



DIVERSE SPACES FOR DIVERSE EVENTS

VENUE 114 Exhibition Guidelines

Revised June 2020

Version 1

IMPORTANT: All information listed is current at time of printing but may be subject to change at the discretion of Venue 114 management. Please ensure you have accessed the most current information.



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INTRODUCTION

Introduction

Welcome to Venue 114, a Sunshine Coast Council owned & operated venue. These Exhibition Guidelines have been designed to assist organisers and exhibitors when planning an event at Venue 114.

Contact Details

The Venue 114 team look forward to working with you to create a memorable exhibition. Our contact details are below:

Telephone: +61 7 5413 1400

Email: venue114@sunshinecoast.qld.gov.au

Address: 114 Sportsmans Parade, Bokarina Queensland 4575

Work Health and Safety & COVID-19

Venue 114 is committed to ensuring the health, safety and welfare of employees, clients, contractors, visitors and all persons who conduct business within the Venue.

Event organisers and exhibitors have duties and responsibilities to each contractor and sub-contractor they engage to work on their stand (including their own employees, volunteers or sales persons) but more importantly a duty to any person who may come into contact with the stand. Event organisers and exhibitors must take reasonable steps, as far as is reasonably practicable to ensure safety, including access and egress throughout the event space and each stand.

Health and safety is our priority – there is now strict criteria for entry into Venue 114 with regards to COVID-19. All bookings will be required to adhere to the **Pandemic Protocols**, available at www.venue114.com.au. The basics of the protocols are:

- Acknowledging shared responsibilities stopping the spread of COVID-19
- Restricting sick persons from entering the venue
- Contact tracing
- Maintaining social distancing guidelines
- Supporting personal hygiene
- Consider what is frequently used and touched by people whilst in the event space. To stop the spread, focus efforts on maintaining a clean and hygienic environment.

It is important to review this direction as there are a number of key measures that will impact events. Sunshine Coast Council will continue to monitor emerging information, supporting [Queensland Health](http://www.health.qld.gov.au) as the lead agency responsible for responding to COVID-19. Current Protocols are available on Venue 114's [website](http://www.venue114.com.au).

Forms and Agreements

All forms and agreements referred to in this manual can be downloaded from Venue 114's website, <https://venue114.com.au/planning-tools>



EXHIBITION INFORMATION

Access to Venue 114

General Access

Venue 114 has an obligation to all personnel and visitors to protect their health and safety whilst on site. In addition, as event organisers, exhibitors, contractors, volunteers and/or individuals accessing the site, there is a reciprocal obligation to ensure work activities do not endanger the safety of others. All visitors should familiarise themselves with the Venue 114 Conditions of Entry which can be accessed at Venue 114's website.

All exhibitors and event organisers must wear accreditation supplied by the event organiser at all times when entering Venue 114. Event organisers must supply Venue 114 with a copy of all accreditation types. It is not compulsory for delegates to wear accreditation during the event. Accreditation is at the discretion of the event organiser.

Event Organisers

Upon your arrival at Venue 114, the Venue Officer will meet with you and to complete an induction and handover to the Duty Manager. Whilst on-site, the Venue Officer, and/or Duty Manager will be responsible for the operation of your event.

Exhibitors

Upon arrival to Venue 114 at your scheduled bump-in time, please register with the event organiser and proceed to unload your equipment and transfer to your allocated stand. Once your vehicle is unloaded, please move it from the loading zone and park it in a designated car park, then return to complete setting up your stand. Do not leave your vehicle in the loading zone unnecessarily.

Performers, Speakers, Entertainment

Event organisers must advise the Venue Officer/Duty Manager of all performers, speakers and entertainment entering Venue 114. Event organisers will appoint a representative to be responsible for the performers/speakers/entertainers induction, safety briefing and requirements while in attendance.

Non-compliance

Failure by any party to comply with the Conditions of Entry and access controls of Venue 114 may result in persons being stopped from undertaking any activity or expulsion from Venue 114.

