](#) to:

- Ensure that a safe work method statement (SWMS) is prepared before the proposed work starts.
- Plan to ensure that any high-risk construction work is carried out in accordance with the SWMS.
- Ensure that a copy of the SWMS is given to the principal contractor before the work starts.
- Ensure that a SWMS is reviewed and revised if necessary.
- Keep a copy of the SWMS until any high-risk construction work is completed.

All duty holders involved in a high-risk work activity must make sure:

- The work is carried out in accordance with the SWMS.
- If the work is not carried out in accordance with the SWMS, the work is:
 - o stopped immediately or as soon as it is safe to do so.
 - o resumed in accordance with the statement.
- SWMS are kept being readily available for inspection.

The primary purpose of a SWMS is to help supervisors, workers, and any other persons at the workplace to understand the requirements that have been established to carry out the high-risk construction work in a safe and healthy manner.

The SWMS:

- Sets out the work activities in logical sequences.
- Identifies hazards.
- Describes control measures.

3.07 Exhibitors Responsibilities

Exhibitors as a (PCBU) and their workers have a responsibility to comply with the WHS Act 2011, WHS Reg 2011, Australian Standards, Codes of Practice and the GCCEC health and safety requirements relevant to their work activities.

The duties of exhibitors before, during and after an exhibition extend to those who build and man their stand (i.e., contractors, sub-contractors, employees or salespeople) as well as those who visit and pass by their stand (i.e. clients, customers, other exhibitors and the general public).

Exhibitors also have a responsibility for the safe use and maintenance of their stand contents and surrounds, e.g., ramping, stairs, wheelchair access, display items, moving parts of live displays, etc. Exhibitors must ensure that those engaged to undertake work on their stand are competent and have undertaken a suitable and sufficient Risk Assessment for the work to be carried out.

Complex stands or structures may require the production of documentation to verify that the structure is safe to inhabit (e.g., production of engineer's certificate, load capacity or installation as per manufacturer's directions).

- [The Pre-Event Health and Safety Checklist - Exhibitor](#) must be completed and submitted to the GCCEC no later than 21 days prior to the event.
- High visibility vests and enclosed footwear must be always worn within the restricted work area.
- Hard hats are to be worn within exclusion zones whenever work above is being conducted.
- Exhibitor wristbands must be worn and visible as instructed by the GCCEC.

3.08 Induction

It is a GCCEC prerequisite that all persons supplying a service and/or working within a restricted work area or conducting high risk work activities at the GCCEC complete a WHS induction (Valid for 12 months) and sign in/out with security control. GCCEC have two types of Inductions and depends on the task performed. (Low and High Risk)

- **Contractor** – Used for all contractors completing low and high-risk works.
<https://www.onlineInduction.com/gccec/register.php?inducteetype=1>
- **Exhibitor** – Used for all Exhibitors who are fitting out or theming a stand or exhibit during bump in/out.
<https://www.onlineInduction.com/gccec/register.php?inducteetype=4>
- **Visitor** – Used for all visitors attending site during bump in/out where low and high-risk construction work is being completed.
<https://www.onlineInduction.com/gccec/register.php?inducteetype=7>

We encourage all Clients, Exhibitors and Contractors to complete the necessary induction components online prior to their arrival.

Alternatively, this induction can be completed on site at the entrance to GCCEC Security Control. Please allow approximately 15-20 minutes to complete the Induction.

3.09 First Aid

GCCEC has an in-house Safety and Security Department which operates 24/7. GCCEC Security and Safety Officers are trained and qualified in all aspects of emergency response, including First Aid. Where appropriate, within their area of authority and training, they may be involved as the first responders in all medical and other related incidents.

For any events with specific hazards and where it has been identified in a Risk Assessment that there is a need for further first aid services, it is a requirement of GCCEC that the Client is responsible for providing a medical or first aid officer appropriate to the nature and throughout the duration of an event, at the Client’s expense. Please discuss this further with your GCCEC Event Manager. For all on site Safety, Security and Emergency related inquiries, please contact GCCEC Security Control on +61 (07) 5504 4050.

3.10 Emergency Procedures



If you need to raise the alarm in the event of an emergency,

- Call GCCEC Security Control on **Ext. 999** or **4050** or +61 (07) 5504 4050.
- Or break the glass at a manual call point.
- Or call Emergency Services on 000.

EMERGENCY PHONE NUMBERS	
EXTERNAL All phones	 INTERNAL ONLY From any in-house phone
Emergency Services 000	GCCEC Security & Medical 4050

In the event of an emergency, one of two tones will sound throughout the Centre:

- **ALERT TONE: BEEP, BEEP, BEEP** – When this alert tone is sounded, occupants should stop what they are doing and await further instructions.
- **EVACUATION TONE: WHOOP, WHOOP, WHOOP** – When sounded, all occupants are required to evacuate to the emergency assembly area through the emergency exits as directed by the Emergency Wardens.

EMERGENCY WARNING TONES	
 ALERT TONE BEEP BEEP BEEP	 EVACUATION TONE WHOOP WHOOP WHOOP
The Centre has two distinct alarms: ALERT (1st tone) will sound throughout the building when the fire alarm is activated, or EVACUATION (2nd tone) if there is a pending emergency.	

The GCCEC assembly area is immediately to the south of GCCEC in Bulletin Park, located in front of The Star Casino.

In the case of a fire, only use equipment and fight a fire if you have been trained to do so.

GCCEC management has the authority to make emergency announcements over any sound system and internal video monitor system at any time.

All visitors must allow free access and not hinder or obstruct any member of the medical, police, fire, ambulance, first aid or other emergency services, or any authorised Safety and Security Officer whilst performing their duties.



3.11 Building Fire Safety Regulations

[Building Fire Safety Regulations](#)

[3.11.1 Emergency Exit Lights, Doors, and Aisles](#)

It is prohibited under Australian Legislation for any identified fire safety installation including fire doors, emergency exit lights, fire hose reels, and extinguisher's to be blocked and/or obstructed in anyway.

The GCCEC has an engineered fire solution in place which specifies what is required as a minimum standard under legislation. Should any of these installations/safety features require alteration from its original intended use, consultation, and approval from GCCEC Management is required prior to the event. Please contact your Event Manager to discuss further details.

3.11.2 Fire Performers

The engagement of fire performers at GCCEC requires prior approval from GCCEC Management.

Additionally, safety documentation must include details of the intended use, risk involved, control measures to be implemented to minimise any risk, details of exclusion zones and supervision of the pyrotechnics area must be submitted for review prior to the event as part of the GCCEC's assurance processes and for identifying issues that may impact on the GCCEC's own operations. The GCCEC is not a subject matter expert in this activity and relies upon the entertainment company's knowledge and expertise.

The entertainment company must provide GCCEC with copies of the following documentation:

- Appropriate Safety Documentation
- \$20 million Public Liability Insurance Certificate of Currency indemnifying GCCEC.

3.11.3 Fire Retardant Materials

All materials used to drape walls for theming must be rated as fire retardant. The drape must have a certificate attached to the drape and or available for inspection.

The use of materials within structures should also be fire retardant and such consideration must be given when styling/theming structures.

3.11.4 Flammable Liquids

The GCCEC must be consulted, and approval obtained for any flammable liquids to be used and stored on site at the Centre. All containers used, must be labelled correctly with hazard and warning information clearly visible on all containers.

- Appropriate Safety Documentation.
- Safety Data Sheet (SDS) for the liquid.
- Spill kits must be available.

Additionally, safety documentation must include details of the intended use, risk involved, control measures to be implemented to minimise any risk, details of exclusion zones and supervision of the flammable liquid must be submitted for review prior to the event.

These materials as received by the GCCEC as part of GCCEC's assurance processes and for identifying issues that may impact on the GCCEC's own operations. The GCCEC is not a subject matter expert in the management of flammable liquids and relies upon your knowledge and expertise.

3.11.5 Naked Flames and Candles

Consultation with your event manager, and approval from GCCEC Management is required prior to the event for any of the following items.

- The use of naked flames including candles and Gas appliances
- Gas appliances must meet Australian Standards and be certified for indoor use.
- GCCEC recommends using battery operated flameless tea light candles for displays.

Please note that should tea light candles be used for an event; they must be kept in a candle holder large enough to ensure that wax fallout to furniture or linen does not occur. Additional cost may be incurred if damages occur because of melted wax.

Where deemed necessary for compliance to the building fire regulations, additional measures may be required to facilitate fire prevention and guest safety.

3.11.6 Pyrotechnics (Fireworks)

The use of pyrotechnics at the GCCEC requires prior approval from GCCEC Management, GCCEC must receive all safety documentation of the company and the person's controlling the pyrotechnics no later than 45 days prior to the display.

The pyrotechnics company must provide GCCEC with copies of the following documentation:

- Appropriate Safety Documentation
- Relevant licences and qualifications
- \$20 million Public Liability Insurance Certificate of Currency indemnifying GCCEC.

Additionally, safety documentation must include details of the intended use, risk involved, control measures to be implemented to minimise any risk, details of exclusion zones and supervision of the pyrotechnics must be submitted for review prior to the event as part of the GCCEC's assurance processes and for identifying issues that may impact on the GCCEC's own operations. The GCCEC is not a subject matter expert in this activity and relies upon the entertainment company's knowledge and expertise.

- Please complete the Fire Indicator Panel (FIP) Isolation and De-isolation form.
- Please note that this form must be completed and returned to GCCEC Security Control before any Fire Indicator Panel (FIP) will be isolated.
- GCCEC Security Control must be notified to confirm smoke detection has been isolated prior to firing.

3.12 Security Control

For all Security and Emergency related inquiries please contact Security Control on +61 (07) 5504 4050. The GCCEC can assist you with all your event security needs.

GCCEC Safety and Security Team are well versed in all aspects of event security and are versatile in their approach to meet our client's needs. This includes the ability to engage specific specialised security services, such as cash in transit and handling.

GCCEC has an in-house Safety and Security Department which operates 24/7.

GCCEC Security and Safety Officers are trained and qualified in all aspects of emergency response, from Fire Wardens and First Aid, to surveillance, crowd control, and general security duties. Where appropriate, within their area of authority and training, they may be involved as the first responders.

GCCEC houses a Security Control office with state-of-the-art CCTV systems, automated building security systems, fire detection and building management systems such as lighting controls and air conditioning systems.

The building's standard operating hours are from 06:00 to 22:00. Should you require access outside of these hours, charges will apply. Please discuss this with your Event Manager who will be able to provide a breakdown of labour charges.

As GCCEC is a licensed venue, the GCCEC has an obligation to provide a safe environment within the venue and to practice the responsible service of alcohol under legislation (RSA).

For events where alcohol is being served additional security maybe required and additional charges will apply.

Where needed, including as part of safety and security requirements, additional Security and Safety personnel may be deployed throughout your event.

Depending on the type of event, the demographic and the number of expected guests will determine the number of required security personnel. Please contact your Event Manager regarding your security requirements.

As a licensed venue, GCCEC does not permit the use of external security providers. Should a client wish to use an external security provider to perform security duties at the GCCEC, prior approval from GCCEC must be obtained. Please discuss this further with your Event Manager.

Should a client, exhibitor or contractor require the GCCEC smoke alarm system to be isolated at any stage of an event, consultation with GCCEC is required, as additional control measures may be required (i.e., Fire Wardens). There may be an additional labour charge applicable. Please contact your Event Manager to complete the Fire Indicator Panel (FIP) Isolation and De-isolation form.

3.13 Safety and Assurance Team

GCCEC Safety and Assurance Team monitor work areas from time to time during bump-in and bump-out. They assist to control access to the worksite and may assist to manage the traffic flow in shared zones whilst performing several duties, as outlined below.

The Safety SLO(s) will assist to monitor workers within the exhibition zone from time to time during bump-in and bump-out, including:

- Conducting spot checks on workers licences and credentials.
- Conducting spot checks on workers safety documentation (In date, signed on, working in accordance with).
- Checking workers have completed the appropriate induction.

- Monitoring persons within the work zone from time to time to check they are using the relevant PPE (as known).
- Monitoring persons performing works within the designated work zones from time to time to identify potential unsafe practices.

