

Exhibitor Services Kit

Contents

1. Overview	Page 3
2. Venue Outline	Page 4
3. Key Dates	Page 5
4. Macquarie Street Loading Dock	Page 5
5. Evans Street Loading Dock	Page 6
6. Trade Shows and Custom Trade Booth Builders	Page 6
7. Delivery of Vendor and Trade Boxes to Booths	Page 6
8. Storage	Page 7
9. Car Parking	Page 7
10. Conference Room Measurements	Page 8
11. Rigging	Page 9
12. Audio Visual and Production Requirements for Exhibitors	Page 9
13. Furniture Hire	Page 10
14. Extra Power Requirements	Page 10
15. Booth Cleaning	Page 10
16. Rubbish Removal	Page 11
17. Labour Request	Page 11
18. Phone Line & Handset Request	Page 11
19. Wireless / Broadband Internet Connections	Page 11
20. Stand Sampling / Selling	Page 12
21. Payment of Services	Page 12
22. Transport Companies	Page 13
23. Security	Page 13
24. Porterage	Page 13
25. Bump Out & Removal of Goods	Page 14

Forms

Exhibitors Deliver Label – Macquarie Street	Page 15
Delivery Advice Form	Page 16
Furniture Hire Form	Page 17
Booth Cleaning	Page 18
Labour Request – Casual	Page 19
Phone Line & Handset	Page 20
Wireless / Broadband Internet Connection	Page 21
Stand Sampling / Selling	Page 22
Exhibitor Services and Payment Details	Page 23

1. Overview

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

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

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

All forms for equipment / Hotel services arranged must be accompanied by an Exhibitors Payment form for all items to be supplied. All payments are required 7 working days prior to the commencement of the Conference and order forms must be returned 21 working days prior to the first day of Conference starting.

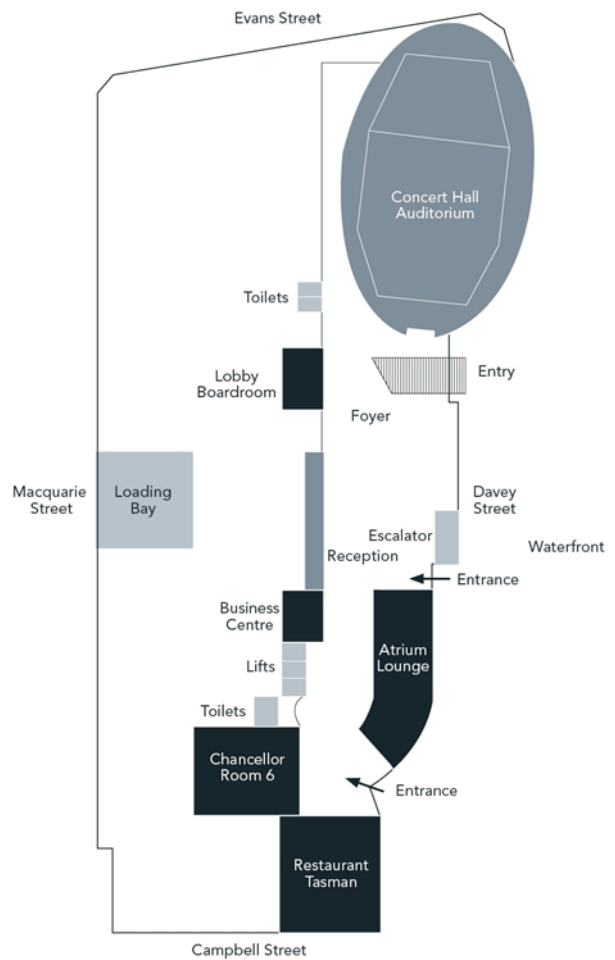
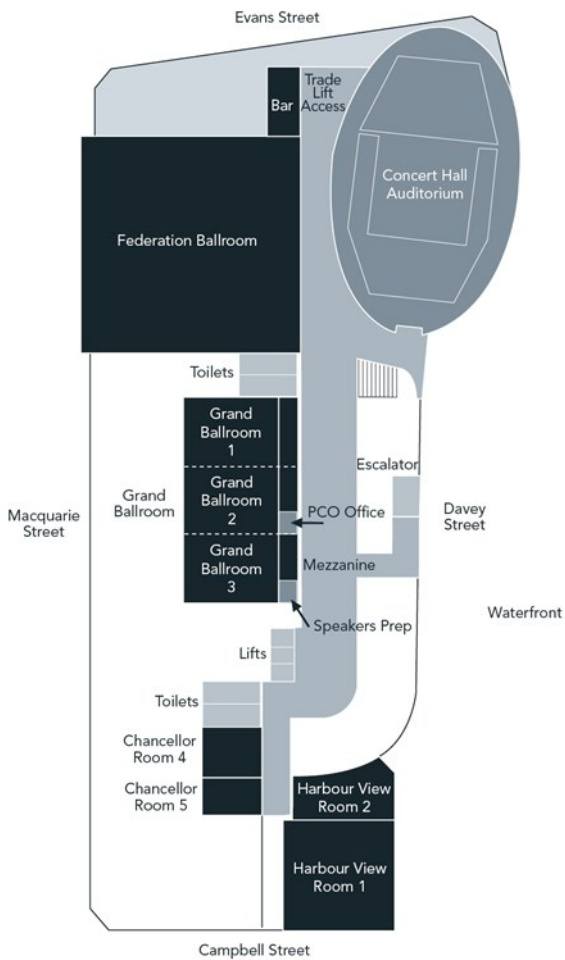
All prices supplied are inclusive of GST.

