

2009 Exhibitor Services

Valid to 31 December 2009

www.cairnsconvention.com.au

Serious Business in Australia's most Stunning Location





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**CAIRNS
CONVENTION
CENTRE**

INTRODUCTION

This Exhibitors Service Manual has been prepared with the intention of making your visit to the Cairns Convention Centre pleasant and trouble free. Within the Exhibitor Services Manual you will find all the necessary information, location maps, order forms and other services to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, carefully read all the information in this kit as the following pages contain Exhibition Services Request Forms for various services available to exhibitors at the Cairns Convention Centre. Simply complete the appropriate forms including the exhibitor details/charge summary details form, for the services you require.

The Exhibition Services Request Forms must be returned to the Cairns Convention Centre with payment two weeks prior to the commencement of the Exhibition. A photocopy of all forms should be retained by you for your records.

Please note all prices quoted are current at time of publishing, are subject to change without notice, and are inclusive of any goods or services taxes, government charges or fees.

Please complete the forms and return by:

Mail Event Coordinator
 Cairns Convention Centre
 PO Box 8084
 CAIRNS QLD 4870

Fax 07 4052 1152

Email events@cairnsconvention.com.au

ENQUIRIES

If you have any further queries about the venue or the exhibition, please contact the Event Department, Cairns Convention Centre. We look forward to welcoming you to the Cairns Convention Centre and wish you every success in your participation.

Telephone 07 4042 4200
Fax 07 4052 1152
Email events@cairnsconvention.com.au



**CAIRNS
CONVENTION
CENTRE**

PAYMENT DETAILS

EVENT NAME _____

DATES _____

STAND NUMBER _____

CONTACT NAME _____

COMPANY _____

ADDRESS _____

TELEPHONE _____

FACSIMILE _____

EMAIL _____

CHARGE SUMMARY DETAILS

ITEM	AMOUNT
Communications	
Computer Equipment	
Audio Visual Equipment	
Catering – Food	
Catering – Beverages	
Banners	
Handling Equipment	
Stand Cleaning	
Water & Waste	
High Visibility Vest	
Other	
TOTAL	\$

CHEQUES

Must be made payable to the **Cairns Convention Centre** and must be received **two weeks** prior to bump in.

Cheque enclosed is to the value of \$ _____

CREDIT CARD DETAILS

PLEASE NOTE: Credit card charges apply for amounts over \$2,000.00. Please contact the Event Department for details regarding these charges. Amounts over \$2,000.00 cannot be split.

Mastercard

American Express

VISA

Card Holders Name _____

Card Number _____

Expiry Date _____

Amount to be debited

\$ _____

Card Holders Signature _____

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.

CEILING HEIGHTS

Ceiling heights vary throughout the Centre's exhibition areas. If any part of the booth/display exceeds 3 metres, please contact the Event Coordinator to ensure the ceiling height is adequate.

DISPLAY MATERIALS

All flammable display materials (eg. hay bales, signage etc) used in a booth or display must be made of flame retardant materials or treated for fire retardation.

FLOOR LOADING

Great Hall	2 tonnes per square metre
Hall 2	2 tonnes per square metre
Other Areas	Contact the Event Department for Loading Advice

Please note the above loadings are indicative only. All dimensions, weight and details of heavy equipment to be displayed are to be advised in writing to the Event Department for approval by the Building Services Manager.

EGRESS & PUBLIC AISLE WAYS

All trade floor plans are approved in accordance with the Queensland Fire Service Act. As such, exhibitors are not permitted at any time to obstruct or allow the obstruction of any aisles and emergency exits, emergency lighting, fire extinguishing equipment and fire alarms, nor suspend or allow any items to be suspended from them. Any encroachment into public aisle ways from an assigned booth area is strictly prohibited.

ELECTRICAL EQUIPMENT

All portable electrical equipment used by contractors/exhibitors must comply with current Workplace Health and Safety Regulations and Advisory Standards. Centre management reserves the right to refuse any equipment used by contractors/exhibitors or clients. Points to note:

- ◆ **Electrical equipment and leads must have a current test and tag.**
- ◆ Damaged faulty equipment will not be permitted to be used in the Centre.
- ◆ Frayed electrical cables and leads will not be permitted to be used at the Centre.
- ◆ Use of double adaptors is not permitted.