These activities are undertaken as part of GCCEC assurance processes and are not a substitute for other obligation holders to perform their own checks and monitoring, and to otherwise comply with their own responsibilities, whether under contract or at law. In some cases, more than one Safety SLO may be deployed.

A Security Officer will also be positioned at the foyer entry point to the exhibition zone and be responsible for ensuring 'authorised access only' to the exhibition zone during bump-in and bump-out. The number of safety and Assurance officers will vary based on the scale and requirements of the exhibition bump-in. In some cases, more than one Security Officer may be deployed.

GCCEC Traffic Marshal(s) are required for the bump-in and bump-out of your exhibition. Labour charges are applicable and additional charges apply for weekends and public holidays. In some cases, more than one Traffic Marshal may be required.

We recommend anywhere from 1-5 Traffic Marshal(s), depending on the size of the event and the complexity of the logistics and Loading Dock management. Please contact your Event Manager regarding scheduling times and Safety and Assurance team requirements.

3.14 High-Risk Construction Work

SWMS are required for 18 high-risk construction work activities defined in the WHS Regulations. A SWMS is not required for 'work of a minor nature'.

A SWMS is a document that sets out the high-risk construction work activities to be carried out at a workplace, the hazards arising from these activities and the measures to be put in place to control the risks.

A SWMS is classed as an administrative control and is used to support higher order controls to eliminate or minimise risks to health and safety.

High-Risk construction work undertaken at GCCEC includes:

- Work in an area with movement of powered mobile plant
- Working at height
- Work on or near chemical, fuel, or refrigerant lines
- Work on or near energised electrical installations or services
- Work in or near a confined space
- Work on or near pressurised gas mains or piping
- Work in areas with artificial extremes of temperature
- Installation/erecting or dismantling load bearing structures

3.15 High-Risk Work Licences

Licences are required for workers carrying out certain classes of high-risk work. Anyone carrying out high-risk work at GCCEC, e.g. operating a forklift, must hold a high-risk work licence. GCCEC will only allow licensed workers to carry out high-risk work (for which a high-risk work licence is required).

- Licence must be carried and produced.
- Licence must be in valid.

Activities requiring a High-Risk work licence:

- Cranes and hoists.
- Forklift & Knuckle boom operation.
- Elevated Work Platforms over 11m.
- Rigging and dogging.
- Scaffolding.
- Pressure equipment.

3.16 Incident and Hazard Reporting

A person who conducts a business or undertaking (PCBU) must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

GCCEC will require proof of notification, where this is required by applicable WHS laws. For all contractor, exhibitor, and visitor incidents, including injuries, illnesses, near misses, unsafe work practices, hazards, or property damage, consultation with the GCCEC Security department is required so an external incident report can be logged. This is part of the GCCEC's assurance processes and used for identifying issues that may impact on the GCCEC's own operations.

3.17 Electrical Safety Regulations

3.17.1 Electrical Equipment and Switches

The Client, Exhibitors and Contractors are responsible for ensuring that electrical equipment and switches being used on the event are safe and regularly inspected, tagged, and tested, and maintained in accordance with the [Electrical Safety Act 2002](#), [AS/NZS 3000:2018 Wiring Rules](#), [CoP Managing electrical risks in the workplace 2021](#) and Part 6, Division 6, [QLD Electrical Safety Regulation 2013](#).

GCCEC management reserves the right to demand the removal of any electrical equipment it deems to be non-compliant or suspected of being non-compliant.

Further guidelines critical to Electrical Safety include:

- Ensuring all electrical equipment is inspected and tested in accordance with testing requirements QLD Electrical Safety Regulation 2013, by a competent person and tagged using a durable tag showing the prescribed details of the equipment and date of the test.
- Ensuring all electrical installations are performed by a licensed electrical contractor and the necessary equipment for operation is supplied.

- Faulty or damaged electrical equipment is to be tagged 'Out of Service' and removed from use. Do not use damaged electrical leads.
- Power tools are to be operated as per the manufacturers intended use specifications.
- Ensure power leads are protected from possible damage.
- When setting up a coffee station at an exhibitor stand/booth, ensure electrical leads are not exposed to water.
- Use of double adaptors is not permitted.
- Access to floor pits for the installation of sub-mains cables, piped services and data and telecommunication services is limited to the GCCEC staff or the Client's authorised exhibition contractor.
- All floor pit lids must be correctly always positioned, at no point can a pit opening be left exposed whilst unattended.
- Ensure all electrical accidents or incidents are reported to GCCEC security immediately.

3.17.2 Electrical Cabling

It is a GCCEC requirement that any electrical cables, data or similar that changes the floor levels across walkways is covered with a cable management system, i.e., cable tray, cable ramps or matting, alternatively cables can be run through floor service pits, covered by carpet tiles, gaffer taped down or raised across walkways.

Additionally, the use of distinguishable yellow and black hazard tape to alert guests of floor level changes is required.

3.17.3 Electrical Power Tools

The use of power tools inside GCCEC buildings is not permitted without prior consultation from GCCEC management and without the appropriate controls in place. Such power tools include drop and circular saws, routers, planes, jigsaws, angle grinders, brick and tile cutting saws.

3.18 Atmospheric Effects

If your event includes atmospheric effects (i.e., snow machines, hazers, smoke machines, foggers, etc), special preparation may be required.

Further guidelines include, but are not limited to:

- If the GCCEC Fire System needs to be impaired and/or isolated, a specific Risk Assessment must be completed before the Fire System is impaired and/or isolated.
- Before the Fire System is impaired and/or isolated, a Fire Indicator Panel (FIP) Isolation and De-isolation Form must be completed.
- Use non-hazardous liquid only.
- Be aware of and follow any safety instructions indicated on the Safety Data Sheet (SDS).
- Nominate a trained responsible person to control machine operation.
- Place non-slip covering on walkways that may be affected by machine residue.
- Direct machine to minimise contact with the public.
- Guard the machine outlet to prevent burns.
- Ensure machines are tested and tagged and in date.
- Consult with the GCCEC regarding isolation of fire warning systems – if smoke detectors require isolation.

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

3.19 Biological Hazards

Extreme care must be taken to ensure safe and secure transport, use, storage and disposal of sharps and biological matter (i.e., needles, blades, syringes), as they pose a direct risk of injury, illness, contamination, misuse, or environmental damage.

Sharps, biological matter, and all associated waste must be stored safely and securely whilst on site to prevent unauthorised access. An approved impermeable container must be supplied for the immediate disposal of the used sharps. All associated waste must be transported off-site for appropriate medical waste disposal at the Clients expense and must never be disposed of in the GCCEC waste bins.

The below documents covering the type of activity to be undertaken must be submitted:

- Risk Assessment of the activity.
- Safety Management Plan or Safe Work Method Statement (SWMS).
- Public Liability Insurance (PLI).
- Work Cover CoC.

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

3.20 Hazardous Substances

Use of chemicals or hazardous substances at the GCCEC is heavily discouraged, however if they are required as part of an undertaking, the storage, handling, and transportation of chemicals/hazardous substances must comply with Government legislation.

In case of a leak or spill, please alert the GCCEC immediately for assistance. Use of temporary signage and barriers where appropriate is highly recommended, as is appropriate protective clothing. It is the Clients responsibility to ensure all chemical containers are clearly marked with the relevant safety information and warning signs, Safety Data Sheets (SDS) must be available for all products.

Anyone using hazardous chemicals as part of their event must consult with your GCCEC Event Manager prior to the event and must:

- Have a current copy of the Safety Data Sheet (SDS) kept on site during the event.
- Wear appropriate personal protective equipment (PPE) when handling hazardous chemicals.
- Ensure that all chemical containers, including those decanted are clearly labelled.
- Be familiar with potential hazards of the chemical (listed in the SDS).
- Follow the safety instructions in the SDS.
- Have spill kits and firefighting equipment made available (if required).
- Eliminate ignition sources where chemicals are used and stored.

Safety Data Sheets

A safety data sheet (SDS) is an important information source for eliminating or minimising the risks associated with the use, handling, and storage of hazardous chemicals (hazardous substances and/or dangerous goods) in workplaces.

Safety Data Sheets (SDS) are issued by the manufacturer of a hazardous chemical to provide detailed information on the safe use, handling, and disposal of a chemical and recommended first-aid treatment.

Please note that SDS can be downloaded from the manufacturer's website. Guidance [Labelling and SDS](#).

3.21 Gas Cylinders (LPG)

Any Client, exhibitor or contractor wanting to use fuel sources, including liquefied petroleum gas (LPG), as part of their event must consult with their GCCEC Event Manager.

LPG cylinders, which have been approved by GCCEC to be brought on site will require a storage cage.

The following conditions apply for safe storage:

- Positioned upright so as not to fall over.
- Labelled with the company, contact name and number (and booth details, if applicable).
- No gas cylinder is to be left unsecured on site at any time or affixed to forklifts or other equipment.
- All gas cylinders must be removed from the cages at the end of the contracted event agreement.
- The number of gas cylinders being used on site will need to be confirmed with your GCCEC Event Manager.
- A detailed description of what the gas cylinder will be used for on site.
- Any LPG cylinder(s) used within an event area is to be removed from the area overnight and stored in the cage on the Loading Dock.

There is a limited amount of storage space in the onsite cage, and the maximum size bottle is 20kg.

The GCCEC reserves the right to accept or reject any application. If there is no space or an oversized bottle, contractors must supply their own storage cages, compliant with regulations for the storage of gas cylinders.

Please note that all gas cylinders brought onto the GCCEC property by a Client, Exhibitor or Contractor is done so at the sole risk of the Client, Exhibitor or Contractor. GCCEC does not accept responsibility for any storage, damage to or theft of these items.

3.22 Hot Works

Hot works intended to be carried out at the Centre requires a Hot Work Permit. This includes welding, soldering, grinding, cutting and any activity that creates sparks, open flames, gases, and smoke. Contact GCCEC Safety Department for a permit safetydepartment@gccec.com.au. A permit is to be completed and authorisation obtained from GCCEC Safety. Please discuss such requirements with your GCCEC Event Manager.

3.23 Hazardous Manual Tasks

Duty holders who have a role in managing the risks of hazardous manual tasks include:

- Persons conducting a business or undertaking (PCBUs)
- Designers, manufacturers, importers, suppliers and installers of plant, substances, or structures, and officers.

Workers and other persons at the workplace also have duties under the WHS Act, such as the duty to take reasonable care for their own health and safety at the workplace.

Early consultation and identification of risks can allow for more options to eliminate or minimise risks and reduce the associated costs.

Guidance [Hazardous Manual Task CoP](#)

- Identify hazardous manual tasks—find out what could cause harm.
- Assess risks, if necessary—understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
- Eliminate risks so far as is reasonably practicable.
- Control risks—if it is not reasonably practicable to eliminate the risk, implement the most effective control measures that are reasonably practicable in the circumstances in accordance with the hierarchy of control measures, and ensure they remain effective over time.
- Review control measures to ensure they are working as planned.
- Identify tasks that may involve hazardous manual handling when planning events and include the manual handling controls in the Risk Assessment.
- Plan the layout and loading of items to minimise manual handling.
- Use mechanical lifting equipment to move loads wherever possible.
- Breakdown loads to manageable weights.
- Consult with workgroups to control manual handling.

3.24 Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is clothing or equipment designed to be worn by someone to protect them from the risk of injury or illness. Guidance [Personal Protective Equipment](#)

PPE can include:

- Hearing protective devices, such as earmuffs and ear plugs.
- Respiratory protective equipment.
- Eye and face protection, such as safety glasses and face shields.
- Safety helmets.
- Fall arrest harnesses for working at heights.
- Skin protection, such as gloves, gauntlets, and sunscreen.
- Clothing, such as high visibility vests, life jackets and coveralls.
- Footwear, such as safety boots and rubber boots.

It is a GCCEC requirement all Clients, Exhibitors, Contractors, and their staff must wear a high visibility vest and enclosed footwear (no thongs, sandals, or open-toed shoes) when working in a restricted work area during the bump-in and bump-out of events, including when accessing the Loading Dock.