**Air Conditioning**

Air conditioning is provided to all internal areas of Venue 114 on a complimentary basis for the duration of an event, and during bump-in and bump-out.

Animals

No animals, birds, insects or pets are permitted on site with the exception of seeing-eye or companion dogs.

ATM

There is no ATM located at Venue 114. Event organisers can arrange to hire a mobile ATM for their event at their expense.

Audio Visual

Venue 114 can supply audio visual equipment for events held at the venue. The exception to this is for individual booths/stands inside exhibitions whereby exhibitors will order AV equipment through the event organiser. The booth/stand specific equipment will be supplied and installed by the external contractor engaged to build the exhibition stands.

Balloons

Where helium filled balloons are being used as part of a display in the exhibition area, approval must be given by Venue 114. Venue 114 reserves the right to refuse helium balloons being utilised within the Venue. There will be a charge incurred for the retrieval of loose balloons from the ceiling.

Box Office – Ticketed Events

Venue 114 has an on-site ticketing service with the preference that all ticketing is to be done through Venue 114.

Car Parking

Venue 114 is a multipurpose venue with off street parking available in a public car park. With the Kawana Aquatic Centre, Kawana Waters State College, Lake Kawana and Sunshine Coast Stadium in close proximity, there is often multiple events happening concurrently and parking can be in short supply at any given time. Venue 114 does not have any reserved parking. Event Organisers often arrange alternative parking for Exhibitors on event day, to ensure visitors can access the parking adjacent to the Venue. Please familiarise yourself with the organisers arrangements for the day.

Sunshine Coast Council can issue parking infringements for not adhering to correct parking regulations. Venue 114 staff have no authorisation to reverse infringement notices.

Do not

- Park on any grassed areas
- Park across footpaths
- Park across yellow lines
- Park in loading zones for longer than the specified time



Cleaning / Waste Disposal

Venue 114 is responsible for the cleaning of public areas and disposal of rubbish. In following the advice from the Australian Department of Health and the World Health Organisation, Venue 114 has implemented many measures to help to mitigate the spread of (Coronavirus) COVID-19 and is continuing to add other actions regularly. Enhanced cleaning measures in place include:

- Increased cleaning and disinfection programme across all high-volume touchpoints, e.g. catering areas, surfaces, handrails, WCs, entrances/exits, public touch-screens, etc. along with the use of correct cleaning/sanitising materials and products.
- Additional hand sanitiser dispensers located around the venue (including at entry points, customer service desks, throughout main corridors and public areas).
- Awareness and training to all staff and associates on standard personal preventative measures, e.g. personal hygiene, frequency of use of sanitising/disinfection products, etc.

The Exhibitor is responsible for cleaning of the following areas:

- Own exhibition stand area
- Removal of rubbish from own stand to skip bins in the dock areas
- Spillage around own stand or when transporting rubbish to skips
- Specialised cleaning duties or requirements in compliance with COVID-19 guidelines e.g. implementing effective cleaning and disinfection of stands, maintenance of personal hygiene measures and common preventive behaviour.

It is extremely important that your designated area is kept clean and tidy and clear of rubbish. Disposal facilities are available so make frequent use of them.

Deliveries

Arrangements need to be organised with your Event Manager or the Venue Officer. A labour surcharge may apply. It is the responsibility of the contractor or sub-contractor to supply sufficient team members for unloading your delivery off transport vehicles in the loading bay in a timely, safe and non-disruptive manner.

Labels

A delivery label must be affixed to each item sent to Venue 114. Please refer to the Delivery Label Form which can be found at the conclusion of this document.

All labels must be marked with the name of event, room/hall and date of event.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. Goods must be collected within 24 hours after the conclusion of your event. Please refer to "Collection of Goods" below.

Storage

As Venue 114 has limited storage facilities, delivery of items earlier than 24 hours prior to the event will require prior approval from the Venue. All items will be placed into the appropriate area prior to client access on the first day of the event. Additional storage and labour charges may be incurred for goods stored or relocated by Venue outside the contracted booking period. Crate or pallet storage is not guaranteed and must be arranged prior to arrival.