HALL ACCESS

Great Hall	5m wide	4.2m high	(via Loading Dock Entrance)
Halls C & D	5m wide	4.2m high	(via Loading Dock Entrance)
Hall 2	8m wide	4.1m high	(via Loading Dock Entrance)

HELIUM BALLOONS

Exhibitors wishing to utilise helium balloons as part of their display must seek permission from the Event Coordinator. Charges may be incurred for the retrieval of helium balloons from the ceiling.

EXHIBITOR ACCESS (including Loading Dock)

Loading Dock - Access 5.8m wide x 4.2m high (32m long).

For freight delivery and exhibition builds access to and from the loading dock is via ramps and is on the flat. Please note that all vehicles are required to unload and move to the car park. On occasions loading will occur through the main Convention Centre entrance. Under no circumstances are vehicles to be left unattended on the Porte Cochere (Main Entrance).

For oversized items, exhibitors must advise the Event Coordinator a minimum of four weeks prior to the event to coordinate access via the loading dock.



**CAIRNS
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GENERAL INFORMATION

NAKED FLAME/CANDLES/OIL BURNERS

Exhibitors wishing to utilise a naked flame, candle, oil burner etc as part of their display must contact the Event Coordinator in writing (minimum four weeks notice required) to seek approval from the Centre's Workplace Health & Safety team.

PARKING

The Centre's car park is by way of coin operated boom gate with a per entry fee of \$3.00. Access to the car park is via Sheridan Street. The car park is open Monday to Friday and on weekends only if an event is held at the Centre.

HIGH VISIBILITY CLOTHING

It is a mandatory requirement that all venue staff, contractors, exhibitors and organiser staff wear high visibility shirts or vests meeting AS/NZS 4602 to minimise risks associated with plant and vehicle movement within the Centre and its loading docks during bump in and bump out of events.

High visibility clothing must be worn at all times during bump in and out in the following areas:-

- ◆ inside the exhibition halls;
- ◆ on the Centre's Loading Docks.

Anyone not wearing high visibility shirts/clothing will be asked to leave the room and will not be permitted in bump in/out areas or the Loading Dock until such time as they are wearing the correct clothing.

High visibility vests are available for purchase at a cost of \$10.00 per vest. Vests can be pre-ordered via the payment detail page at the front of this Manual or purchased during bump in/out at the Centre.

Please contact the Cairns Convention Centre coordination staff for further information.

FOOTWEAR

Appropriate footwear must be worn at all times during bump in and bump out of events. No open-toe footwear ie. sandals, thongs and the like are permitted during these times.



**CAIRNS
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FREIGHT FORWARDING ADVICE

PLEASE COMPLETE AND RETURN TO CAIRNS CONVENTION CENTRE

Fax 07 4052 1152
Email events@cairnsconvention.com.au

All enquiries regarding delivery/dispatch details, please contact Main Reception on 07 4042 4200

Conference Name: _____ Stand Number: _____

Sender's Company Name: _____

Sender's Contact Name: _____ Telephone: _____

Email: _____ Mobile: _____

Description of Goods: _____

Approx. Cubic Measurement: _____ # of Items: _____

Is a forklift required to move goods: Yes No

Approximate Date of Delivery: _____ Freight Company: _____

CONDITIONS

- ◆ It is essential that exhibitors and freight forwarding requirements are notified to the Centre two (2) weeks prior to the event.
- ◆ The Cairns Convention Centre will not take delivery of any goods, packages or other materials on behalf of an exhibitor unless previously arranged. The Cairns Convention Centre does not accept responsibility for the safety of any items on, delivered or dispatched to the site in the absence of the Exhibitor, his Agent or Contractor.
- ◆ Deliveries can only be accepted Monday to Friday 09.00am to 5.00pm. For deliveries outside these hours, please contact the Event Coordinator as labour charges may apply.
- ◆ Exhibitors should ensure airway bill numbers/consignment numbers are carried with them at all times. This enables goods and equipment to be readily traced at customs and freight forwarding companies.
- ◆ All goods must be removed/dispatched within 72 hours of conclusion of the event. The Centre reserves the right to dispose of any goods after fourteen (14) days.
- ◆ All material dispatched to the Cairns Convention Centre must be clearly marked with the following information:
 - ◇ Company name
 - ◇ Contact person at the exhibition
 - ◇ Stand number
 - ◇ Event name & dates
 - ◇ Room name and floor level
- ◆ **Forwarding Address:**
Cairns Convention Centre
Cnr Wharf & Sheridan Streets
CAIRNS QLD 4870

In order to ensure a smooth collection of your freight at the conclusion of your event, please adhere to the instructions below.