3.25 Risk Management

A risk assessment involves considering what could happen if someone is exposed to a hazard and the likelihood of it happening. A risk assessment can help you, as a PCBU, to determine:

- How severe a risk is.
- Whether any existing control measures are effective.
- What action you should take to control the risk.
- How urgently the action needs to be taken.

A risk assessment can be undertaken with varying degrees of detail depending on the type of hazard and the information, data, and resources that are available.

For some complex situations, expert or specialist advice may be useful when conducting a risk assessment.

All persons conducting work activities at GCCEC, are legally responsible for undertaking a Risk Assessment of their tasks. This assessment identifies any reasonably foreseeable safety hazards and provides the PCBU with an opportunity to implement measures to eliminate and/or minimise safety risks (occurrence).

Guidance [How to manage work health and safety risks 2021](#)

Potential safety hazards that could arise at GCCEC include:

- Physical work environment.
- Mobile plant and equipment.
- Rigging and lighting, equipment, props, materials and substances used.
- Work tasks, and how they are performed and managed.

The Risk Assessment must include, but not limited to the following:

- Any identified risks associated with works being performed and identified control measures to eliminate and/or minimise the risk.
- Hazardous manual tasks
- Hazardous chemicals being used.

- Details of all phases of the event including bump-in, bump-out, rehearsal and performance
- Details of stage contents to ensure fuel loads are within permissible limits and controlled.
- A risk rating (e.g., low, medium, high, or extreme) based upon the potential consequence and severity of the hazard.
- Where risk assessments identify high-risk activities, this information must be used to create a SWMS and for instruction and training of workers.

3.26 Working at Heights

Rigging, shell scheme builds, building custom stands, two-storey structures, etc quite often require work to be conducted at a height. When working at heights at the GCCEC, platform ladders or Elevated Work Platforms (EWPs) should be used, or where possible the work should be undertaken at ground level.

It is mandatory that a Safe Work Method Statement (SWMS) be provided for all work involving EWP's (i.e. scissor lift, boom lift, etc). Additionally, a harness or similar that complies with AS/NZS 1891:2007 and [CoP Managing Risk of Falls at Workplaces 2021](#) is to be worn whenever a person(s) are working at heights within the GCCEC.

It is a GCCEC requirement that all documentation pertaining to all custom build stands and two-storey (2) structure designs be submitted to the GCCEC Exhibitor Services Department by emailing exhibitorservices@gccec.com.au prior to an event.

Prior to any work commencing, contractors are required to provide their:

- Public Liability Insurance (under \$20 million needs to be submitted to the GCCEC).
- Certificate of Currency for Work Cover; and
- Safe Work Method Statement (SWMS).

Drivers and contractors should avoid working on the back of trucks whenever possible. For all tasks involving work from the back of a truck, preference should be given to the use of platform ladders or EWP's and where possible bring the work to ground level.

Ladders

All portable ladders must be used in accordance with AS/NZs1892.5:2000 and [CoP Managing Risk of Falls at Workplaces 2021](#), fit for purpose for the task being performed and in line with manufacturers specifications and intended use.

Please note that the GCCEC will not loan or hire out ladders for use, except for a safety step platform located on the Loading Dock to assist drivers with ease of access to items.

3.27 Workplace Health and Safety Queensland Inspectors

Workplace Health and Safety Queensland (WHSQ) and Electrical Safety Office (ESO) inspectors have legal powers under the following legislation to enter any workplace:

- Work Health and Safety Act 2011 (the WHS Act)
- Electrical Safety Act 2002 (the ES Act)
- Safety in Recreational Water Activities Act 2011 (the SRWA Act)

Inspectors have the power to enter any workplace that is:

- Authorised by a search warrant.
- Used for carrying out work that involves the storage and handling of dangerous goods.
- Used for carrying out work that involves the operation, use and storage of high-risk plant that affects public safety.
- Covered by the Commonwealth WHS Act.
- It is an offence to obstruct, threaten or interfere with an inspector who is exercising their powers under the Act.

Section 4 – General Information

4.01 Aerial and Acrobatic Performers

Any aerial and acrobatic performance that has been engaged by the Client must consult with GCCEC Event Manager prior to engagement. The entertainment company must supply the below documents relating directly to the act that will be undertaken:

- Risk Assessment of the act
- Safety Management Plan or Safe Work Method Statement (SWMS)
- Public Liability Insurance (PLI)
- WorkCover

Should any performance have rigging requirements, please contact your Audio-Visual Technical Event Manager, as charges will be applicable.

For the safety of guests any performance must ensure that all safety precautions are taken. In addition to supervision of the area during performances, safety controls such as clearly marked zones may be enforced to ensure that aerial acts do not occur above audience or GCCEC team members.

Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

4.02 Air Conditioning

Air conditioning is provided to all internal areas of the GCCEC as part of the venue hire. Should air conditioning be required outside your event hours an additional charge may apply.

Please note that air conditioning will not be provided during bump-in and bump-out of the Arena, Central Rooms or Halls 1, 2, 3 or 4 while loading dock doors are open.

4.03 Aisle Space

The minimum width for an exhibition aisle is three (3) metres. Under no circumstance is any exhibitor stand, display or vehicle to encroach or obstruct aisles, nor prevent access to emergency exits, fire hydrant and fire extinguisher cupboards, audio visual and electrical cupboards.

Clear aisles will be set up during bump-in and bump-out of an exhibition to allow for safe passage through the restricted work areas. Objects restricting access to clear aisles and exhibition aisles will be removed without liability for loss or damage to the GCCEC.

4.04 Alcohol, Drugs and Smoking

All persons working on an event at the GCCEC must ensure that they are not suffering from fatigue or in possession, distributing and/or under the influence of alcohol, medication with adverse reactions or side effects, illegal drugs or other substances that could be a safety risk to themselves or others. Any person identified will be asked to leave the Centre immediately. Any illegal activity will be reported to the Queensland Police.

The GCCEC is a licensed venue. No third party may bring alcohol into the Centre without written consent from GCCEC Management.

Smoking is only permitted at clearly signed designated areas outside the GCCEC. This also applies to the use of electronic cigarettes and vaporisers.

4.05 Amusement Rides and Devices

An amusement device as defined under the WHS Legislation is a plant operated device for hire or reward that provides entertainment, sightseeing or amusement through movement of the equipment, or part of the equipment, or when passengers travel on, around or along the equipment (including inflatable structures).

It is a GCCEC policy that any amusement devices such as inflatable, waterborne, motorised and self-propelled equipment used within the Centre must adhere to the high-risk plant requirements specified within the legislation. This includes but is not limited to:

- Be operated by the owner or an employee of the owner.
- The owner must provide a current copy of any licence, registration, permit or certificate to operate, that is associated with all devices brought onto the GCCEC site.
- Provide a copy of Public Liability Insurance certificate (\$20 million).
- Ensure design meets Australian Standards and the design registration certificate number for the amusement device is permanently marked on the plant.
- Ensure the operator holds a current certificate as 'Registered Plant'.
- Ensure all testing or maintenance records can be viewed if requested.
- Ensure there is appropriate soft-fall area for inflatable structures (if applicable).
- Conduct a thorough check of inflatable structures and accessories prior to use (if applicable).
- Ensure suitable fire extinguishers are provided adjacent to the engine.
- Ensure operators are able to clearly communicate and instruct patrons to follow safety instructions during the period of ride operation.
- Ensure protective padding is placed over sharp edges or protruding structures.
- Signage for the control of passengers (e.g. height restrictions, age or weight, loading charts, etc) is prominently displayed.
- Ensure the operator is not under the influence of alcohol, medication with adverse reactions or side effects, illegal drugs or other substances.
- Be securely palletised and strapped for the safe unloading by forklift (where required).
- Consultation with GCCEC Event Manager is required no later than 21 days prior to the event.

4.06 Animals

The GCCEC welcomes assistance animals, as defined in the [Assistant Animals and the Disability Discrimination Act 1992](#) (DDA). Outside of this Act, no persons are permitted to bring animals into the GCCEC without the prior arrangement and consent of the Centre. The Client and/or exhibitor must strictly abide by all Centre managements instructions regarding the admission of animals into the Centre.

Further guidelines include:

- Client is to ensure all relevant information is in place from the animal holder such as Insurances, Licences and Risk Assessment, and demonstrate procedures are in place for the handling and containment of the animals before, during and after the event.
- The Client will need to consider the placement of animal exhibits or performances in relation to any food being prepared, displayed, served or stored at the event.
- Such approved animals or pets must be controlled by a competent animal handler (i.e. leashed dogs with muzzle if necessary and/or in an enclosure) at all times who must deal with dog misbehaviour (e.g. barking, fighting with other dogs, etc.) and handle customer complaints.
- The owner must take full responsibility for the animal/s. This includes cleaning up after them.
- Cleaning charges will apply for any cleaning caused by animals.
- Where animals are being used as part of an exhibit or performance, the handler must demonstrate compliance with relevant animal protection and welfare requirements.
- All possible trip hazards (e.g. leashes on pathways) are eliminated.
- If an animal shows signs of illness, the animal handler must organise a vet to attend to the animal and alert the Client and your GCCEC Event Manager of any issues.

Please consult with your GCCEC Event Manager no later than 21 days prior to the event to ensure food safety standards are met when animals are being used as part of an exhibit or performance.

4.07 Automatic Teller Machines (ATM's)

The GCCEC is a cashless venue and therefore does not have ATM facilities on site, however your Event Manager can arrange ATM's for your event if required. ATM's can also be found at the adjacent Broadbeach shopping precinct.

4.08 Attachments and Fittings

Designated fixing points are available throughout the GCCEC. No attachment, fitting, fixture or defacing is to be made to the flooring, ceilings or the internal or external walls of the GCCEC, nor is any ladder or other device whatsoever to be affixed to, or suspended, from any overhead structure without the prior consent of the GCCEC. No nail, screw or other device is to be driven into, nor are holes to be made, in any part of the GCCEC.

The Client will be responsible for any costs associated with the failure to comply with this requirement.

4.09 Audio Visual (A/V)

The GCCEC provides full in-house Audio Visual expert services, who can assist with audio, lighting, data and vision requirements for your event as well as provide theming, video, graphic and production support should you require. Please access [Audio Visual Policy](#) for further information.

4.10 Balloons

Helium-filled balloons are permitted as part of a fixed display (e.g. exhibition booth, table centrepiece, door arch, etc), however charges will be incurred for the retrieval of any loose/stray balloons from high ceilings and hard-to-reach areas.

4.11 Banners, Banner Poles, Banner Nodes and Flag Poles

All banner poles, banner nodes and flag poles offer exposure to traffic and pedestrians throughout the Broadbeach precinct.

4.11.1 Banners

GCCEC policy is that all banner rigging points must be provided by a GCCEC licensed rigger. Hire and rigging charges are applicable.

4.11.2 Banner Poles

There are 26 double banner poles located on the GCCEC driveway. Hire and rigging fees are applicable.

4.11.3 Banner Nodes

There are two banner nodes with a maximum sized banner of 16.4ft x 16.4ft (5000mm wide x 5000mm high) facing the Star Casino and four (4) banner nodes with a maximum size banner of 26ft x 26ft (8000mm wide x 8000mm high) facing the Gold Coast Highway. Hire and rigging charges are applicable.

4.11.4 Flagpoles

The GCCEC has six flagpoles located at the main entrance to the Centre. Should you wish to fly your corporate, conference or country flags from these poles the recommended size of flags is 8ft x 5ft (2438mm wide x 1524mm long). A hire fee per flagpole is applicable.

Please liaise with your Event Manager regarding your requirements:

- A [Banner Rigging Request Form](#) must be forwarded to GCCEC no later than 21 days prior to your event.
- All banners must be delivered to the GCCEC's loading dock, no later than seven days prior to your event with a [GCCEC Delivery Label](#). All labels must be clearly marked with the event details (name of event, room/hall and date of event) and affixed to each item.
- If there is a specific order in which banners must appear, a diagram should be forwarded to your Event Manager no later than seven days prior to your event.
- At the conclusion of the event, banners will be transferred to the Loading Dock for collection. The GCCEC holds no responsibility for the collection of banners.
- As storage space is limited, all goods must be collected within one (1) working day after the conclusion of the event.
- All artwork of the banner must be approved by your GCCEC Event Manager.

