

# **Exhibitor guidelines**

Thank you for choosing to hold your conference at the Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort. We would like to take this opportunity to make the process easier for you by providing some convenient tips and information that may assist for requirements of your upcoming conference.

The venue is one of the most adaptable conference venues in Queensland. Its desirable Sunshine Coast location surrounded by beach, river and bush land sets it apart from other destinations in Australia.

With conference and accommodation facilities for up to 1,500 guests it is one of the most versatile venues to work with. From state of the art convention facilities to exclusive use of our lagoon beaches, wide open space on our purpose built sporting field or function rooms floating on water, your events will be truly wonderful.

#### **Facilities**

State of the art regional convention centre
Versatile meeting and events venues with capacity of 1,500
373 Accommodation Rooms
Restaurant, bar and cafe
Wi-fi and AV Company
Complimentary car parking
Onsite team building activities
Lagoon water sports
Pool and gymnasium
Kids games room
Putt Putt, bike, surfboard and SUP hire

#### Location

The Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort is conveniently located only 5kms from the Sunshine Coast Airport and an hour's drive (112km's) north of Brisbane international airport. The Sunshine Coast offers an abundance of unique attractions, including Australia Zoo, Sealife Mooloolaba, Aussie World, Eumundi Markets and more.

Sunshine Coast Airport 5KM
Brisbane Airport 112KM
Maroochydore CBD 10.6KM
Walk to beachfront 200M
Twin Waters Golf Course 1KM

#### Venue noise curfews, music and entertainment

Please note that in respect to our guests and local residents the following curfews have been placed on music and entertainment around Novotel Sunshine Coast Resort. Entertainment more than a duo for outdoor locations will require approval from Resort Management.

Outdoor Areas: 22:00pm Indoor Areas: Midnight Lily's on the Lagoon: 22:00pm



# **Exhibitor guidelines**

#### **Freight**

Sunshine Coast Convention Centre and Novotel Sunshine Coast Resort will accept delivery of goods between Monday to Friday, receiving times are from 8:00am – 3:00pm. Please ensure your items are labeled with the official freight label provided. We advise exhibitors to address this to 'their' contact person on site who will be looking after the stand (not the event organiser). This will assist us in finding the correct items. Pre event freight will be stored complimentary for a maximum of 7 days prior to the event commencement.

It is the exhibitor's responsibility to pack up freight for collection, attach a completed consignment note and arrange collection by preferred freight company. Post event freight will be stored complimentary for a maximum of 3 days until collection by the designated freight company. Should goods be left without the required documentation and the Exhibitor requires the assistance of Novotel Sunshine Coast Resort and/or Sunshine Coast Convention Centre in the freight of these goods, these parties will not accept any liability for loss or damage during this process.

Novotel Sunshine Coast Resort and Sunshine Coast Convention Centre accepts no responsibility for arranging couriers or the delivery of items. Either party accept no liability for goods received or stored pre or post the event date or at any time during the event.

All items not collected with 14 days will be removed from site and disposed. The resort will not provided compensation for any uncollected items.

#### **Deliveries**

- •Driver's either loading or unloading in the loading dock area are not required to sign in, they are required to remain in or with their vehicle at all times.
- •Driver's are not permitted to enter the back of house/staff only areas.
- •Visitors are not permitted to enter the back of house areas unless accompanied by a Novotel Sunshine Coast Resort staff member

#### **Exhibitor behaviour**

Novotel will provide for your stand - tables and chairs only, please note pricing is dependent on contracted negotiations, please contact your Event Executive for further information. All additional equipment will need to be sourced through an equipment hire company. Table size available will be 1800mm x 760mm x 700 high (multiple tables can be arranged if required).

#### **Exhibition set up times**

Please contact your event lead for further information as to nominated bump in times specific to your event. If you have sent freight, please advise the banquets supervisor on your arrival, and they will locate this freight for you. If you require any special equipment or set up, please advise your organizer before the event to ensure arrangements can be made.

#### **Exhibition removal times**

Please contact your event lead for further information as to nominated bump out times specific to your event. Exhibitors acknowledge the right of the Novotel Sunshine Coast Resort and/or Sunshine Coast Convention Centre staff to remove any goods left onsite after this time and agree to accept the full costs incurred.