- ♦ Clearly label all freight with the return address, contact name and telephone number and item numbers i.e. Box 1 of 5, Box 2 of 5, etc.

- ♦ Courier companies **will not** collect goods unless there is a completed and signed consignment note attached to your freight. This must include:-
 - ◇ Sender Details
(Exhibitor company name and contact telephone number)

 - ◇ Receiver Details
(Exhibitor company name and full address)

 - ◇ Signed dangerous goods declaration

 - ◇ Completion of the "tick" box indicating "Receiver" to pay for goods being dispatched

 - ◇ Method of transport i.e. road, air, express

- ♦ Ensure that the completed consignment note is attached to freight.

- ♦ Prior to leaving the Centre, contact your freight company to arrange for collection of freight and advise them of your company name and the number of items you wish to have collected from the Centre.

- ♦ Freight Return Checklist:
 - ◇ Prepared freight labels for return of goods

 - ◇ Consignment note

 - ◇ Account number

 - ◇ Courier contact details

 - ◇ Scissors and tape

The Cairns Convention Centre accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes.

IMPORTANT

The Cairns Convention Centre has been advised by some courier companies that photo ID is required in order for goods to be collected.

Please clarify this with your courier company as you may be required to stay with your goods and produce this identification to the courier driver before leaving the Centre.

The Centre assumes no responsibility for freight left without a completed consignment note or incorrectly completed consignment note.

TO: CAIRNS CONVENTION CENTRE

Corner of Wharf & Sheridan Streets
CAIRNS QLD 4870
AUSTRALIA



CONFERENCE:	Risk Management Institution of Australasia National Conference 21 – 25 November 2009		
EVENT COORDINATOR:	Penny Menzies		

COMPANY NAME:			
CONTACT PERSON AT CONFERENCE:		MOBILE NUMBER:	
ITEM NUMBER: (Eg 1 of 2)	Of	CONSIGNMENT NOTE NUMBER:	

DELIVER TO: (Circle One Only)	Exhibition	Satchel Packing	Organisers Office
BOOTH NUMBER: (Exhibition Only)			



**CAIRNS
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COMMUNICATIONS

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

TICK	CONNECTION TYPE	DETAILS	AMOUNT
<input type="checkbox"/>	Telephone Line • Local • STD • IDD	How many telephone lines do you require? _____ Do you require a handset? <input type="checkbox"/> Yes <input type="checkbox"/> No Access Required <input type="checkbox"/> Local <input type="checkbox"/> STD <input type="checkbox"/> IDD	\$35.00 plus call costs
<input type="checkbox"/>	ADSL Link - Hardwired	Broadband 20mb Unlimited Access and Downloads. <i>The Centre has limited numbers of these lines available. Requests for these lines are required 40 days prior to the event.</i>	\$250 per day or \$1,250 up to 7 day duration and \$150.00 per day for each day thereafter
<input type="checkbox"/>	Wireless Access	Email & Internet Access 1 Hour Wireless Card 8 Hour Wireless Card	\$15.00 \$60.00
TOTAL			\$

Special requirements (please specify) _____

CONDITIONS

- ◆ The Cairns Convention Centre can connect telephone lines on individual exhibition stands through the Centre's PABX system. Lines will be connected on the last bump in day of the event and disconnected prior to completion of bump out.
- ◆ Credit card details must be supplied to cover call costs. After the service has been disconnected an itemised account of all calls will be produced and this amount will be debited from the credit card provided.
- ◆ All telephone charges are the responsibility of the exhibitor, and appropriate measures should be undertaken to ensure authorised use.