4.12 Branding

Within the GCCEC there are branding opportunities for our Clients to promote their event and sponsors within their allocated space. For further information, please discuss with your Event Manager.

Clients can use the GCCEC website to promote their events at no additional charge. The GCCEC Marketing team would welcome the opportunity to work with you to maximise your events exposure at the GCCEC.

4.13 Broadcasting and Telecasting

The filming, streaming or recording of all or part of an event for commercial use requires prior written consent from the GCCEC. Additionally, please alert and discuss any on site media requests and subsequent requirements with your GCCEC Event Manager. At least 24 hours notice is preferred.

4.14 Building Damages and Due Care

The GCCEC provides a world-class venue complete with well-maintained facilities for all events and visitors. Should the Client, its representatives, people attending or involved in the event cause any damage to the GCCEC property during the bump-in and bump-out of an event or the event itself, the Client will be required to pay the cost of repair or replacement to the property.

Venue approval must be sought before making any changes to structural surfaces, e.g. suspending or affixing items or substances to walls, floors, ceilings or columns. Please discuss such requirements with your Event Manager.

4.15 Business Centre

GCCEC Reception offers a range of business services (e.g. printing, scanning, facsimile, stationery supplies, postage stamps). Please see Reception for associated costs. EFTPOS facilities are available. Note: The GCCEC is a cashless venue.

4.16 Canvassing, Solicitation and Distribution

Intent to canvas or solicit business during an event at the GCCEC requires prior written approval from your Event Manager. If granted, such activities can only occur within the contracted space. The same applies for the distribution of material such as promotional flyers. These are strictly prohibited in shared or common areas and on cars parked within the GCCEC car park.

4.17 Carpet

The GCCEC does not permit power tool activities such as drilling, sawing and sanding along with any painting activities on the GCCEC carpeted areas. Should any damage or cleaning to the carpeted foyer areas or carpet tiles be required, it is the responsibility of the Client and charges will apply.

For all exhibitions held in the Arena, Central Rooms and Halls 1, 2, 3 and 4, these rooms will not be carpeted for your exhibition. Charcoal carpet tiles are available to hire from the GCCEC for your exhibition. Please arrange this service through your GCCEC Event Manager.

4.18 Catwalk

There are catwalk facilities located within the Arena of the GCCEC. There are strict control measures and special approvals in place for use of the catwalk as it is designated restricted work area. Please contact your Event Manager to discuss further details.

4.18 Children

Persons under the age of 15 years are not permitted to enter a restricted work area within the GCCEC (such as where forklift operation, rigging or stand building is being undertaken), or in the loading dock during the bump-in and bump-out of events. At all other times, children must be supervised by a responsible adult when in any areas of the Centre.

4.19 Child Care (Creche)

If a Client engages a company to operate a child care facility within the Centre, the Client will need to ensure they have contracted a suitable room and the childcare provider is accredited in line with relevant legislation.

The below information and documents must be submitted:

- Company and contact person details.
- Public Liability Insurance (PLI).
- Program (including opening and closing times)

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

4.20 Civil Disturbance

Please inform your GCCEC Event Manager if your event is likely to attract a civil disturbance, or are aware of any known threats (i.e. riots, protests).

4.21 Cleaning

The GCCEC is responsible for providing a clean space at the commencement of tenancy and for the cleaning of public areas and disposal of rubbish throughout the event.

During an exhibition, the aisles are cleaned and rubbish bins emptied on a regular basis by the GCCEC team during operational hours. Exhibitors and Contractors are responsible for the cleaning of their individual stands, however the GCCEC offers a stand cleaning service to Exhibitors and Contractors at their request and expense.

Exhibitors or Contractors requiring this service will be charged directly and are required to complete and return the [Stand Cleaning Order Form](#) no later than 21 days prior to the event.

Charges are applicable for the following and can be confirmed by your Event Manager:

- Disposable of chemicals wet waste cleaning or any chemical substances.
- Removal of large volumes of rubbish to skips in dock areas.
- Specialised cleaning duties or requirements (e.g. confetti, glitter etc).
- Cleaning of exhibition stand areas.
- Pre/post event and overnight cleaning charges.
- Post waste removal charges.

4.22 Cloakroom

Should you wish to offer this provision for your guests, please discuss your requirements with your GCCEC Event Manager. Room hire and labour charges (for a cloakroom attendant/s) will apply.

4.23 Coffee Shop Account Card

If a Coffee Shop outlet is operational during your event, a Coffee Shop account card for food and beverage items can be requested through your GCCEC Event Manager. All charges incurred during the event will be invoiced. If you wish to make use of this service please complete and return the [Account Form](#) no later than 21 days prior to your event.

4.24 Confetti Cannon

The GCCEC reserves the rights to refuse the use of confetti cannon within an event. Additional cleaning charges will be applicable. Please contact your GCCEC Event Manager to discuss further details.

4.25 Credit Cards/Direct Deposits

The GCCEC offers an online payment portal for you to pre-pay invoices before you visit the Centre. Food and beverage retail outlets offer EFTPOS facilities including credit cards. Online payments made by credit card will incur a transaction fee.

4.26 Exhibition Stands/Custom/Booths and Temporary Structures

The design and construction of any temporary building or structure must comply with Building Code of Australia (BCA), National Construction Code (NCC), statutory regulations and be constructed in-line with the relevant Australian Standards. The Client, stand builder and/or designer is responsible for, but not limited to, ensuring:

- A detailed floor plan is submitted to the GCCEC no later than 21 days prior to the event.
- Detailed design build plans for any custom build stands/two-storey structures, scaffolding or temporary seating are submitted to the GCCEC for review no later than 21 days prior to the event.
- Stand builder and/or the designer has documented controls in a risk assessment for all construction work and submitted to the GCCEC no later than 21 days prior to the event.
- Stand builder and/or the designer has relevant Public Liability Insurance (under \$20 million needs approval via GCCEC), Certificate of Currency for WorkCover and submitted to the GCCEC no later than 21 days prior to the event.

- Structures over 2.4 metres in height have been reviewed by GCCEC to ensure suitable clearance below the existing ceiling (50cm from any sprinkler head), no fire exit signs obstructed and that the stand is of the correct dimensions.
- That any construction meets fire retardant standards (e.g. non-combustible, non-flammable).
- Construction work is completed off-site where possible.
- Qualified tradespeople are utilised for construction work.
- Certified by an engineer (where applicable).
- Permission is obtained from the Executive Manager Property Operations before attaching temporary construction to GCCEC property.
- Permit systems are followed for hot work, confined space and working from heights
- Safety information instructions for housekeeping and electrical safety are followed.
- Clean up (e.g. need to have vacuum cleaner) and disposal of any residue is considered.
- Safety Data Sheets (SDS) are on site and accessible for any chemicals used on site.
- The GCCEC site safety rules on Personal Protective Equipment (PPE), clothing and induction requirements are followed.

4.26.1 Enclosed Areas – Fire Solutions

Enclosed exhibition stands/booths that have hard or non-pervious ceilings, that obstruct the GCCEC's installed fire detection and suppression wet pipe systems must have an alternative fire solution installed.

This can be achieved by the installation of portable fire extinguishers with the appropriate signage and suitably trained staff. All extinguishers must be unused, fit for purpose and within current test date. The installation of battery-operated smoke detectors will also be required for enclosed stands/booths with hard roofs, that may obstruct the GCCEC's installed fire detection (i.e. storage cupboards and enclosed private rooms).

Any structure that impedes the GCCEC's prescribed fire installations, that does not have a documented suitable alternative solution installed will not be permitted at the GCCEC. Please discuss further with your GCCEC Event Manager.

4.26.2 Temporary Structures

Please be aware it is the responsibility of the designer/builder/exhibitor to ensure build plans and temporary structures built for exhibitions must comply with the Building Code of Australia (BCA). They must be designed and constructed in accordance with all relevant Australian Standards and all other statutory regulations current at the time of construction. This includes areas pertaining to the anchoring / rigging and height of free-standing walls and overhead structures, scaffolding and stages to prevent structures from collapsing, egress, fire safety and flammability rating of materials.

GCCEC reserves the right to request information and clarification on all structures being erected and takes no responsibilities for the design/construction of any structure erected within the GCCEC.

4.26.3 Accessibility

In accordance with the DDA, all stands within an exhibition that are intended to be occupied by members of the public must be accessible to people with a disability.

It is important to note that while the National Construction Code (NCC) and the Australian Standards set the minimum requirement for access, they do not regulate compliance under the DDA. It is therefore vital to give careful consideration to the provision of safe and equitable access for everyone.

Legislative Requirements: The Commonwealth [Disability Discrimination Act \(DDA\)](#) makes it a federal offence to discriminate on the basis of disability.

4.27 Dance Floors

The GCCEC has the facility to provide a dance floor for your function on a complimentary basis (subject to availability). Please liaise directly with your GCCEC Event Manager regarding your requirements.

Please note that Elevated Work Platforms (EWP's), boom lifts or similar heavy equipment are not permitted on the dance floor and/or sections of the dance floor at any time.

4.28 Drones

The use of Remotely Piloted Aircraft (RPA) or Unmanned Aerial Vehicle (UAV) at the GCCEC is strictly controlled. RPA/UAV's are to be operated as per relevant [legislation](#) and controlled by an accredited operator. All relevant licences, insurances and safety documentation must be submitted to the GCCEC prior to the event. Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

4.29 Electrical Consumption

All stand lighting and electrical equipment must be connected on a regulated timer to reduce electrical consumption when stands are unoccupied. These can be sourced through the Client's authorised exhibition contractor.

Charges apply for all electricity consumed during exhibition and live entertainment events.

Please note that the GCCEC requires all exhibition booths to turn off non-essential power outside of exhibition hours. Please be aware additional power and associated charges will apply for any power connected outside of exhibition hours. Please contact your Event Manager should this service be required.

4.30 Entertainment (Bands, Performers and Speakers)

Your Event Manager or Technical Event Manager can assist with the selection and booking of your entertainment requirements.

Most entertainment costs do not include lighting or production. These charges should be included in your budget to ensure full costs are represented for entertainment. Please discuss this with our GCCEC Audio Visual team.

4.30.1 Entertainment Crew Catering

Entertainment catering can be arranged through your Event Manager. Please provide your Event Manager with your entertainment crew rider along with their meal service times and any dietary requirements that are applicable.

Please note that the GCCEC has exclusive rights to the sale of food and beverage. No organiser or person shall bring into a licensed area or distribute any item of food or beverage within the GCCEC, without prior written approval from GCCEC management.

4.30.2 Entertainer Change Rooms

The GCCEC has permanent entertainer's Green Rooms. These areas are provided on a complimentary basis (subject to availability) and are located on the ground floor.

Following are the Green Rooms and their locations:

- Green Rooms 1, 2 and 3 are connected with the Arena
- Green Room 5 is connected to Hall 4

A standard banquet round table, banquet chairs, mirror, clothing rack, ironing board and iced water is available on a complimentary basis.

4.31 Escalators and Elevators

The GCCEC only permits Clients, Exhibitors and Contractors to carry handheld items in the front-of-house elevators and on the escalators. All large freight and equipment, requiring the use of trolleys, are to be delivered via the Centre's loading dock. There is a service/goods elevator available from the loading dock.

The service/goods elevator maximum load capacity and dimensions are as follows:

- Load capacity: 3,178 kg
- Internal elevator area: 2700mm (D) x 2100mm (W) x 2900mm (H)
- Clear door space: 2200mm (width) x 1800mm (height)

Maximum loading capacities must be observed when using elevators. Care must be taken when loading and unloading elevators to prevent damage to doors, walls and the control panel.

4.32 Exhibitor Services

The GCCEC offers an extensive range of services for Exhibitors such as catering, technology, water and waste facilities, banner hanging and rigging, stand cleaning and audio visual services. These services can be pre-arranged by Exhibitors through our dedicated GCCEC Exhibitor Services team.

Exhibitors can order these services ahead of the event by emailing exhibitorservices@gccec.com.au or by phoning +61 (07) 5504 4000 to speak with our Exhibitors Services team members. Order forms can be accessed via [Exhibitor Forms](#) on the GCCEC website.