# **Exhibitor guidelines**

#### 3 Phase power

3 phase power is available upon request in, please speak directly with your event lead.

#### **Power requirements**

Exhibitors are responsible for providing their own extension cords. Or can be assisted by our onsite contact AV Partners (additional costs may apply). It is strongly recommended that a surge protector is also used for greater protection of your equipment. Please inform the onsite AV company if you will require power to your stand.

#### **Electrical equipment - tagging**

All electrical equipment brought into the Trade Show must be tested and tagged for current use.

#### **Telephone lines**

No telephone lines are available in the exhibition area.

#### Internet connection

Should you require internet connection further then the free hotel wifi, please contact our onsite contact AV Partners for further information and pricing.

#### **Forklift**

The resort will assist with forklift transport of freight to and from the loading dock. For large installments/builds it is recommended that a forklift is hired in externally. Forklift access is prohibited within the Sunshine Coast Convention Centre, please speak with your event lead for further information and clarification.

#### **Smoking**

Smoking is only permitted in the designated area located near the back loading dock. Smoking is prohibited within the hotel roofs, loading dock, car park or plant rooms.

#### **Exhibitor parking**

Complimentary parking is available in the Wandiny car park.

#### **SCCC Roundabout**

Drop off and pick up point only, no parking at any time unless advised otherwise by Event Executive.

#### Removing rubbish

All Exhibitors are to remove all rubbish from their site at the close of the trade show. All rubbish must be sorted into recyclable and general waste, appropriate rubbish bins are provided around the site for this purpose. Should rubbish not be disposed of, cleaning fees will apply.

#### Sale and supply of food & liquor

The sale of food and liquor is not allowed on Novotel Sunshine Coast Resort and/ or Sunshine Coast Convention Centre property.

#### **Public liability insurance**

As a requirement to providing any goods & services on-site, you must have valid and current public liability insurance with adequate cover.

#### **Emergency procedures**

In the event of an evacuation please exit the building via the 'Exit' doors to the main car park as the evacuation point.



# **Exhibitor guidelines**

#### Site safety rules

#### **Personal Protective Equipment**

All visitors to the loading dock require high visibility vest/clothing. Footwear must be fully enclosed. Thongs or sandals are not permitted. For visitor or drivers working on site, safety footwear must be worn.

#### Safe behaviour in the workplace

All staff are to act responsibly and safely whilst on site. All staff shall strictly comply with the WHS Act 2012 and relevant work health safety Regulations, Australian Standards, Government Legislation, Regulations and Code of Practice. Staff also required abiding by Accor standard policies for Occupational Health and Safety, Environmental Policy and Human Rights and Equal Opportunity Policy Statement.

#### Security

Novotel Sunshine Coast Resort and/ or Sunshine Coast Convention Centre accepts no responsibility for any loss or damage to vehicles, tools, equipment, materials or any other property. All material or equipment left on site overnight or during weekends constitutes a WHS hazard and must be stored in a proper manner and to the property's satisfaction. Unlawful removal of any goods or property from the property shall be considered as theft and will be reported to the Police. Any gas bottles or pressure vessels must be removed from the work site at the end of each shift. Whilst on the work site, all cylinders should be secured and used according to legislative guidelines. All dangerous goods, including flammables must be removed from the work site at the end of each shift.

#### Vehicle speed limits

All visitors, contractors and guests are expected to drive safely and follow any site specified speed limits and other rules. Speed limit must be observed at all times.

#### **Wandiny Pavillion**

Ceiling Height 2.9m on the outside edge and 6.4m at the centre of the building.

#### Rigging

For all ceiling mounted rigging enquiries, please contact AV Partners who will provide support and will assist with seeking venue approval.