Collection of Goods

Goods must be collected from the loading dock within 24 hours after the conclusion of the event. Storage charges will apply for goods remaining after this time. Venue 114 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.

Drones

The use of drones within populated event areas at Venue 114 is strictly controlled. Under Sunshine Coast Regional Council Local Law No. 1 (Administration) 2011, it is an offence to undertake a prescribed activity, of which the operation of a drone is defined, without a valid permit.

In addition to Sunshine Coast Council Local Laws there are also CASA regulations that govern the operation of drones both commercially and recreationally.

- [Commercial unmanned flight - remotely piloted aircraft under 2kg](#)
- [Flying drones or model aircraft recreationally](#)
- [Flying drones / remotely piloted aircraft in Australia](#)

CASA now specifies that you must keep drones at least 30 meters away from other people. Therefore drones may be flown as part of a display or demonstration where an area can be separated from populated areas with netting or other material.

Electrical

Electrical Cables

Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Where possible, cables should be raised above the walkway. If this is not possible, cables need to be covered with carpet tile, matting or gaffer tape. Note: use of gaffer tape must be approved by venue so that no damage is made to flooring or painted surfaces.

Electrical Equipment

All electrical appliances must be tested and tagged prior to arriving on-site. All persons, using any electrical equipment must:

- Follow safe work practices at all times
- Whenever possible, keep all electrical leads off the floor
- Not allow any motorised equipment to drive over leads
- Wear appropriate personal protective equipment

Entertainment

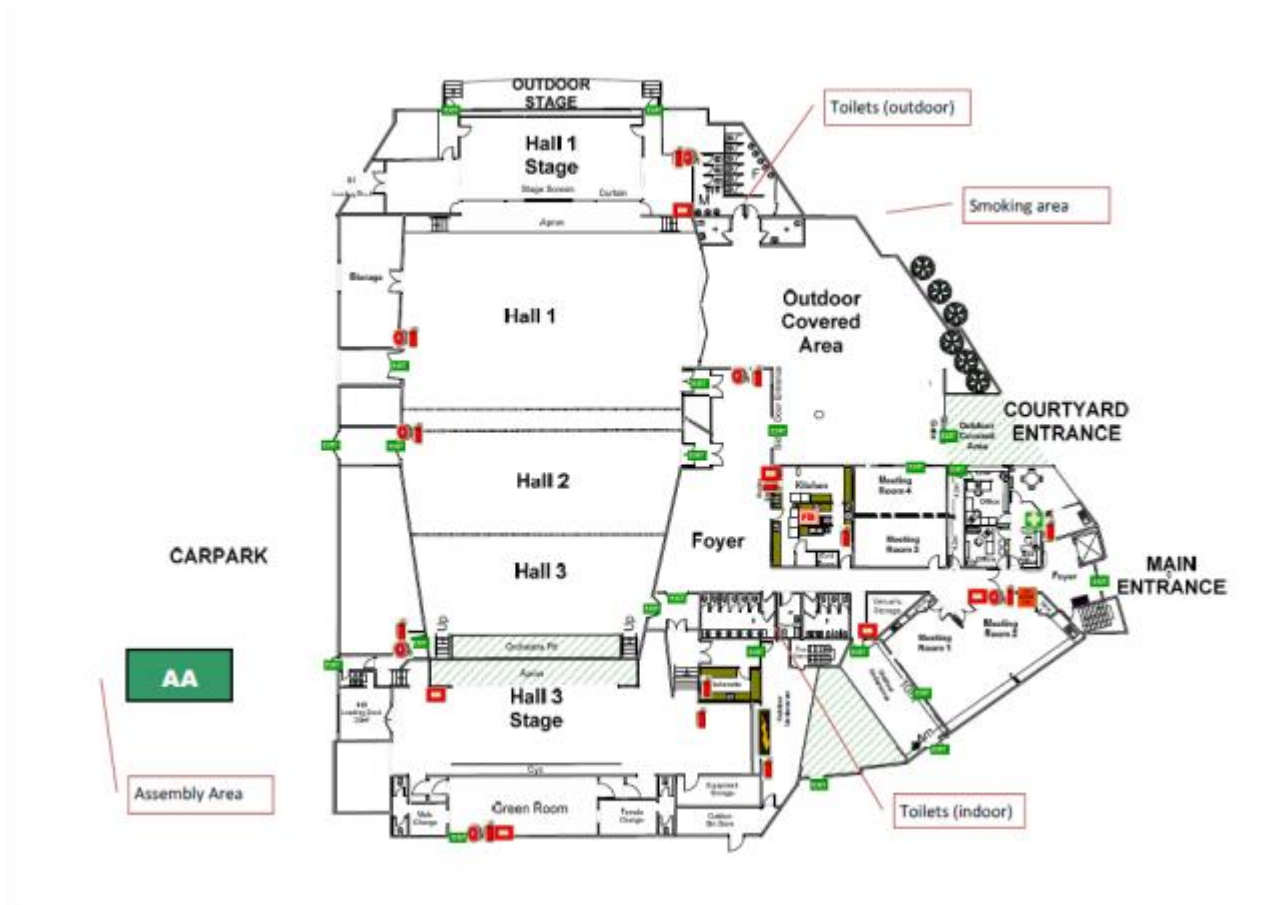
Event organisers will liaise with the Venue Officer in regards to the Entertainment requirements for Bands, Performers and Speakers etc.