Please Note: This form must be received by the Cairns Convention Centre with payment a minimum of forty (40) days prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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COMPUTER EQUIPMENT

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

ITEM	CHARGE FOR DURATION
Desktop PC* - Dual Core Processor, 1024mb Ram 120 gb HDD, DVDRW, Keyboard, Mouse, 22 inch LCD and all cabling	\$365.00
Notebook* - Centrino Processor, 512mb Ram +60GB HDD, DVDRW, 15.4" LCD Screen, & WiFi	\$365.00
19" LCD (Flat Screen)	\$170.00
20" LCD (Flat Screen)	\$200.00
22 inch LCD (Flat Screen)	\$230.00
Laser Printer - Black and White (including first cartridge)	\$300.00
Laser Printer - Colour (including first cartridge)	\$450.00
Colour Inkjet Printer (including first cartridge)	\$250.00
Network Cabling Per Patch	\$25.00
8 Port Switch	\$50.00
24 Port Switch	\$130.00
Media Converter	\$70.00
Labour - Please allow for a labour charge of \$120.00 per hour for set up and installation (if applicable)	\$120.00 Per Hour
TOTAL COST	\$

*PC hire includes Windows XP Operating System and MS Office 2003. Specifications may change without prior notice.

For all other requirements please contact the Event Department events@cairnsconvention.com.au for a quotation.

CONDITIONS

- ♦ Total hire includes delivery and pick up. Goods must be returned in the same condition as delivered any damage or loss of equipment will be charged accordingly.
- ♦ All equipment is delivered to your stand on the last set-up day.

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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AUDIO VISUAL EQUIPMENT

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

ITEM	1 DAY	2 DAYS	3 DAYS	4-7 DAYS
60cm TV Monitor & DVD	\$77.00	\$154.00	\$231.00	\$308.00
30 inch LCD Flat Screen	\$165.00			
42 inch LCD Flat Screen	\$275.00			
*LCD Stands	POA			
Total				

*Note various LCD Stands available dependent on required use. Please contact our Event Department for costings.

All equipment subject to availability.

For all other audio visual requirements please contact our Event Department events@cairnconvention.com.au

CONDITIONS

- ♦ Total hire includes delivery and pick up. Goods must be returned in the same condition as delivered. Any damage or loss of equipment will be charged accordingly.
- ♦ All equipment is delivered to your stand on the last set-up day.

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



These activities are prohibited at the Cairns Convention Centre:-

- ◆ Bringing into the premises any food or beverage items for sale or consumption.
- ◆ Promoting or processing any orders for the subsequent provision of alcoholic beverages.
- ◆ Removal from the premises of any alcoholic beverages purchased at the Centre.

These following activities require written application and approval by the Centre at least 5 working days prior to the event, subject to the following conditions.

Beverages (Alcoholic & Non-Alcoholic)

Bonafide sampling and tasting promotions only ie. maximum sample size glass/cup of 50ml.

Food

Bonafide sampling and tasting promotions only ie. food portions to be sample size only.

Please note:

- ◆ Cold food must be maintained at 5°C or less for the entire period of consumption.
- ◆ Hot food must be maintained at 65°C or above for the entire period of consumption.
- ◆ Sneeze guards required for finished food sample items.
- ◆ Eating and drinking utensils must be disposable (for example: plastic plates, wine taste cups, cutlery) and must not be re-used.
- ◆ Promotional food and drink samples to be given away must be protected from contamination with plastic covers and any condiments offered should be portion control – one use only.

General

- ◆ The Centre reserves the right to supply any beverages required by the applicant.
- ◆ Appropriate equipment is available for hire from the Centre.
- ◆ Cooking or food sample preparation and any equipment to be used on the premises must have written approval of the Cairns Convention Centre 5 working days prior to the event.

For More Information:

Mark Sergeant
Catering Manager
Cairns Convention Centre
Telephone: 07 4042 4200
Facsimile: 07 4052 1152
Email: msergeant@cairnsconvention.com.au



**CAIRNS
CONVENTION
CENTRE**

CATERING - FOOD

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

Please indicate the number of persons for each item required.

NUMBER OF PERSONS	ITEM	COST
	Platter of Point Sandwiches with Assorted Fillings	\$7.50 Per Person
	Platter of Assorted Flaky Pastries	\$6.00 Per Person
	Platter of Home Cooked Biscuits	\$4.20 Per Person
	Selection of Mini Chocolate Bars and Lollies	\$2.90 Per Person
	Chocolate Dipped Strawberries (20 pieces)	\$37.00 Per Platter
	Platter of Antipasto	\$63.00 Per Platter
	Platter of Sushi	\$22.00 Per Person
	Australian Cheese Platter served with Dried Fruits, Nuts & Water Crackers	\$11.00 Per Person
	Freshly Sliced Fruit	\$6.50 Per Person
	Premium Ice Creams (Price includes Freezer Hire)	\$3.80 Each

For all other catering requirements, please contact our Catering Manager Mark Sergeant
msergeant@cairnsconvention.com.au

DATE	DELIVERY TIME	ITEM	COST
Total			\$

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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CATERING - BEVERAGES

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

Please mark the quantity for each item required.

