



THE STAR
GOLD COAST

EXHIBITOR MANUAL

**The Star Event Centre
Exhibitor Manual**

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Part A: Rules and Regulations

1. Double sided tape, nails, staples or drawing pins must not be put into The Event Centre walls.
2. Should the use of The Star Gold Coast scissor lift be required, permission must be requested from your Event Planner in advance of contractor arrival. An on-site induction will need to be completed by the operator and a competent Star employee that includes a record of consultation and EWP awareness documentation. The contractor will also need to supply a risk assessment or SWMS that are specific to the activity being undertaken, a Plant Risk Assessment and copies of the operator's license. Licenses must also be provided on the day prior to use of the EWP.
3. The Star does not allow third parties to use our on-site forklift. If you require use of a Forklift, please arrange with your Event Planner prior to arrival.
4. Should a contractor wish to provide their own forklift, we will require a risk assessment/SWMS that are specific to the activity being undertaken, a Plant Risk Assessment and copies of the operator's license.
5. To comply with State Government Regulations The Event Centre is a **Non Smoking** venue at all times. Designated smoking areas will be allocated in outdoor areas.
6. All exhibitors must adhere to the bump in and out schedule, as approved by the Event Planner.
7. While every reasonable precaution is taken, The Star Gold Coast will accept no responsibility for any loss or damage which may occur to persons or property at the exhibition resulting from any cause whatsoever.
8. **Floorplans** - Complete exhibition and display layouts must be approved by the Security and Operations team prior to the event commencing. Should exhibitors be arranging a custom booth build, all details including the onsite contractor team details, build design and SWMS must be forwarded to the Event Planner for pre-approval.

Part B: Occupational Workplace Health and Safety

The Star Gold Coast endeavours, so far as practicable, to conduct its activities in such a way so as to maintain a safe workplace.

It is a standard pre-requisite for all Contractors to review, comply and acknowledge our Workplace Health & Safety policy and procedures before work can commence on-site. If you have arranged contractors, it is your responsibility to provide details to the Event Planner.

All exhibitors and contractors coming onsite performing any works that involve tools (of any kind) will need to be inducted into our Rapid contractor system. Please send your full name, email and details of the works you are providing to your Event Planner to ensure they are inducted prior to coming onsite.

Part C: Care of Venue

Exhibitors will be liable for any loss or damage caused by fastening displays, fixtures or applying paint, lacquer, adhesive to floors or pillars, or in any way defacing the premises.

Part D: Directions to Venue

a) From Gold Coast Highway

If you are travelling South (i.e., from Surfers Paradise), at Broadbeach, turn right from the Gold Coast Highway into T.E. Peters Drive and proceed to the first roundabout. Take the first exit and drive to the main entry and proceed to the boom gate located at the far end of the main entry.

b) Northern Access

If you are travelling North (i.e., from Coolangatta Airport), at Broadbeach, turn left from the Gold Coast Highway into T.E. Peters Drive and proceed to the first roundabout. Take the first exit and drive to the main entry and proceed to the boom gate.

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c) Access from Hooker Boulevard

If you are travelling along Hooker Boulevard (i.e., from Nerang) as you enter Broadbeach you will see a Pacific Fair Shopping Centre on the right-hand side of the road. Proceed past Pacific Fair and look for The Star Gold Coast sign (indicating a left turn). Take the left turn and drive to the main entry of The Star Gold Coast and proceed to the boom gate located at the far end of the main entry.