4.32.1 Exhibitor Banner Rigging

Banner rigging services are available for all Exhibitors and Contractors at the GCCEC.

The GCCEC does not object to Exhibitors or Contractors providing their own licensed rigger to rig banners and banner requirements, however venue approval is required. All rigging plots must be submitted to the GCCEC for Centre review no later than 21 days prior to an event.

The GCCEC team can provide banner rigging services for Exhibitors and Contractors and charges will apply. Please complete the [Banner And Rigging Request Form](#) and return it no later than 21 days prior to your event.

Please note that all rigging top points must be installed and removed by a GCCEC licensed rigger and charges will apply for this service.

4.32.2 Exhibitor Payments

In order for exhibitor services to be provided as scheduled, full pre-payment is required for any Exhibitors services provided by the GCCEC. Payment can be made by bank transfer or credit card through the Exhibitor Services team. Invoices can be pre-paid via the [GCCEC Payment Portal](#)

4.32.3 Stand Catering

For exhibitor convenience, the GCCEC offers [Stand Catering](#) which must be pre-ordered. Please complete the [Exhibitor Catering Form](#) and return no later than 21 days prior to your event.

Please note that the GCCEC has the sole catering rights for all food and beverage products. Exhibitors are not permitted to outsource food and beverage requirements from external caterers.

4.32.4 Stand Cleaning

Exhibitors and Contractors are responsible for the cleaning of their individual stands. The GCCEC offers a stand cleaning service to Exhibitors and Contractors at their request and expense.

Exhibitors or Contractors requiring this service will be charged directly and are required to complete and return the [Stand Cleaning Order Form](#) no later than 21 days prior to the event.

4.32.5 Stand Technology Communication and Data Form

The GCCEC can offer Exhibitors technology and communication services, please refer to the [Technology Communication and Data Order Form](#) for relevant connection costs and return no later than 21 days prior to your event.

4.33 Feedback Questionnaire

Clients, Exhibitors, Contractors and visitors who attend an event at the GCCEC may be contacted and asked to provide feedback on their recent experience. This feedback is invaluable as it assists us with identifying service improvements and recognising team achievements.

4.34 Floor Levels – Raised Floors, Steps, Ramps, Edging and Landings

Any changes to floor levels present a safety hazard and/or accessibility challenges and therefore must comply with the relevant National Construction Code (NCC), Australian Standard and Disability Discrimination Act (DDA). Failure to do so may result in the risk of injury to a person(s).

4.34.1 Floor Markings

Costs will be incurred if flooring is damaged and needs repairing or replacing, or if flooring is marked and requires additional cleaning. If adhesive tape has been used on the floor it must be completely removed with care. Double sided tape, gaffer tape and duct tape will leave a sticky residue and cleaning charges will apply to remove the adhesive residue to ensure the GCCEC floor area is residue free.

Please note that under no circumstances can any core drilling be conducted into any GCCEC surface.

4.34.2 Floor Surfaces

Any changes to floor surfaces present a potential slip, trip and fall hazard. It is the joint responsibility of the Client, Exhibitor or Contractor and/or their agent to ensure that floor coverings within their area does not create hazards.

4.35 Floor Loading

All floor areas within the GCCEC have loading limits per square metre. The floor load allowances for GCCEC are as follows:

- Loading Dock - 15 kPa (1500kg/m²)
- Arena and Service Road - 15 kPa (1500kg/m²)
- Halls 1, 2, 3, 4 - 20 kPa (2000kg/m²)
- Central Rooms - 15 kPa (1500kg/m²)
- Rooms 1 to 12 - 5 kPa (500kg/m²)

Any equipment or item to be displayed or used during an event that weighs more than 500kg (in Rooms 1 to 12) or 1500kg (in the Arena, Central Rooms and Halls), must receive venue approval, including the loading/unloading method, prior to the item or equipment being brought onto the GCCEC.

The organiser, exhibitor and/or the contractor is required to notify their GCCEC Event Manager and provide the following information:

- The dimensions of the base of the item.
- The gross weight of the item.
- Provide a picture or diagram of the item.
- Indicate on the floor plan where the item is to be located.
- The method for loading/unloading.

A certified Structural Engineers report will be required at the Client's expense if the weight has potential to compromise the structural integrity of the Loading Dock or space. Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

4.36 Floor Plans

All banquet, exhibition, rigging and display floor plans must be submitted to the GCCEC for approval, no later than thirty (30) days prior to the commencement of the event or exhibition. The Client and its agents must adhere to the approved layout.

Any amendments made to the approved floor plan is required to be submitted to your GCCEC Event Manager for re-approval.

The following information must be indicated with the submitted floor plan:

- Event name and dates.
- Details of the organisation and person who has drawn the plan.
- Version number and date drawn.
- Scale of the drawing.
- Location of emergency exit doors, signs and fire hydrants.
- Exhibition floor plans must indicate stand numbers, dimensions, aisle widths entrance, registration, and displays.
- Banquet and meeting floor plans are to include total seating numbers, location of stage and size, AV control desk (if applicable), displays, theming, draping, etc.
- 'No build zones' are clearly indicated on all floor plans.
- Indicate clear aisles for the purpose of emergency evacuation.

Should any venue emergency exit lights be covered by draping or sightlines blocked by a booth/stand or display, it is the responsibility of the Client, its Contractors or production company to arrange temporary battery backup illuminated emergency exits lights to be positioned in a venue nominated location.

4.37 Food and Beverage

The GCCEC has the exclusive rights to the sale of food and beverage. No Client, Exhibitor, Contractor or person shall bring into a licensed area, distribute or give away any item of food or beverage without prior written approval from GCCEC Management. By way of the Liquor Licence conditions, the GCCEC retains the exclusive right to the sale and service of all alcoholic beverages.

4.37.1 Dietary Requirements

The GCCEC takes meticulous care for dietary requirements. Some food items prepared by the GCCEC kitchen may contain allergens that some guests may be allergic to. Our team of qualified kitchen personnel work closely with Clients to ensure we accommodate guests with dietary needs.

Detailed requests are required at least ten (10) business days prior to the event. Please be aware that additional charges may apply for any guests with a specific dietary request. Please discuss this further with your GCCEC Event Manager.

4.37.2 Catering Numbers

The Client must confirm estimated catering numbers with their GCCEC Event Manager 30 days prior to the event.

Guaranteed confirmation of anticipated numbers is required in writing by 4pm five business days prior to your event. If numbers decrease within the five business days period, there will be no reduction in costs. This serves as our agreement on minimum numbers for payment, however you may increase your numbers until 9am on the day of the event.

If an event falls on:	Final delegate numbers are due by 4pm 3 business days prior to the event
Monday	Previous Wednesday
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Previous Monday
Friday	Previous Tuesday
Saturday	Previous Tuesday
Sunday	Previous Tuesday

4.37.3 Food and Beverage Sampling/Sales

The GCCEC does not object to the distribution of sample food or beverages by a Client and/or Exhibitor as a means of demonstrating their manufactured product, however the sale of take-away alcohol and food is not permitted, unless prior written approval has been granted by GCCEC Management.

Should an event feature beverage sales, the Centre will consider applying to the Office of Liquor and Gaming for a variation to its Liquor Licence. The GCCEC Liquor Licence hours are from 10am to 2am.

Please note that the Council of the City of Gold Coast may require a Temporary Food Licence. Please discuss this further with your GCCEC Event Manager. If sampling is being undertaken, the following form/s must be completed:

- [Food Sampling Request Form](#) - please return no later than 21 days prior to your event.
- [Beverage Sampling Request Form](#) - please return no later than 21 days prior to your event.

Due to WHS, alcohol cannot be consumed during bump-in and bump-out of any event.

4.37.4 Food Safety

The GCCEC has a food safety program that incorporates good hygiene practices and ensures all suppliers must comply with this program for all food items entering or being served or sold at the Centre.

The GCCEC food safety program has been developed to ensure product quality, safety and integrity by limiting the possibility of accepting inferior products or products which could potentially introduce either a microbiological, chemical or physical hazard to the Centre or its customers.

All food items being received by the GCCEC from third parties will comply with the GCCEC food safety program. A policy framework is distributed to all suppliers as part of the pre-planning material and is subject to strict receiving, storage, transportation and selling conditions within the GCCEC's good hygiene practices program.

It is expected that safe food handling procedures and hygiene standards are demonstrated during food preparation and sampling. Additionally, full disclosure of ingredients including the presence of allergens must be readily available for enquiries.

4.37.5 Kombi/Satellite Café or Catering Outlet

The GCCEC Kombi café is centrally located on the ground floor of the Centre and is operational at the venue's discretion.

The Client may request to have the Kombi café or satellite catering outlet operational within or during their event. Please contact your GCCEC Event Manager to discuss further details. A minimum food and beverage spend will apply.

The GCCEC is a cashless venue, with EFTPOS facilities available. Coffee shop accounts for the Kombi café or catering outlets can be arranged through your GCCEC Event Manager.

There is an LCD screen built into the Kombi café that can be used for an event or sponsorship branding. A labour charge may be applicable for any customised branding. Please contact your GCCEC Event Manager to discuss your requirements.

4.37.6 Menu Selection

Our team of award-winning Chefs are dedicated to serving restaurant quality meals, from breakfast to break, lunch to dinner and anything in between. Please speak to your GCCEC Event Manager to discuss menu options that have been amended to suit current food service guidelines. The Client must confirm menu selections with their GCCEC Event Manager thirty (30) days prior to an event.

4.37.7 Minimum Catering Spend

Minimum catering spend is outlined within the GCCEC Event Contract between the Client and GCCEC. Any shortfall will incur a shortfall surcharge.

GCCEC can offer a user pays bar, beverages on consumption, catering outlets for events, however, a minimum spend will be required. Please discuss the minimum spend charges with your GCCEC Sales or Event Manager.

4.37.8 Responsible Service of Alcohol (RSA)

The GCCEC is committed to patron care by ensuring the health, safety and well-being of our team members and guests is the foundation of all policies and procedures.

The GCCEC is a licensed premises and as per the [Liquor Act of 1992](#) in regards Responsible Service of Alcohol (RSA), the licensee, nominees and staff of a licensed premises have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner.

Furthermore, it is an offence to supply liquor, allow liquor to be supplied or consumed by a person who is under 18 years of age, or who is unduly intoxicated or disorderly.

4.37.9 Cooking Demonstration

If cooking of food on a stand/booth is required as part of a demonstration, approval is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

4.38 GCCEC Team

Assistant Floor Manager

Upon arrival at the GCCEC, your Event Manager will meet with you and your Assistant Floor Manager to complete a thorough handover. Whilst on site, your Assistant Floor Manager will be responsible for the operation of your event.

Event Manager

An Event Manager will be assigned to your event once it has been confirmed and will be your main contact during the planning stages and implementation of your event.

Exhibitor Services

For events that include exhibition or trade, the GCCEC have a dedicated Exhibitors Services team that will liaise with your Exhibitors. Clients are required to provide their Event Manager with an exhibitor's listing thirty (30) days prior to the event.

Logistics Team

For events that include exhibition or trade, the GCCEC have a dedicated Logistic team member that will liaise with your exhibitors.

Technical Event Manager

A dedicated Technical Event Manager will work with you throughout the planning stages and on site to determine all the technical production, rigging and IT requirements and work to determine a technical solution suitable for your event goals.

Production Manager

Your technical lead, the Production Manager is responsible for delivering all of the event's technical requirements. They provide specialist technical support in the planning, and whilst on site the Production Manager leads the technical team delivering your event.

4.39 Generators and Compressors

The use of generators or compressors (including any aero technics such as confetti canons) must receive approval from the GCCEC no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

4.41 Insurance

As per the contract, the Client is required to have a Public Liability Insurance Policy. Prior to arrival they must supply the GCCEC with relevant documentation including, but not limited to:

- Certificate of Currency with a minimum \$20,000,000 cover.
- Current Work Cover Certificate of Currency.

The GCCEC has the right to request changes to the Policy if the GCCEC reasonably considers the changes are required to ensure the more efficient operation of the GCCEC or the event.