Fire & Emergency Evacuation Plan

- All fire passage ways and exit doors and venue signage must be kept clear at all times and fire doors must not be obstructed.
- In the event of an emergency, the fire alarm sounds and an announcement will be made over the PA to evacuate the building immediately.
- Patrons to stop event and commence evacuating via the nearest exit in a calm and efficient manner.
- Familiarise yourself with all accessible exits and fire equipment locations (see floor plan below).
- Venue staff will assist in the evacuation process however all patrons must evacuate and head towards the “*Emergency Evacuation Area*” immediately which is the outside car park at the southern end of the Venue (see floor plan over page).



Venue 114 Ground Floor plan:



Fire Performers

Definition: Fire Performers include: smoking ceremony, fire juggling, fire stick twirling, breathing fire, fire walking, fire demonstration or other fire used for display, set or theatrical purposes.

Applications must be approved by Venue 114 Manager for all entertainment involving naked flame. Fire performance is only permitted (if approved) to take place outside in the open grassed area between Hall 1 outdoor stage and the Lake.

At the submission for approval, the performer/entertainment company must provide Venue 114 with copied of the following documentation:

- A Public Liability Insurance Certificate of no less than \$20 million indemnifying Venue 114
- A detailed run down of what is involved in the act or acts
- Detailed light-up and extinguishing processes, safe clearance distance from patrons
- Protective equipment to be used to protect Venue 114 equipment and demonstration area
- Safety data sheet for any flammable liquids that are brought on site
- Safe work method statement and fire management plan

At least one suitable fire extinguisher and a person trained in its use must be available for the duration of the display, event or performance.



Fireworks

The use of pyrotechnics is prohibited without approval from the Venue Manager.

First Aid

The safety and welfare of patrons attending events at Venue 114 must be the event organiser's highest priority. All first aid incidents are to be reported to venue staff who are first aid trained and will complete an incident report.

For major events, it is the responsibility of the event organiser to provide a dedicated first aid professional to provide coverage for all public exhibitions. The level of first aid coverage required for an event may depend on the age and expected number of patrons attending and the type of event.

Floors

Only approved equipment is to be used on the timber hall floors and stages.