Part E: Access to Venue for loading & unloading

a) Exhibitor bump in and out

- On arrival at the car park, the exhibitor must collect a ticket at the entry terminal, and the boom gate will lift. Exhibitor bump-in and bump-out parking is available on Level 3 of the car park in loading bays 1 – 8. These have been reserved with SecureSpot bollards that will be operated by TSGC Staff.
- Before the exhibitor arrives at The Star, they will need to book a time slot for one of the loading bays through MobileDOCK. Booking instructions and a connection code specific to the exhibitor loading bays will be provided by the Event Planner.
- Exhibitor loading bays are for short-term parking only (maximum 30 minutes) and are to be used only for the bump-in and bump-out. Should the exhibitor remain onsite to attend the conference, exhibition or event, the exhibitor will need to relocate their vehicle outside the designated loading bays.
- The special discounted daily rate of \$20 per day will be available for the exhibitor, permitting parking through until 6am on the following day.
- Exhibitors will be required to hand over their car park ticket to receive a \$20 exhibitor car park ticket during the event.
- Once the exhibitor has received their \$20 exit ticket complete either of the following steps
 - They can proceed to a payment machine on car park Levels 1 & 2, enter their ticket, and pay with credit card. The ticket will be re-issued to use at the exit terminal.
 - Proceed to the exit terminal, enter their parking ticket, and pay with a credit card.
- Exhibitors are required to unload/load all display materials. Please arrange your own sufficient personnel for unloading/set up and loading as staff are not available to assist.
- Please note there is no oversized vehicle parking onsite.
- Please ensure a high vis vest is worn at all times during bump in and out

For exhibitor vehicles over 1.9m, please note the following instructions:

- For vehicles higher the 1.9m that won't be able to access the carpark, pre-arranged driveway access is possible. Please arrange this with your Event Planner and ensure you have booked through MobileDOCK.
- Upon arrival, please make your way to the boom gate located at the front of the hotel, next to Concierge and call the number for access. See below property map for boom gate location.



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Part E: Access to Venue for loading & unloading (Continued)

a) Arrival at Property

The Star Gold Coast provides 'driveway monitors' during all scheduled exhibition bump ins and outs. These monitors will be on site to manage the driveway and assist with unloading of trucks as required.

The Star Gold Coast has a forklift and forklift driver on site for all bump ins and bump outs. This is subject to availability and only The Star team can operate the forklift.

All trucks, vans and cars may unload to the exhibition area from the loading area, however vehicles must be moved and parked in the car park or offsite. No vehicle will be allowed to remain on the Events Centre driveway. No vehicles are permitted on the lawn at any time (no parking/driving).

If the boom gate is not open on your arrival, please call the Events Centre Logistics Team on 0429 125 662 to open the boom gate, and then proceed along the sandstone terrace.

b) Weight Restrictions

The load limit allowed through the boom gate is a **maximum of 6 tonne**. The load will need to be assessed by the Event Assistant Floor Manager or Logistics Team. If the truck or driveway has already exceeded the allowable load, the truck will need to be unloaded at the Porte Cochere (via forklift).

**Please advise the Event Planner of the following information so that they can ensure that the loading dock is managed seamlessly and smoothly:*

- Onsite contact name and number
- Type and weight of truck/vehicle
- Length of time required to unload items from vehicle (during bump in and bump out)
- Please ensure all contractors using the loading dock have booked into the MobileDOCK booking system. See below Part F, a).

The 1.5 tonne limit applies to the path and surrounding lawn area. No vehicle over 1.5 tonne will be allowed past the turning circle along the Event Centre Terrace.

PART F: Deliveries & storage

a) Deliveries & Pickups via MobileDOCK

All deliveries or pickups by couriers or contractors must book their delivery or pickup time slot via the MobileDOCK booking system. To gain access to MobileDOCK and start booking your access time, please refer to the MobileDOCK instructions, supplied to you by the event organiser.

For additional support, please reach out to gceventsmobiledock@star.com.au.

The enclosed 'delivery label' must also be used to enable us to accept delivery items on your behalf. In using this label, you will ensure that your goods shall be accepted at The Event Centre and not the Hotel Receiving Dock. Goods can be received Monday-Friday between the office hours of 08:00-16:00. Goods will be accepted no more than two (2) business days prior to the start of the event.

b) Storage

Please note that any boxes left behind at the conclusion of the event must also have the appropriate labels attached (these will be supplied to you once at the hotel). All items must be removed within two (2) business days of the bump out date as we have limited storage onsite. Any items left after this point will be disposed of.

We will not store or take responsibility for exhibits or exhibit goods after exhibition breakdown (unless prior arrangement has been made).

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PART G: Fire Regulations

a) Flammable Products

All materials used in stand construction and decoration are to be fire retardant and conform to local statutory building regulations.