If the Client does not take out the necessary insurance, the GCCEC may take out suitable insurance. The Client will be responsible for the cost of this insurance.

The Client's liability to the GCCEC or Queensland Government will not be limited because of any insurance policy. For example, if the amount of the Client's insurance does not cover the loss suffered by the GCCEC, the Client will still be required to pay the full amount of the GCCEC's loss.

4.42 Landscape Materials

Should any Client and/or Exhibitor use landscape products such as sand, soil, mulch, gravel, etc for their display, floor protection measures will need to be provided to prevent any damage to the GCCEC floor. Ensure loose materials such as gravels, decorative rocks, soils are firm under foot and do not cause any safety hazards. Charges will apply for any removal or damaged caused to the GCCEC floor or carpeted areas.

4.43 Lasers

Laser light is prohibited without prior notice and consent from the GCCEC. Laser light can cause accidents and as a result, intended use (i.e. entertainment show, devices on display, etc) must be compliant with relevant legislation and Australian Standards 2211 and must be approved by the GCCEC no later than 21 days prior to the event. Please discuss requirements with your GCCEC Event Manager.

4.44 Lecterns

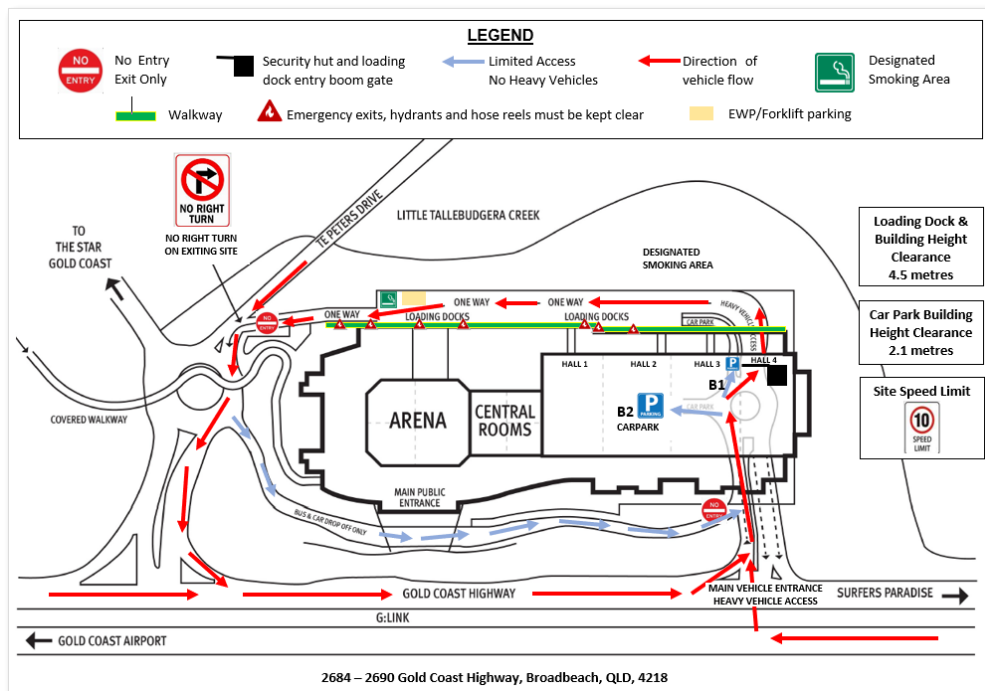
The GCCEC is pleased to provide a lectern in each meeting room on a complimentary basis (subject to availability). Should you wish to provide branding/signs for our lecterns, the lectern dimensions are 810mm (H) x 490mm (W). It is recommended that corflute material be used to brand the GCCEC lecterns.

4.45 Loading Dock and Logistics

The Loading Dock access ramp is a one-way directional system accessible via the northern end entrance of the GCCEC and has manned vehicle checkpoints to monitor access, assisting in the orderly flow of traffic in accordance with deliveries, collections, bump-in and bump-out schedules. Goods will not be accepted at any other point.

The Loading Dock access ramp is covered with a ceiling height of 4500mm (4.5 metres) high x 6000mm (6.0 metres) wide. Vehicles that exceed this height and width will need to contact your GCCEC Event Manager to make arrangements to access the Loading Dock from an alternative direction.

Marked thoroughfares must be kept clear at all times. The GCCEC accepts no responsibility for the safety of vehicles and their contents within the Centre’s premises.



4.45.1 Delivery and Collection

Deliveries/collections are to be made via the Loading Dock which is accessed from the Gold Coast Highway at the northern end of the GCCEC. Goods will not be accepted at any other point. Loading Dock hours are Monday to Friday, 7:30am to 4:00pm.

Arrangements outside these hours need to be organised with your GCCEC Event Manager. A labour surcharge may apply for unloading, reloading and relocation of goods on both weekdays and weekends.

It is the responsibility of all persons accessing the Loading Dock to:

- Ensure all goods are packaged correctly prior to arrival for safe unloading while on site.
- Abide by our strict 30-minute drop-off/pick-up time limit for all vehicles.
- Supply sufficient team members for loading/unloading of transport vehicles in a timely, safe and non-disruptive manner.

4.45.2 Loading Dock Doors and Dimensions

The GCCEC has five (5) loading docks doors which can be accessed from the main loading dock. The loading dock door dimensions into the Arena and Exhibition Halls are as follows:

- Arena Loading Dock (internal and external doors) is 4.4 metres high and 4.8 metres wide
- Exhibition Hall 1 is 4.0 metres high and 5.8 metres wide
- Exhibition Hall 2 is 6.3 metres high and 5.8 metres wide
- Exhibition Hall 3 is 6.4 metres high and 5.9 metres wide
- Exhibition Hall 4 is 4.5 metres high and 3.8 metres wide

4.45.3 Inwards Deliveries

Freight Acceptance

Deliveries and freight shipments are only permitted on the following days:

- Clients and Exhibitors freight can be delivered 24 hours prior to contracted period.
- Contractor's freight is to be delivered on the day of bump-in, unless prior arrangements have been made with the GCCEC Logistics team.
- If an external logistics company has been engaged to provide site services, deliveries will only be accepted by the external logistics company in the service times they have provided.

Delivery Label

The GCCEC requires each item delivered to the Centre to be clearly labelled with the correct GCCEC Delivery Label. Please tick only one section of the label to determine if your goods are for the exhibition, satchel packing or organiser's office.

Any person sending goods to the Centre must ensure that:

- The goods are not hazardous, dangerous or explosive unless appropriate notification, packaging, labelling and transport have been arranged/followed as per GCCEC's requirements and the WHS regulations.
- The goods are not illegal, stolen, perishable or environmentally harmful.

Authority to Sign

The GCCEC will not take delivery of any goods, packages or other materials on behalf of a Client, Contractor, Exhibitor or their Agent. Please ensure that your representative or service contractor is present to sign for your freight, an 'Authority to Leave' has been signed with your courier, or arrangements have been made with the GCCEC by completion and submission of the Authority To Sign Form. This must be completed prior to the arrival of your goods.

The GCCEC does not accept responsibility for the condition, quantity or safety of any items delivered or dispatched to the Centre in the absence of the Client, Exhibitor, his Agent or Contractor. Clients, Contractors and Exhibitors acknowledge that loss or damage are insurable risks and that obtaining insurance is their responsibility. If they fail or choose not to do so, it is at their own risk.

4.45.4 Storage

Limited storage facilities are available at the GCCEC for events. To store property at the GCCEC for an event, prior written approval must be obtained from your GCCEC Event Manager. Should a Client, Exhibitor or Contractor want to store a shipping container on site during their event, this will require prior venue approval.

4.45.5 Outwards Dispatch

Collection of Goods

Goods are to be collected within 24 hours after the conclusion of the event. Please note that storage charges will apply for goods not collected after this time.

The GCCEC reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

Dispatch Label

To assist with courier pickups and movement of items to the loading dock for dispatch, please ensure each item is labelled with a completed GCCEC Dispatch Label, please [click here](#).

Unlabelled goods may be deemed as rubbish and disposed of post-show. It is the owner's responsibility to label their goods to prevent mishandling.

Please make a note on your goods if private freight collection is required.

Courier Pickups

If you intend to dispatch your goods via a courier from the GCCEC after the event, it is important for you to package all items sufficiently for safe freighting and organise a courier for the collection of your freight. GCCEC Team Members are not permitted to book your courier.

Ensure all freight/couriered items are labelled with the following:

- Company name/trading name.
- Destination address.
- Contact name/mobile number.
- Name of courier.
- Commercial invoice if freighting internationally.
- Consignment note/account number (signed where required).

Please note that quantity cannot be manually changed once a consignment note is printed or booked without notifying the courier company of the change.

4.45.6 External Logistics Companies

On appointment of an external logistics company to an event, the Client and the external logistics company must immediately notify the assigned GCCEC Event Manager of the following:

- Name of company appointed, including contact details and services to be provided. Services provided should be including, but not limited to, exhibitor forklifting, exhibitor storage, contractor forklifting and contractor storage. Both parties are to be aware that GCCEC charges may apply to these services and must be discussed with the GCCEC for clarification.
- On site timing of services provided, including informing the GCCEC of any changes to the services and timings.

The appointed external logistics company must abide by GCCEC's guidelines, including following the GCCEC [Traffic Management Plan](#). Prior to arrival they must also supply the GCCEC with relevant documentation including, but not limited to:

- Public Liability Insurance with a minimum \$20,000,000 cover.
- Current Work Cover Certificate of Currency.
- A full rundown (manifest) of deliveries to assist with conformance to CoR and HVNL.
- Risk Assessment and/or Safe Work Method Statement (SWMS) applicable to each event.
- Notification of equipment that is to be stored on site including arrival and departure times.

Clients, Exhibitors and Contractors delivering/dispatching goods 24 hours pre or post event or requiring movements throughout the event, may be required to book the GCCEC forklifting/porterage services, as the external logistics company may not cover in these timeframes.

4.45.7 Loading Dock Management Schedule

The GCCEC Logistics team must be notified by the Client, Contractors and Exhibitors of all expected deliveries and shipments, as well as all Contractors and Vendors requiring access to the loading dock. Planning ahead maximises efficiency during peak times. This includes providing information that will assist with the process such as stand details, on site contact details, arrival/departure details, freight company, vehicle details, details of goods, sensitive freight requirements, etc.

All parties involved in the supply chain (consignee, consignor, scheduler, operator, manager, loader, loading manager and packer) have a responsibility to comply with current Chain of Responsibility (CoR) legislation and Heavy Vehicle National Law (HVNL) and regulations.

4.46 Lost Property

The GCCEC Customer Service team manages and facilitates any lost property on site at the GCCEC. All lost property is recorded and stored for up to sixty (60) days. The GCCEC takes no responsibility for the condition of any lost property. For any lost property enquiries, please contact the GCCEC Customer Service team on +61 (07) 5504 4000.

4.47 Machinery on Display or within Exhibits

All machinery on display or within an exhibit must include crowd control measures or barriers, fitted with guarding or any other relevant safety devices. Affixing signage around the machine is not an acceptable control measure. Under no circumstance is any exhibitor machinery on displays to encroach or obstruct aisles, nor prevent access to emergency exits, fire hydrant and fire extinguisher cupboards, audio visual and electrical cupboards.

4.48 Mobile Plant and Equipment

All Clients, Exhibitors and Contractors must notify the GCCEC prior to the event of any plant and equipment that is going to be brought onto the GCCEC site.

All mobile plant and equipment (including electrical equipment) brought onto the GCCEC site must be maintained in-line with the manufacturer's instructions, fitted with safety devices and stored on the GCCEC Loading Dock. If faulty equipment is identified, it must be tagged 'Out of Service' and removed from the GCCEC site.

Mobile plant may not be operated during exhibitor bump-in and/or bump-out without prior authorisation from GCCEC Management and without the appropriate controls in place.

Operators of any mobile plant must hold a current licence and present their licence to the GCCEC Security or Safety Team for review before operating any mobile plant on site at the GCCEC.