Completed forms must be returned to:

Hotel Grand Chancellor Hobart
Conference & Events Department
GO Box 1601
Hobart TAS 7001
Tel: (03) 6235 4535
Fax: (03) 6235 4563

2. Venue Outline

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



3. Key Dates

Date To Send Delivery Advice Form:	5-7 Days prior
Date To Send Over Sized / Fork Lift Request Form:	5-7 Days prior
Macquarie Street Loading Dock Earliest Delivery Date:	3 days prior
Macquarie Street Loading Dock Latest Collection Date:	Within 24 hours of event conclusion
Evans Street Loading Dock Delivery Date:	On Request
Evans Street Loading Dock Collection Date:	On Request

4. Macquarie Street Loading Dock

General deliveries should be sent to this dock. All deliveries need to be labelled correctly using the delivery advice label. Goods that are not labelled clearly will not be accepted. HGCH may sign for goods but accepts no responsibility for the security or safety of goods delivered into the venue. Goods should not be delivered to HGCH any earlier than three days prior to the first day of hire. HGCH reserves the right to refuse delivery of items prior to this. All items must be collected from the loading dock no later than 24 hours after the conclusion of an event.

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

Deliveries will only be accepted a maximum of three days prior to the start of the venue hire. Goods must be collected no later than 24 hours after the event has concluded, or the following business day.

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

Deliveries are limited to the following size: 1.20m wide by 2.04m high by 1.20m deep
Maximum weight: 1800kg (service lift access)

Loading Dock height – ground to platform 1.20m

5. Evans Street Loading Dock

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

Trade Shows and Custom Trade Booth Builders should contact Scene Change (03 6234 2266) to arrange for the loading dock to be available. A tall mast fork lift is required to provide access to the dock and charges may apply if the event organiser has not already arranged for this facility to be available.

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

6. Trade Shows and Custom Trade Booth Builders

For those suppliers who need to bump in large quantities of road cases and other gear to the Federation Ballroom arrangements should be made with Scene Change to have the Evans Street Loading Dock made available, charges may apply.

7. Delivery of Vendor and Trade Boxes to Booths

Deliveries will be made to the loading dock and these will be moved as part of the room hire to a staging area adjacent to the trade space where exhibitors can collect their items from.

Alternatively the Hotel can sort the marked boxes and deliver them to the respective trade booths, however labour charges will apply.

8. Storage

HGCH has minimal storage areas for exhibitor boxes, supplies and packaging. Event Organisers must plan for storage of smaller boxes, crates and essential items. All other items as well as custom build trade crates must be stored off the premises, if no storage area has been allocated in the exhibition space by the event organiser, as pre-arranged with HGCH.

9. Car Parking

HGCH has a car park on site which can be accessed via Macquarie Street. Charges apply.

Vehicle access is limited to cars only, with a maximum vehicle height of 1.9m.

10. Conference Room Measurements

Function Room	Meters	Area m ²	Height Meters
Federation Ballroom	35 x 35	1225	5.2
Grand Ballroom	34 x 17	578	4.8
Grand Ballroom - Two Thirds	22.6 x 17	385	4.8
Grand Ballroom - One Third	11.3 x 17	192	4.8
Chancellor 4	8.2 x 8.6	70.5	3
Chancellor 5	5.7 x 8.6	49	3
Chancellor 6	13.2 x 10.5	138	2.67
Harbour View 1	14.25 x 19	270	2.6 - 4
Harbour View 2	17 x 6.3	107	3
Mezzanine Grand Booths			2.3
Mezzanine Fed Foyer Booths			2.3

11. Rigging

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

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

12. Audio Visual and Production Requirements for Exhibitors

Scene Change, our in-house suppliers can supply all your AV and production requirements onsite but you may wish to supply your own AV supplier. Your supplier will need to supply HGCH with all insurance documentation before entering the venue which needs to include public liability and workers compensation currencies.

If you choose a third party as your supplier, some items may be cross hired with approval from Scene Change. All equipment cross hired must be brought back to standards at time of hire. AV charges may apply and a minimum of 3 hour staff call.