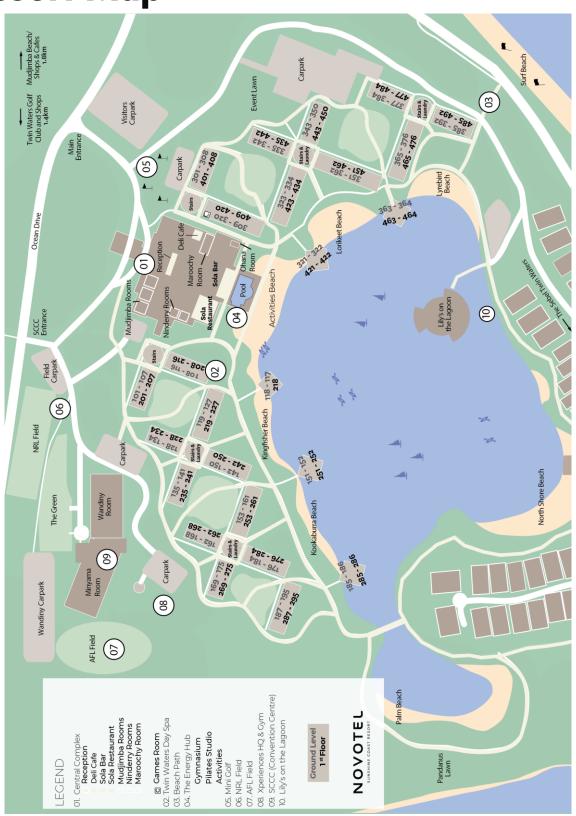
#### Signage and branded collateral

Please contact your event lead for further information on branded signage around the resort. Request for branded collateral will be upon request at resort discretion.



# Appendix 1

# **Resort Map**





# Appendix 2

# Freight Label

# CONFERENCE DELIVERY

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Novotel Sunshine Coast Resort / Sunshine Coast Convention

Centre

270 Ocean Drive

Twin Waters QLD 456

Australia

Loading Dock Receiving Times are 8:00am to 2:00pm Monday to Friday

Resort onsite contact: Purchasing 5450 9587 / Banquets Operations 5450 9519

Conference Name:

Senders On-site Contact

Business Name: Contact Phone:

\*\* Please provide YOUR name \*\*

\*\* Please provide YOUR Business name \*\*

\*\* Please provide YOUR phone number \*\* (Mobile if possible)

Conference Date:

Conference Room:

of packages

2



# Appendix 2

# Freight Label

# MUST HAVE A FULLY SIGNED & COMPLETED CONSIGNMENT \*\*ALL DELIVERIES BEING COURIERED FROM THE RESORT **NOTE ATTACHED\*\***

Shipments will not be freighted if a signed consignment note is not attached

# **CONFERENCE PICK-UP**

Courier – insert courier name here Date of Pick up –

**DELIVER TO:** 

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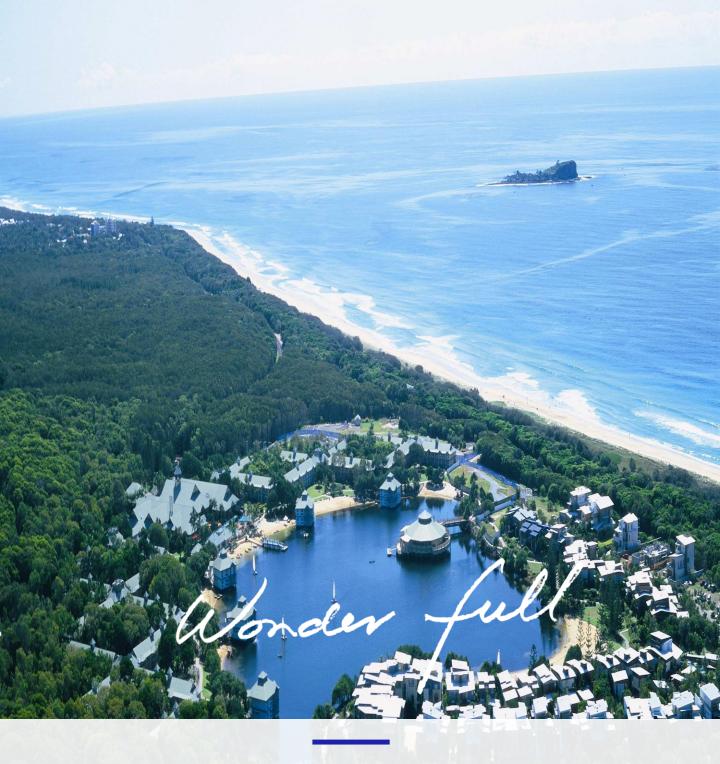
\*\* Phone

Picked up from: Novotel Sunshine Coast Resort / Sunshine Coast Convention Centre

270 Ocean Drive Twin Waters QLD 4564 \_\_of\_\_\_\_packages

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### **CONTACT OUR TEAM**

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