The storage of any flammable liquids or fuel with the Exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from its correct location.

b) Flammable Materials

Flammable fluids, substances and materials of any nature, including crepe paper, hay drapes or any other decorative materials which are not flame proofed and/or properly fire rated and/or not in accordance with applicable fire regulations shall not be used in any stand display.

c) Fire Fighting Equipment

The Star Gold Coast Event Centre is equipped with adequate fire fighting equipment. At no time is this to be blocked by an exhibition stand or equipment.

d) Fire Proof Materials

Any materials used in stand construction or for display purposes must conform to the following standards:-

- non combustible and inherently non-flammable material
- durably flam-proof fabric & self-extinguishing plastic
- plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

PART H: General

a) Catering

The Star Gold Coast will not permit exhibitors to bring external food or beverages into The Event Centre. Catering can be arranged through The Star Gold Coast.

If you will require any food and beverage items delivered to your booth during the course of this event, please liaise with your Event Planner who will put you in touch with the Event Planner from the venue. This must be done a minimum of 10 days prior to the start of the event.

b) Cleaning

Public area, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by The Star Gold Coast team members. Exhibitors are responsible for the cleaning of their individual display booths. If additional/specific cleaning is required, this will need to be requested in advance and a charge will apply.

c) Noise Regulations - QUEENSLAND STATE GOVERNMENT ENVIRONMENT & HERITAGE LEGISLATION

To comply with Queensland State Government Environmental Legislation on noise pollution, it is a requirement that all events, functions and other activities are assessed for possible violation in relation to excess noise levels. Management reserves the right to control noise levels to ensure compliance with all laid down regulations.

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d) Parking

Parking is available for exhibitors and visitors directly beneath The Events Centre on levels 1-5. Please note it is paid car parking and is subject to availability and limited.

e) Power Boards/Extension Cords and Electrical Appliances

The Star Gold Coast management reserves the right to demand removal from the site of any electrical equipment it deems to be non-compliant or suspect. All portable electrical equipment, appliances and leads site must be tested and tagged in accordance with Australian Standard 3760 - 1990 and when used must be connected to a type 1 or type 2 safety switch complying with Australian Standard 3190 - 1990.

All electrical installations - motors, etc. - must be approved by us. All requests for electrical installations must be submitted to us prior to installation in association with the exhibition and display plans. All installations must be performed by a licensed electrical contractor and the necessary equipment for operation must be supplied. This includes extension leads, double adaptors, and other such equipment. Should any excessive electrical usage be required, then an additional charge will be calculated to cover our cost.

f) Rigging

Rigging of overhead banners and signage needs to be pre-approved by The Star Gold Coast. The third-party contractor is required to provide a detailed rigging plan, SWMS or Risk Assessment and licences of contractors using EWP to the Event Planner no later than 21 days prior to the event for approval.

Once approved, an onsite contractor safety observation will be conducted to ensure all contractor compliance is achieved. If anything is required to be amended a new rigging plan must be submitted for approval prior to the install taking place.

g) Telephone and Data Lines

Telephone and data lines can be provided and connected to your booth. Please find attached a "Data Connection" form. If you require a telephone or data line connected to your booth, please complete the attached data connection form and return by email to your Event Planner at least 10 days prior to the start of the event. Please make note of applicable fees for these services.

h) Damage to Marquee Flooring

For all events taking place in the Events Marquee, a Marquee Damage pre-arrival letter will be sent to the client and contractors prior to the event. This letter outlines that an inspection of the marquee floor will take place prior to the use of the Events Marquee. At the conclusion of the event, another inspection will take place. Any damage occurred to the flooring; the client will be liable to cover the costs of the repair.

PART I: Security

Additional overnight security in exhibit areas is recommended. Hotel security is available on request and it is the responsibility of the group to make security arrangements. Security can be arranged at \$55.84 per guard per hour with a minimum of 3-hour booking.

PART J: Audio Visual

Should you require any audio-visual equipment such as screens, monitors or projection equipment please contact our in-house AV supplier at gceventsav@star.com.au.