QUANTITY	ITEM	COST
	6 Assorted Soft Drinks	\$18.00
	6 Bottled Water	\$18.00
	6 Assorted Juice	\$20.00
	Jug of Juice	\$16.00
	Filter Coffee (per cona)	\$20.00
	Standard Australian Beer Six Pack _____	\$24.00
	Standard Australian Beer Carton _____	\$60.00
	Bottles of House Wine Sparkling _____ Red _____ White _____	\$26.50
	Tropical Mocktail Madness Charged on consumption. Includes staff member for catered breaks.	\$25.50 per litre
	Coffee Machine Fully automated single group. Coffee charged on consumption	\$160.00 per day
	Mobile Coffee Cart Coffee charged on consumption. Includes staff member for catered breaks – total 2 hours duration per day. (Single group unit requires 15 amp power).	\$340.00 per day
	Mobile Coffee Cart Coffee charged on consumption. Includes staff member for catered breaks – total 2 hours duration per day. (Two group unit requires 3 phase power).	\$440.00 per day
	Coffee charged on consumption per cup	\$3.50

For all other beverage requirements, please contact our Catering Manager Mark Sergeant on msergeant@cairnsconvention.com.au

DATE	DELIVERY TIME	ITEM	COST
Total			\$

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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BANNERS

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

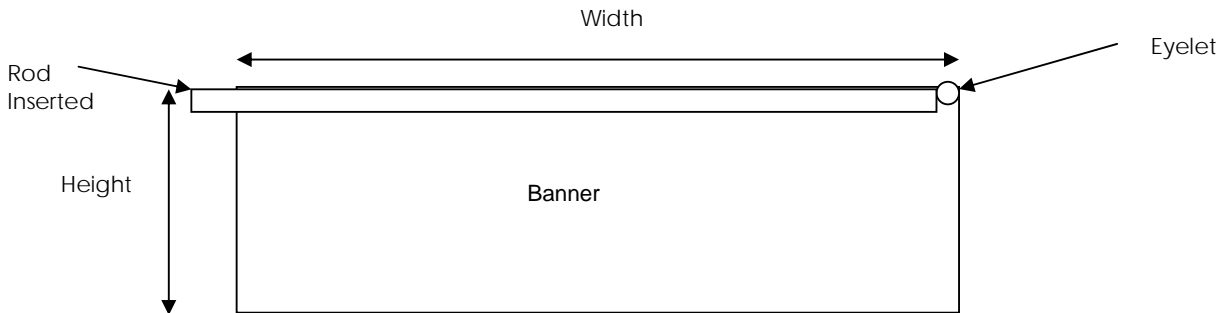
Charges are applicable for rigging of all banners. Please complete the table below and fax to 07 4052 1152 for one of our Production Coordinators to prepare a quotation.

HEIGHT (CM)	WIDTH (CM)	WEIGHT (KG)	MATERIAL MADE OF	ROD INSERTED	EYELETS
				Yes / No	Yes / No
				Yes / No	Yes / No
				Yes / No	Yes / No
				Yes / No	Yes / No

Where is banner to be hung?

Great Hall Hall 2 Other _____

BANNER EXAMPLE



CONDITIONS

- ◆ All banners must be received no less than five (5) working days before the event.
- ◆ Banners must be clearly marked with "Banner Enclosed" in a separate package noting all event details.
- ◆ If there are specific hanging details, a diagram must be provided.

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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HANDLING EQUIPMENT

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

EQUIPMENT	HIRING COST	DATE	NUMBER OF HOURS REQUIRED
Fork Lift - 2.5 tonne - including driver & fuel	\$70.00 per hour \$490.00 per day*		
Boom Lift - 80ft/24.40m - machine only Operator certification must be produced	\$90.00/hour \$630.00/day*		
Electric Knuckle Boom - 51ft/15.75m – machine only Operator certification must be produced	\$70.00/hour \$490.00/day*		
Scissor Lift - 25ft/7.60m – machine only Operator certification must be produced	\$70.00/hour \$490.00/day*		
Pallet Jack	Free of Charge**		
Trolley (Flat Bed)	Free of Charge**		

CONDITIONS

- ◆ The Cairns Convention Centre has one Fork Lift for hire (subject to availability).
- ◆ * Day rate is for 8 hour period only.