Mobile plant must always be operated in a safe manner and in accordance with current WHS regulations and guidelines. All external plant brought on site to the GCCEC must provide the appropriate SWMS, current Public Liability Insurance (\$20m) and WorkCover. Mobile plant must be operated in accordance and in conjunction with their high-risk work licence or competency to operate conditions.

All external plant and equipment brought on site for an event must be removed from site at the completion of the event.

4.48.1 Temporary Work Platforms

Temporary work platforms include scaffolds, elevating work platforms (EWPs), mast climbers, workboxes, building maintenance units, portable or mobile fabricated platforms or any other platform that provides a working area designed to prevent a fall.

Boom lifts, scissor lifts (EWP's) may only be operated by individuals holding a relevant high-risk work licence.

The EWP must be operated safely and in accordance with the manufacturer's specifications.

As per [Managing the risks of plant in the workplace](#) CoP, it is the operator's responsibility to ensure;

- Fitness for work.
- Risks are identified.
- Control measures implemented.
- Safety Vest worn.

- Logbook is completed.
- Harness is worn and fitted correctly, as per the manufacturer's specifications.
- Spotter suitably trained and required to escort the EWP's.
- Exclusion zones created and enforced.

Both the operator and spotter are always required to wear a safety vest.

For an emergency retrieval, the safety observer is to lower boom using ground level/emergency release valves in line with the manufacturer's specifications.

4.48.2 Forklifts

GCCEC offer onsite forklifting services. Please contact the Logistics Team safetyandlogistics@gccec.com.au to request a Lifting Equipment Hire Form [Organiser](#) and [Contractor](#). All GCCEC forklifts are operated by a licensed GCCEC Team Member.

3rd Party Forklifts

External forklifts brought onto the GCCEC property must always be operated in a safe manner and in accordance with current industry standards.

- Forklift work platforms are not permitted at the GCCEC.

Clients or Contractors operating forklifts on site must have the appropriate HRW licence and may not exceed the 10km/per hour speed limit at any time on site at the GCCEC. Refer GCCEC [Traffic Management Plan](#).

It is a GCCEC requirement that whenever a forklift is operational on the GCCEC premises, a safety observer is required to escort the forklift driver and their load within the Centre.

Both the forklift driver and safety observer are always required to wear a safety vest.

Large loads that obscure sightlines are to be reversed when travelling, sound their horn at blind spots and intersections and whilst travelling without a load, the tynes must be lowered to the lowest ground level point possible.

When forklifts are not in operation, forklifts are to be parked in the designated area on the Loading Dock, the gas bottle must be turned off and the forklift keys are to be left with GCCEC Security Control.

Note: Where forklifts are in use on the loading dock, there is a dedicated pedestrian walkways (painted on the ground) at the GCCEC, forklift drivers must be alert to pedestrians using the walkway when moving goods about the GCCEC.

4.48.3 Tyres and Damage

All external mobile plant brought into the Centre must be fitted with non-marking tyres. Damage caused by mobile plant or their load's during movement is to be reported immediately to GCCEC Security Control on +61 (07) 5504 4050 and documented. Charges will apply for any damage caused by mobile plant.

4.48.4 Safety Observer

All mobile plant working within the event area or foyers must have a safety observer in place who has been adequately trained in the GCCEC safety observer responsibilities, as per the [GCCEC Traffic Management Plan](#).

4.49 Noise and Sound Levels

To comply with Queensland Government Environmental Legislation and Office of Liquor and Gaming Regulation (OLGR) regarding noise pollution, it is a requirement that all events, functions and other activities are assessed for possible violation in relation to excessive noise levels.

There are sound pressure limits (SPL's) on the operations of the GCCEC, including the maximum SPL permitted in any room and from any accessible location in the room, as measured by the GCCEC, as well as any level which may disturb any Guests in that room or Clients and their guests using any other room in the GCCEC.

There are acceptable sound level limits within the building and any Client, Exhibitor and/or Contractor must comply with all reasonable direction made by GCCEC Management regarding sound on the Centre's property at any time.

Consideration must be given to limit the noise levels of machinery, vehicles or sound system used at the Centre to ensure others are not adversely affected. The GCCEC Loading Dock is overlooked by residential tenancies that may be impacted by activities in the Loading Dock area and within the Centre.

If necessary, hearing protection must be worn to prevent excessive noise exposure to any person(s).

Please inform your GCCEC Event Manager prior to the event if you envisage high level noise associated with your event.

4.50 Northern Lawn

The GCCEC has a 2,000 square metre lawn area located at the northern end of the Centre. This space is suitable for marquees and external displays. Due to this area being an external event space, there are noise restrictions applicable and must be complied with when using this area as your event space. When holding events/displays on the northern lawn area, security, crowd control fencing and other infrastructure will need to be budgeted for at the Client's expense.

Please be aware that any fees will be charged to the Client for any grass restoration or to repair any damage caused to the northern lawn areas.

Due to the infrastructure and services located beneath the lawn area, any penetration of the surface will require venue approval, as service detection scanning may be required.

For further information on the northern lawn area, please contact your GCCEC Event Manager.

4.51 On-Site Logistic Management Services

The GCCEC can provide on-site Logistic Management Services for events. Our experienced Logistics Team can manage our Clients, Exhibitors or Contractors freight during bump-in and bump-out. Labour charges will be applicable for any on-site Logistic Management Services. Please contact your GCCEC Event Manager to discuss your requirements.

4.52 Organisers Offices

The GCCEC has four (4) Organisers Offices located on the ground floor throughout the Centre. All Organisers Offices are supplied with Security VIN/Swipe cards for nominated individuals who will be authorised by the Client to access their on-site office. Organisers Offices are offered on a complimentary basis and are subject to availability.

Organisers Office 1

Located inside the main entrance to the Centre, this office consists of a purpose-built Registration Desk, Administration area, Boardroom and Speakers Preparation Room. This office is also fitted with a separate restroom and wash basin facilities and has direct internal access to the Arena. The Registration Desk can be branded on the overhead panelling, rear wall pin board. Session chimes and announcements are available from the Registration Desk audio box.

Organisers Office 2

Located next to the entrance of Central Room A from Foyer C, this office can facilitate six (6) workstations.

Organisers Office 3

Situated near Hall 2 entry/exit doors, this office can facilitate four (4) workstations.

Organisers Office 4

Located near Hall 3 entry/exit doors, this office consists of a purpose-built Registration Desk and Administration Area. This office is also fitted with a kitchenette. The Registration Desk can be branded.

For further information, please contact your GCCEC Event Manager who can tailor furniture set up requirements for your on-site office.

4.53 Parents Room

The GCCEC offers a Parents Room that is conveniently located on the Ground Floor near the main entrance of the Centre. Essentials are provided, including a change table, kitchenette, microwave, refrigerator and lounge chairs for nursing.

4.54 Pools, Spas and Water Features

Any display or structure containing water to a depth greater than 300mm will require at least one (1) responsible person to be always present at the body of water for supervision purposes.

All bodies of water and barriers must comply with all relevant Australian Legislation and Queensland Building and Construction Commission (QBCC).

Approval from the GCCEC is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

4.55 Porterage

GCCEC can offer Porterage services for Clients and/or Exhibitors who require deliveries of freight between rooms, events or exhibition spaces. Please discuss this with your GCCEC Event Manager who will be able to provide a breakdown of porterage charges. For meeting spaces on level one of the GCCEC, please be aware that freight can only be hand and/or trolley delivered to this level.

4.56 Promotions, Prizes and Competitions

Trade promotions or competitions are regulated under the Queensland Charitable and Non-Profit Gaming Act 1999. These are free entry draws conducted to promote goods or services. They do not require a licence.

Should a Client or Exhibitor want to hold a competition within their event, they will be responsible for obtaining any permits or approvals.

For further information about running a promotional competition or lottery, please refer to the Queensland Government's regulations guide [Competitions, Raffles & Bingo](#)

4.57 Registration and Satchel Packing Services

Registration and/or Satchel Packing services can be arranged for Clients during their event. Please discuss this with your GCCEC Event Manager who will be able to provide a breakdown of labour charges.

4.58 Restroom Facilities

The GCCEC offers female and male restroom facilities for all guests throughout the Centre, as well as accessible restroom facilities, which include baby change tables.

4.59 Rigging

The GCCEC offers rigging services for exhibitions and banner requirements. Charges are applicable and can be confirmed by your GCCEC Event Manager.

All rigging details, including plots, weights, temporary smoke detector isolation requests, etc., must be submitted to the GCCEC for review no later than 21 days prior to an event.

Please note that all rigging top points must be installed and removed by a GCCEC team member. Charges will apply for this service.

No external Personnel or Contractors will be permitted to commence works on any exhibition shell scheme prior to the installation of all rigging points and truss structures.

4.60 Room Styles

The GCCEC offers the following various room set ups which are included in the daily venue hire agreement:

- Auditorium style seating (tiered) is available within the GCCEC Arena only.
- Banquet table seating is suitable for sit down breakfast, lunches or dinners. GCCEC banquet tables are 1800mm (6 feet) diameter round and can seat a maximum of ten guests.
- Boardroom tables are configured to meet your requirements (subject to room capacity) and include complimentary water and glasses.
- Cabaret style seating which can seat anywhere from four up to nine guests and include complimentary water and glasses.
- Classroom style seating with half trestle tables that are 1800mm (6 feet) long x 450mm (wide) and can seat a up to three guests per table including complimentary water and glasses.
- Cocktail tables for welcome reception or cocktail parties.
- Theatre style seating. GCCEC banquet chairs are grey in colour.
- U-shape style seating including complimentary water and glasses.

GCCEC can offer pens, pads and mints at an additional charge. Please contact your Event Manager to request this for your meeting.

The GCCEC permits one room turnaround per day as part of the daily venue hire agreement. Should more than one room turnaround per day be required, additional labour charges will apply. Please contact your GCCEC Event Manager to discuss details.

4.61 Scaffolding

As per [Managing the risks of falls in the workplace](#) CoP, a person with management or control of a scaffold must ensure;

- Scaffolding conforms to AS/NZS 4576 and complies with all appropriate legislation.
- Scaffolding is erected, altered, and dismantled by competent people - Only a person who holds a scaffolding high risk work licence shall install and dismantle scaffolding.
- Once scaffolding has been installed and certified, a copy of the certification must be provided to the GCCEC Safety Team

Consultation to discuss further details with your GCCEC Event Manager is required no later than 21 days prior to the event.

4.62 Service Pits (Utility Services)

For our Clients, Exhibitors and Contractors convenience, the GCCEC has floor service pits located throughout the venue which consist of electrical 32amp (3 phase) power, 10amp single phase power, data and telecommunications, plumbing water and waste services.

Please be aware that each floor pit varies from pit to pit with services and may not include the required utility services. Access charges apply to the floor service pits. For further information and on-charges, please contact your GCCEC Event Manager.

Please note that should a floor service pit be accessed; it is a safety requirement to ensure the floor service pit cover is replaced and any cable or plumbing running out of the floor service pit is done so through the designated point.

At no time can a floor pit cover be left open and/or unattended. Should services that are being run through the service pit prevent the service pit cover from being returned to its original state, please contact your GCCEC Event Manager for suitable alternative arrangements.

Water and Waste

Access to the GCCEC water and waste services is only available in floor service pits throughout the Arena, Central Rooms and Halls 1, 2, 3 and 4. All plumbing connections and services must be completed by a venue approved licensed plumber.

Under no circumstances is any Client, Exhibitor or Contractor to dispose of effluent or untreated trade waste discharges (i.e. solvents and paints) into the pits.

If the disposal of waste causes any blockage or reportable Environment Protection Agency (EPA) spill, associated charges will be charged to the Client.

Clients are to ensure that their Exhibitors booths/stands are allocated directly over a floor service pit (applicable only to those requiring access to water and waste services). This is to avoid any trip hazards from plumbing materials to the floor service pits. In some cases, a raised floor may need to be installed at the Exhibitors expense to run plumbing under the floor, to reduce the risk of trip hazards.

Exhibitors and Contractors may order plumbing services [Plumbing Water And Waste Request Form](#) prior to the event with the Exhibitor Services team exhibitorservices@gccec.com.au or +61 (07) 5504 4000.