Floor Plans

Exhibition floor plans must be submitted to Venue 114 for approval by the event organiser no later than 4 weeks prior to any event. Exhibitors should liaise directly with the event organiser regarding their location and inclusions, and order all necessary items (table/chairs/tablecloth/power etc.) before cut-off times to avoid disappointment.

No stand or display is to block any aisle or emergency exit.

Food and Beverage Sampling

Where exhibitors wish to distribute food or beverage samples of their manufactured product, they must gain prior approval from Venue Management.

Food Safety

Venue 114 appreciates your cooperation and understanding of the importance of safe food service to our patrons, clients and guests.

Food Vendors

Food vendors must hold a valid food license and may be booked by the event organiser, or directly by the Venue. Food License, Food Safety Supervisor Certificate and Public Liability Insurance (\$20 million) must be supplied upon application.

Power and associated vendor charges are applicable per vendor, per day.

Please note: Venue 114 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 liaise with the Venue Officer should this service be required.

Forklifts

Venue 114 does not have a forklift. The weight of a forklift is too heavy for the hall floor so they are **not permitted inside**. If an event organiser arranges external hire of a forklift, it can only be used in the carpark to unload the truck but it cannot enter the hall.

Alternatively, a pallet jack can be used inside the hall for the transfer of equipment, however the total weight of the loaded pallet jack must not exceed 1tonne and it must have rubber wheels so as to not damage/scratch or mark the timber floors.

Note: The venue does not have a pallet jack. Please supply/hire your own if you require this equipment.



Gas

The use of liquid petroleum gas (LPG) cylinders indoors is prohibited without prior notice and approval by the Venue Manager.

Where gas use is required for demonstration or cooking purposes, this shall be undertaken away from members of the public where safely can be ensured and approval is granted.

Housekeeping & Damage

The damage to venue property including the fabric of carpet, walls, columns, tiles, timber & parquet flooring etc. will not be tolerated and charges will apply to the individual for any damage caused.

Exhibitors are responsible for ensuring their work space is maintained in a clean and safe state and that no waste or excess materials are stored in or blocking fire exits, firefighting equipment cupboards or egress.

Any damage to venue property by third parties, witnessed by event organisers, exhibitors or the general public must be reported to Venue staff who will complete an incident report.

Insurance

As per the Event Agreement, the event organiser is required to hold Public Liability Insurance for the amount of no less than \$20 million as detailed in the Venue 114 Conditions of Hire and must provide Venue 114 with the 'Certificate of Currency' prior to the commencement of the hire period.

Most event organisers now require stallholders to have their own public liability insurance cover in place as a condition of exhibiting. This type of insurance is designed to cover a stallholder's public liability for injury or damage that they or anyone working on their stall may cause to other people or their property.

Internet

Venue 114 offers free Wi-Fi services. Coverage extends throughout the venue.

The complimentary service is suitable for email, social media and basic internet browsing. This is not suitable for streaming video such as Skype.

Maximum bandwidth of <5Mb/s per user. The actual bandwidth will be affected by the number and location of users.

To connect to the service, search your wireless networks, select 'SC Free Public Wi-Fi', and read and accept the terms and conditions.

Ladders

Venue 114 will not loan or hire ladders for use in the venue.

Lecterns

Venue 114 is able to provide a lectern (subject to availability) on each stage and selected meeting rooms.

Should you wish to provide signage for our lecterns, the dimensions are as follows:

Lectern dimensions for Hall 1 & Hall 3: 900mm (H) x 550mm (W) (corflute thickness of 3mm)

Lectern dimensions for Lake View Room: 840mm (H) x 540mm (W) (carpet front runner panel, Velcro friendly).



Licenses

Event organisers, exhibitors and vendors that require a licence to operate must display their licence appropriately during operation: e.g.