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

WIFI can be supplied through the conference organiser or at your own cost through Scene Change for use within the conference space only.

13. Furniture Hire

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

HGCH has a variety of tables available for hire at an additional charge. Please note that the number of tables is limited and will be subject to availability. If you would like to hire furniture from HGCH the “Booth Furniture Form” and the “Method of Payment Form” must be completed and returned 30 days prior to the conference and full payment must be received no later than 7 working days prior to the conference. A range of furniture including bar stools, a variety of tables, tub chairs, lockable cupboards and shelves can be arranged directly through Scene Change – please contact them on 03 6234 2266 or visit their web site <http://www.scenechange.com.au/exhibitions>

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

14. Extra Power Requirements

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

Scene Change can provide additional 15amp and 20amp by prior arrangement. Charges apply.

The use of extension cords and power leads must be approved by Scene Change as they need to be verified for 'test and tag'.

15. Booth Cleaning

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

16. Rubbish Removal

General and small rubbish will be removed at no charge. Removal of large rubbish, bubble wrap, large wrapping material, debris, saw dust and custom trade building materials may incur additional cleaning charges.

17. Labour Request

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

Labour hired through HGCH can only assist with general duties, under supervision and have no trade qualifications or technical experience.

18. Phone Line and Handset

HGCH can provide limited phone lines and handsets, depending on booth location. Please complete the form supplied and forward to HGCH if phone lines and hand sets are required. Form supplied must be completed and returned 30 days prior to the conference and full payment receive 7 working days prior to the conference.

19. Wireless/Broadband Internet Connections

Dedicated WIFI can be supplied by Scene Change by prior arrangement. Estimated bandwidth and IP address requirements must be expressed correctly prior the exhibition to ensure Scene Change can provide the correct service for the activity being undertaken.

EFTPOS terminals will only work for ABN registered organisations and only by 3G/4G or WIFI

Forms supplied must be completed and returned 30 days prior to the conference and full payment receive 7 working days prior to the conference.

20. Stand Sampling/Selling

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

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

Samples to be given away free to patrons must be:

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

The forms supplied must be completed and returned 30 days prior to the conference and the exhibitor must receive approval from HGCH for any food and beverage being supplied to delegates.

21. Payment of Services

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

22. Transport Companies

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

Toll Tasmania	03 6221 3888
Cope	03 6248 5303

23. Security

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

24. Porterage

HGCH is willing to arrange the transfer of standard amounts of deliveries to booths. For large events and trade, additional staff will need to be rostered, charges will apply.

25. Bump Out and Removal of Goods

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

Contact your preferred freight company on the day of pack down to collect freight and ensure they arrive with your organisations name and number of items to collect. Goods are to be collected from The Hotel Grand Chancellor Hobart – Macquarie Street loading bay, Hobart 7000 or if specifically arranged for large freight, The Hotel Grand Chancellor Hobart – Evans Street loading bay, Hobart 7000.

Leave all boxes for courier collection in your trade booth. We would be grateful if you could inform the HGC staff that has been appointed for boxes collection which loading bay your boxes are to go to.

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

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

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

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

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

EXHIBITORS DELIVERY LABEL

****Maximum size for deliveries****

2.04m high, 1.20m wide, 1.20m deep & 1800kg

DELIVER TO:Hotel Grand Chancellor Hobart
 Macquarie Street
 Hobart TAS 7001
 Tel: 03 6235 4535

Loading bay is open Monday – Friday 7am to 5pm

Box Number	Total Boxes

MACQUARIE STREET LOADING BAY

Contact Name Exhibitor:	
Mobile Phone Number:	
Stand Name / Booth Number:	
Courier Company & Phone	
Name of Event / Conference:	
Start Date of Exhibition / Event :	
Number of Items / Boxes:	
Please Tick: Exhibition Display Items <input type="checkbox"/> Satchel Packing <input type="checkbox"/> Other <input type="checkbox"/>	

SENDER DETAILS

Company Name:			
Address:			
	State :		P/ C:
Contact Name:			
Phone:		Fax:	
Mobile:		Email:	

Terms and conditions of all deliveries to the venue are itemised in the exhibitors



DELIVERY ADVICE FORM

****Email to Conference Organiser****

Email to: XXX

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

SENDER DETAILS			
Company Name:			
Address:			
	State:		P/C:
Contact Name:			
Phone:		Fax:	
Mobile:		Email:	

Booth Furniture Hire

Please note that HGCH does not supply any furniture for trade booths, however we can arrange this for an additional charge on completion and return of this form along with the method of payment form. The hotel has a limited supply of different furniture types which are all subject to availability. A range of furniture including bar stools, a variety of tables, tub chair, lockable cupboards and shelves can be arranged directly through Scene Change – please contact the on 03 6234 2266

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

Services will not be available at your stand until payment has been received.

Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in.

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

Furniture	Measurements (approximate)	Cost per day	Dates required	Quantity Required	Total \$AU
Trestle	2.4m x 75cm	\$29.00			
Classroom	2.4m x 45cm	\$18.00			
Square	85cm x 85cm	\$16.00			
Total					\$

The standard shell booth arranged by the conference organizer does not generally provide any booth furniture; however we recommend you check this as part of your booking to exhibit. If you require booth furniture please complete this form, booth furniture is not confirmed until you have received notification in writing from the hotel. If the hotel does not receive a floor plan of the booth indicating where furniture is required then the furniture will be delivered at the hotel's discretion.

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

Please return this form to:
The Hotel Grand Chancellor
Hobart
PO Box 1601
Hobart TAS 7001
Fax to: (03) 62354563

Booth Cleaning

HGCH provides general cleaning of all public areas and exhibition walkways. Reasonable levels of rubbish will be removed from the exhibition during the event.

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

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

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

Booth Cleaning			
Casual Labour Description	# Days Required	Cost	Total Cost (rate x days)
Standard 3x3m or 3x2m Expo booth		\$50.00 / clean	
Custom Booth		\$100.00 / clean	
Total			\$

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

**Please return this form to:
The Hotel Grand Chancellor
Hobart
PO Box 1601
Hobart TAS 7001
Fax to: (03) 62354563**

Labour — Casual

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received.

Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in.

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

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

CASUAL LABOUR				
Casual Labour Description	Cost per hour (GST Inclusive)	Number Required	Hours Required	Total (AUD) (No. Required x Cost P/ H x Hours Required)
Casual Labour Per Person (Monday to Friday) Min 3 hours	\$45.00 per hour			
Casual Labour Per Person (Saturday to Sunday) Min 3 hours	\$55.00 per hour			
Casual Labour Per Person (Public Holidays) Min 4 hours	\$65.00 per hour			
Total				\$
Please provide a brief description of duties:				

Please return this form to:
The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001

Phone Line and Handset

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

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

PHONE LINE & HANDSET			
Including local calls up to 45 minutes per call, each extra minute charged at 25c per minute Cannot be used for fax/modem access			
Description	Price	Quantity	Total \$AU
Set-up and usage charge per line			
Please attach floor plans indicating required location of cable positions **NB On-site relocation fee applies		Total	\$
PHONE LINE & HANDSET			
Including analogue converter and local calls up to 45 minutes per call, each extra minute charged at 25c per minute			
Description	Price	Quantity	Total \$AU
Device Type: Modem ___ # Required Fax ___ # Required EFTPOS ___ # Required			
Set-up and usage charge per line			
Please attach floor plans indicating required location of cable positions **NB On-site relocation fee applies		Total	\$

Wireless / Broadband Internet

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

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

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

Access	1 Day Rate	Full Event Rate (__ Days)	Quantity Required	Total \$AU
Wireless	\$33.00			
Total	\$			\$

The system run a ADSL2+ at 24000kps down and 1000kps up. HGCH can supply both wireless and cabled broadband via Scene Change. Wireless is available in all function spaces, mezzanine and lobby levels only and will not provide adequate coverage or speed in the accommodation areas of the Hotel.

A total "branded" WI-FI system can be tailored to your function / conference at a daily rate for open access to all your delegates up to a maximum of 1000 people - Please contact Scene Change Directly for pricing of this option

Require a tailored quote for additional network and cabling works: Yes No

Stand Sampling/Selling Request

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

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

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

Samples to be given away free to patrons must be:

Items which exhibitors or registered members of the association buy wholesale in the normal conduct of their business

Items which are produced by equipment used in the normal conduct of their business

Items that are related to their normal business operations

Portions to be of normal tasting size only

Non-alcoholic beverage samples should be no more than 100mls

Liquor samples are to be no more than 50mls for wine, 100mls for beer and 20mls for spirits

Food items should be no larger than bite size

Description of core activities of your company:	
Description of what will be cooked and how the cooking will be conducted:	
Description of how samples will be served and by whom:	

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

Signature of Authorised Company Officer: _____ Signature of Witness: _____

Name of Officer: (Print): _____ Name of Witness: _____

Date: ___ / ___ / 20___

Date: ___ / ___ / 20___

Exhibitor Services and Payment Details

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

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

To be completed and sent to HGCH with the Service Request form

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

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

Details of Services to be Charged		
Service Required	Charge	Total

Type of Account: Bankcard MasterCard Visa Diners Card AMEX

Card Number:

Expiry Date: CCV:

Card Holders Name: _____

Card Holder Signature: _____

Total Amount to be debited: \$ _____

Please note that orders will not be confirmed until all credit card payments are processed and cleared in full.