4.63 Signage

LCD screens are located throughout the GCCEC (refer below) to assist visitors with directional signage whilst attending the Centre. These are provided on a complimentary basis. The LCD screens can also be used for event programs and general wayfinding signage. A labour charge may be applicable for any customised signage. Please contact your GCCEC Event Manager to discuss your requirements.

Main Entrance

- 4.85m x 1.36m Landscape LCD screen
- Made up of 8 x 55" Landscape LCD screens

Please note that the main entrance screens may be shared with multiple events in-house

Arena

- 1 x 55" Landscape LCD screen located outside of Doors A, B, C, E, F and G

Central Rooms A, B and C

- 1 x 40" Landscape LCD screen located outside of doors above Central Rooms A and C

Exhibition Halls 1, 2, 3 and 4

- 1 x 55" Landscape LCD screen located outside the door to Hall 1
- 1 x 40" Landscape LCD screen located outside the door to Halls 2, 3 and 4
- 1 x 55" Portrait LCD screen located at the stairs leading up to Meeting Rooms 10, 11 and 12
- 2 x 40" Landscape LCD screens located above Halls 3 and 4 concession outlet
- 1 x 40" Landscape LCD screen located above Organisers Office 4

Meeting Rooms 1 to 9

- 1 x 32" Portrait LCD screen located outside Meeting Rooms 1, 2, 3 and 4
- 1 x 22" Portrait LCD screen located outside Meeting Rooms 5, 6, 7, 8 and 9

Ground Floor – Elevator Wall Screen

- 4.85m x 1.36m Landscape LCD screen
- Made up of 8 x 55" Landscape LCD screens

Please note that the elevator wall screens may be shared with multiple events in-house

Level 1 - Elevator Wall Screen

- 1 x 75" Portrait LDC Screen located outside of Level 1 elevator

Foyers

- 2 x 40" Landscape LCD screens located in the Foyers outside Meeting Rooms 1 and 4
- 4 x 55" Landscape LCD screens located throughout the Main Entrance Foyers
- 1 x 40" Portrait LCD screen located at the bottom of escalators on Ground Floor

Each LCD screen can run multimedia. To ensure quality control of the content during your event the following file formats are accepted:

Supported image formats include; JPEG (.jpeg), GIF (.gif), or BITMAP (.bmp).

Supported video formats include; QUICKTIME (.mov), AVI (.avi), MPEG (.mpg1 or .mpg2) or WINDOWS MEDIA

VIDEO (.wmv) – minimum frame size is applicable.

Mobile freestanding signage and static signage are also available. A4 and A3 landscape signage is applicable.

The GCCEC does not permit signs to be attached to any parts of the building structure (i.e walls, doors, columns). If a Client (including staff, exhibitors, principal contractors, sub-contractors and other agents) attaches any signs to the building structure without prior approval, removal charges will apply, along with repair costs for any damages incurred.

4.64 Stage Units

The GCCEC is pleased to offer staging units, audio-visual control desk and camera risers (subject to availability) on a complimentary basis. Stage decks are 6 feet x 8 feet (1.8m x 2.4m) and can be raised to 18, 24, 30, 36 and 42 inches in height.

It is a venue requirement that any stage 30 inches and above in height has a handrail installed along the rear side of the stage and edge identification (i.e. tape) fixed around the front and side edges of the stage, as a visible warning for presenters and/or guests working or accessing the stage. There are exemptions for stages not to include a handrail, please discuss this with your GCCEC Event Manager.

All stages are provided with stairs and handrails. Stages that are installed at a height of 18 and 24 inches do not require handrails on the stairs. All treads are marked with safety tape to highlight the variable heights for presenters and/or guests.

The GCCEC owns a concert stage that can be constructed to a maximum size of 60 feet x 40 feet (18.3m x 12.2m) and can raise to 42, 48, 54 and 60 inches in height. Charges are applicable for the hire of the concert stage and can be confirmed by your GCCEC Event Manager.

Any persons accessing a stage should perform a rehearsal where possible or be guided by a person that is familiar with the risk and safety aspects of the stage. Please discuss your stage requirements with your GCCEC Event Manager.

4.65 Surcharges

4.65.1 Extension of Function (Breakfast, Lunch or Dinner)

At the conclusion of your event, the GCCEC allows a thirty (30) minute departure/grace period for all guests leaving the event. Charges may apply should this timeframe be exceeded. Please discuss this with your GCCEC Event Manager.

4.65.2 Venue, Food and Beverage Labour

Alternate Serve (50/50 options)

Alternate meals can be offered for all plated functions including breakfast, entrée, main course and dessert. Additionally, morning and afternoon tea breaks can be served with alternate break items. Please contact your GCCEC Sales or Events Manager to discuss charges.

Buffet Stations

When planning a floor plan including buffet stations, please allocate enough space to accommodate one buffet per 170 guests and one (1) tea and coffee station per 200 guests. Buffet sizes will vary subject to the menu selection and can be confirmed by your GCCEC Event Manager.

Should you require additional buffets for the same number of delegates, additional labour charges will apply. Please discuss your requirements with your GCCEC Sales or Event Manager.

Room Turnaround

The GCCEC permits one (1) room turnaround per day as part of the venue hire agreement. Should more than one (1) room turnaround per day be required, additional labour charges will apply.

Room turnaround charges may also apply for rooms being turned around in a short timeframe. Please contact your GCCEC Event Manager to discuss details.

Dietary Requirements

Please be aware that additional charges may apply for any guests with a specific dietary request. Please discuss the additional charges with your GCCEC Sales or Event Manager.

Table Setting

The GCCEC standard function table settings are ten (10) guests per table. If your requirements vary from this standard setting, please discuss the additional labour charges with your GCCEC Sales or Event Manager.

4.65.3 Public Holidays

A surcharge on the total amount of food and beverage will be applicable for events that have catering on a Public Holiday. Please discuss this with your GCCEC Sales or Event Manager.

4.66 Sustainability

GCCEC Management is committed to continually improving environmental and social sustainability performance, whilst complying with relevant Federal, State and Local laws. The GCCEC strives to achieve best practice by aligning with EarthCheck™, the world's largest environmental management program, for all indicators in our EarthCheck™ Benchmarking. For further information, please refer to GCCEC's [Sustainability Initiatives](#).

4.67 Table Décor

The GCCEC can provide white linen napkins and black or white tablecloths on a complimentary basis. Coloured napkins are available at additional charges. Alternatively, you are welcome to provide your own tablecloths and napkins from your preferred supplier.

4.67.1 Menu Covers

The GCCEC can provide menus for catered events (three menus per table) on a complimentary basis. The menus are black print on white paper inserted into a GCCEC menu cover. Colour menus are available at an additional cost. Please discuss details with your GCCEC Event Manager.

4.67.2 Table Listing

The Client is responsible for providing an alphabetical guest table list and a numerical guest table list to their GCCEC Event Manager 24 hours prior to your event.

4.68 Tables

GCCEC Banquet Tables are 1800mm (6 feet) diameter rounds and can seat a maximum of ten guests.

GCCEC classroom style Trestle Table is a half trestle 1800mm x 450mm.

4.69 Technology

For all your technology, communication and business services, please refer to the [Technology Communication And Data Order Form](#) for relevant connection costs. This form must be received no later than 21 days prior to your event.

GCCEC offers complimentary public Wi-Fi services throughout the venue, which is suitable for basic internet browsing, social media and email. A premium network service can be tailored to your event requirements by contacting your Technical Event Manager. Any special services that need to be connected to the GCCEC networks must be approved by the GCCEC IT Services Department.

There are two techbox vending machines. One is located next to ground floor central elevators and the other is in the Arena Loading Dock. These techboxes include items such as tapes, safety vests, USB sticks, powerboards, power leads, face mask, sanitisers and more.

A portable device charging station is located inside the main reception foyer which is fitted with twelve charging compartments for mobile phones and tablets.

4.70 Ticketing

Ticketek is the exclusive ticketing agent for all concerts held at the GCCEC.

It is a venue requirement that any event using the auditorium seating within the Arena will require the ticketing solution to be provided through Ticketek.

The GCCEC does not object to Clients providing their own preferred ticketing providers for events such as consumer shows or graduations, however venue approval is required.

The GCCEC team can provide a ticketing solution for events, however charges will apply. Please contact your GCCEC Event Manager to discuss charges.

4.71 Traffic Management

The GCCEC can provide on-site traffic management for their events. It is mandatory for all school formals held at the Centre to have the GCCEC Traffic Management team control all traffic flow on the GCCEC premises during their event. Labour charges will be applicable for any on site Traffic Management. Please contact your GCCEC Event Manager to discuss your requirements.

Vehicles are not to exceed the 10km/per hour speed limit along the main entry driveway, loading dock or carpark. The Centre requests that Clients (including staff, exhibitors, principal contractors, sub-contractors and other agents) observe all traffic management guidelines and legislation during their visit to the GCCEC. Please refer to [Traffic Management Plan](#).

Parking on site along the main driveway is strictly prohibited and must remain clear at all times, unless prior approval has been granted by the GCCEC team. Should approvals be required to park on the main driveway, please contact your GCCEC Event Manager to discuss your requirements.

Pedestrian walkways and egress paths are to be observed by all drivers and caution is to be taken when approaching these walkways and/or egress paths. The GCCEC have marked pedestrian egress paths in green on the Loading Dock and pedestrian walkways are marked in white stripes on the road accessing the car park area.

4.72 Ushers

The GCCEC Ushers are used for any ticketed events held in the Arena at the GCCEC. It is the Ushers and or the Ticket providers responsibility to scan guests' tickets, assist guests to their sections and seats and in the event of an emergency direct guests to emergency exit doors and egress paths. Charges for Ushers will apply and are subject to the specifications for the ticketed event.

Ushers can be arranged for events when in plenary and/or theatre seating mode. Charges for Ushers will apply and can be discussed with your GCCEC Event Manager.

4.73 Vehicle Display (Car, Motorbike, Truck, Caravan, Boat)

If you intend to have a vehicle display within the Centre (including external areas), approval from the GCCEC is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details. The following must be provided:

- Delivery/Departure day and time of the vehicle.
- Contact details of the vehicle's owner.
- Ensure fuel cap is fitted and fuel tanks are full to capacity (as vapours are explosive).
- Provide GCCEC Security Control with a set of spare keys for the vehicle.
- The GCCEC floor area must be protected with drip tray under the engine and carpet tiles under the tyres of the vehicle at all times.
- Drive at idol speed and escorted with a GCCEC safety observer.
- Vehicles are to be set entirely within the stand/booth or allocated space.
- Covers or protectors are installed for trailer tow bar couplings.
- Use crowd control barriers where appropriate.
- Remove all LPG bottles.

Any cleaning and/or damages caused by a vehicle to the Centre's flooring will be the responsibility of the Client and any charges will be applicable.

4.74 Venue Maps, Dimensions and Capacities

For your convenience, the GCCEC offers venue maps showing rooms and spaces within the GCCEC along with dimensions and capacities. For further information, please refer to [GCCEC Venue Maps, Dimensions & Capacities](#)

4.75 Acknowledgement of Country (Traditional Owners)

An acknowledgement of Country is a way that non-indigenous people can show respect for Aboriginal and Torres Strait Islander heritage and the ongoing relationship of traditional owners with the land.

The GCCEC acknowledges the **Yugambah** people as the traditional owners of the land on which it is situated.

Jellurgal Aboriginal Cultural Centre
1711 Gold Coast Highway (PO Box 3), Burleigh Heads, QLD 4220
Phone: 07 5525 5955 Email: info@jellurgal.com.au

4.76 Wheelchairs

The GCCEC operates a wheelchair lift that can reach stage heights from 0.3 metres) to 1.65 metres high. Charges apply for the use of the wheelchair lift and can be confirmed by your GCCEC Event Manager. The wheelchair lift is 1.2 metres) wide x 1.66 metres long and has a weight capacity of 360 kilograms.

Clients and/or guests can hire wheelchairs through the GCCEC Reception or your GCCEC Event Manager. Wheelchair ramps can be hired for your event. Your GCCEC Event Manager can arrange this on your behalf from an external supplier. Hire charges will apply.