**If exclusive use is required for Pallet Jack or Trolley, please contact our Event Department events@cairnsconvention.com.au who will advise cost.

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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CENTRE**

STAND CLEANING

EVENT NAME _____

STAND NUMBER _____

COMPANY _____ CONTACT NAME _____

TELEPHONE _____ EMAIL _____

Stand Cleaning: \$3.50 per square metre per day

I would like my stand vacuumed/mopped and dusted prior to the opening of the exhibition on each of the following days:

DATE	STAND SIZE (M ²)	COST PER DAY (\$3.50 PER M ² PER DAY)
Total		\$

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



**CAIRNS
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WATER & WASTE

EVENT NAME _____

STAND NUMBER _____

COMPANY _____

CONTACT NAME _____

TELEPHONE _____

EMAIL _____

Please indicate which service you require. Note cost is per connection.



Water Connection \$48.00



Waste Connection \$48.00

Exhibitors are required to supply hose fittings suitable for attachment to ¾" British Standard Pipe (BSP).

Please Note: This form must be received by the Cairns Convention Centre with payment two (2) weeks prior to the commencement of the Exhibition. All orders will be processed once payment and forms have been received. A Tax Invoice will be supplied once payment has been received.



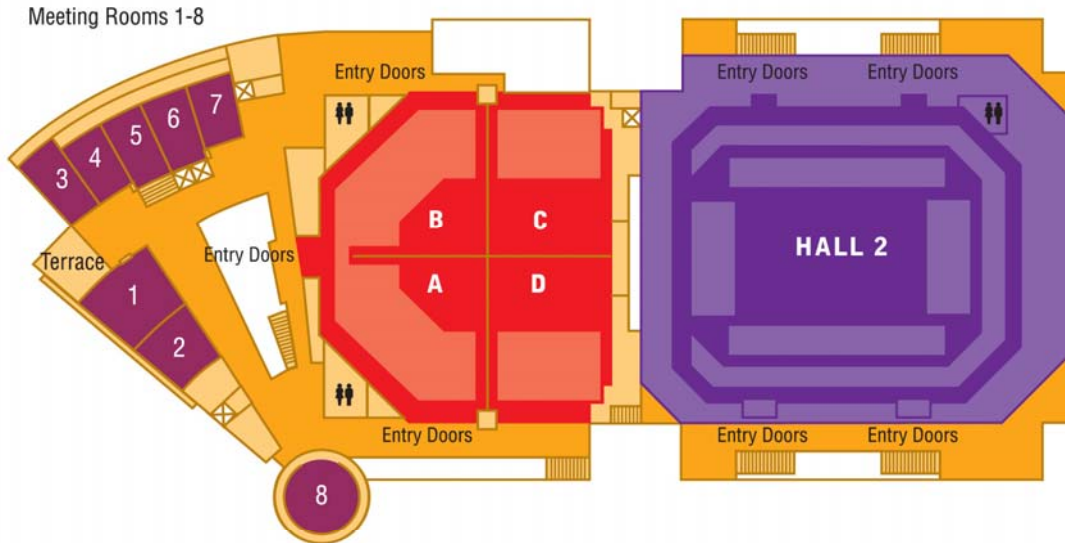
The following business support services are available at Administration, Level 3:

SERVICE		CHARGE
Email & Internet Access	1 Hour Wireless Card	\$15.00
	8 Hour Wireless Card	\$60.00
Facsimile – Outgoing (within Australia & Overseas)	First Page	\$4.00
	Each Page Thereafter	\$1.00
Photocopying/Printing	Black & White	
	- A4 Page	\$0.15
	- A3 Page	\$0.20
	Colour	
	- A4 Page	\$0.30
- A3 Page	\$0.40	
	Client supplying own paper	\$0.05
Secretarial Services (Per Hour)		\$35.00

For any other requirements please see our Receptionist at Administration, Level 3.



MEZZANINE LEVEL



EXHIBITION LEVEL