- Food Business License
- Food Safety Supervisor License
- Liquor Licence
- One Music License
- Tattoo Operator Licence
- Personal Appearance Services Licence (e.g. body piercing)

Loading Dock

Venue 114 has two (2) loading docks which can be accessed from the carpark adjacent to the venue. Event organisers will schedule exhibitors to bump-in and bump-out at staggered times so please adhere to these times to ensure minimal traffic congestion. There is a 30 minute parking limit for vehicles during bump-in and bump-out and under no circumstances are any vehicles to park on yellow line markings or footpaths. Vehicles and contents are the responsibility of the owner at all times.

Delivery of Goods

Loading docks are self-servicing (exhibitor provides their own trolleys and staff to unload equipment). If you had pre-arranged deliveries organised with the Venue, refer to the event organiser for their location. (Refer Deliveries information, page 7)

Dock Marshals/Car Park coordinator

The event organiser will appoint the Dock Marshal/Car Park coordinator/s to supervise this area. Access will only be allowed to vehicles arriving at the time scheduled via the event loading plan established by the event organiser.

Loading Plan

Access to the loading docks for exhibitors must be carefully scheduled by the event organiser with times allocated to ensure minimal congestion. Please contact your event organiser if you have not received a copy of the loading plan.

Pedestrians and Footpaths

A pedestrian foot/cycle path is located along the perimeter of the carpark extending to the grassed lakeside area. These egress pathways must remain clear of vehicles and equipment during all phases of the loading and during operational days of the event. Pedestrians have the right of way and vehicles must yield or stop to allow pedestrian movement across the dock areas.

Storage of Items

There is no storage available in the loading dock at Venue 114.

Lost Property

Lost property will be kept for 1 week at main reception post-event, then donated to charity if unclaimed.

Naked Flames

All naked flames including candles, burning incense, sparklers, fuel lanterns or similar items are prohibited.

Organiser's Office

Subject to availability, an organiser's office will be provided.



Outdoor Exhibitors

A temporary structure e.g. marquee under 100m² is permitted provided it is secured and weighted with sandbags (ground piercing devices are not permitted). Structures exceeding 100 m² and under 500m² must comply with the requirements of the *Queensland Development Code MP3.2 Tents*.

Exhibitors & event organisers must take all reasonable and practical measures to minimise damage caused by vehicles and equipment on vegetation and grassed areas. Any damage as a result of the event will be recovered by council at the organiser's expense.

Power and Associated Charges

Power and associated charges are applicable per exhibition booth during an exhibition.

Please note: Venue 114 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 liaise with the Venue Officer should this service be required.

Photocopy Services

Photocopying can be completed at the Venue 114 reception desk at an additional charge. Prior notice must be given for any large quantities of photocopies that are required.

Security

Venue 114 is a staffed venue and will have a Duty Manager on-site during the event hours of operation. If an event organiser requires security to be onsite, either during the event or overnight outside the hours of operation, this is to be arranged at the event organiser's expense. Overnight security is essential for multi-day events with outdoor exhibits.

For licensed events involving alcohol service, Venue 114 will arrange qualified Security guards at the event organiser's expense.

Smoking

Venue 114 is a **non-smoking** venue. Smoking is permitted at clearly signed designated areas outside the venue.

Tablecloths

Exhibitors can provide their own tablecloths. The venue's standard trestle table dimensions are 1800mm x 76mm. Alternatively, the venue can supply black or white trestle table cloths at an additional cost and are to be ordered via the event organiser.

Weight Load Capacities (floor)

The hall floor load allowances at Venue 114 is 5kPa (~455kg / m²) uniformly distributed imposed load.

EXHIBITOR DELIVERY LABEL



DELIVER TO:

VENUE114 MAIN RECEPTION

114 Sportsmans Parade Bokarina Qld 4575

INSTRUCTIONS: Reception is attended from 8.30am-4.30pm MON-FRI

CONTACT AT VENUE 114: Kate Coulter – Venue & Events Officer PH: 07 5413 1403

EVENT NAME:

EXHIBITOR COMPANY/STAND NUMBER:

EXHIBITOR CONTACT PERSON:

EXHIBITOR CONTACT MOBILE:

CONTENTS:

ITEM _____ OF _____