

# **CROWN PERTH EVENTS & CONFERENCES EXHIBITION MANUAL**

AITPM Conference 2024

Sunday, 11 August 2024 to Thursday, 15 August 2024

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## **Introduction**

At Crown we pride ourselves on providing outstanding service to ensure a memorable event. We appreciate that each event is unique with its own special requirements which will be reflected in our attention to detail.

This document is issued to all Professional Conference Organisers (PCOs), exhibition companies and clients who have confirmed their intent to host an exhibition or tradeshow at Crown Perth.

All relevant information is to be included in your exhibitor's manual. We request the opportunity to view all printed collateral prior to printing to ensure all details pertaining to Crown are correct.

To ensure the continuing success of events, Crown reserves the right to amend these guidelines at its discretion.

Please note that these guidelines are in addition to Crown's standard letter of agreement and terms and conditions, and that it is a condition of holding your event at Crown that you agree to the terms and conditions contained in these documents. Please advise us if you have not received your letter of agreement yet and we will forward it to you.

## **Address and Contact Details**

Danielle Massara  
Crown Perth Events & Conferences  
Great Eastern Highway  
BURSWOOD WA  
Telephone: 61 8 9362 7924  
Email: [danielle.massara@crownresorts.com.au](mailto:danielle.massara@crownresorts.com.au)  
Web: [www.crowneventsandconferences.com.au](http://www.crowneventsandconferences.com.au)

## **Floor Plan Approval**

A copy of the exhibition or trade show floor plan must be submitted to Crown Perth for approval prior to the allocation of booths and publication. With any further amendments made, the floor plan must be re-submitted for approval.

Floor plans need to take into consideration the type of food and beverage being served, to ensure sufficient space is available for the catering stations and flow of service. Please liaise with your Event Manager to confirm the space requirements.

Service exits, fire exits, corridors and foyers must be kept clear of all objects as it poses a safety hazard if these are not accessible. All booths must be positioned a minimum of 300mm from the walls to prevent damage.

## Workplace Safety

Crown Perth is committed to protecting the Health and Safety of all persons entering the Complex. As part of this commitment, Crown has established Health and Safety Policies & Procedures and Safety Information Cards which outline the level of safety required to be met by all staff and contractors.

All contractors or exhibitors conducting any working involving any of the following activities must complete a [Classification of Proposed services checklist](#) and return to your Crown Perth Event Manager.

- Rigging, including the use of any lifting equipment or using floor mounted truss
- Working or performing at heights including the use of ladders (>2.0 metres)
- Working or performing near an exposed edge (>30 cm width gap)
- Engaging and using subcontractors
- Naked flames, sparklers, fire displays, fire performance, indoor fireworks (excluding candles)
- Confetti cannon, radiation machine, pressurised equipment or vessel
- Dangerous goods, such as but not limited to pyrotechnics, fireworks, crackers, explosives, dryice
- Cooking demonstrations, food handling, food preparation or cooking appliances
- Hazardous chemicals/substances/gas canisters (MSDS submission required prior)
- Extreme sports, stunts, acrobatics, stilt walkers, amusement rides, or similar
- Bump-in and bump-out of sets, scenery, lighting rigs, PA systems, draping
- Bump-in and bump-out of exhibition booths or registration desks
- Excessive or prolonged manual handling, awkward postures
- Erection of staging and/or ramp or riser (dimensions required)
- Vehicle displays
- Electrical installations or services (all equipment must be tag and tested)
- Exposure to biological hazards or the use of sharps
- Exposure to excessive noise including setup, sound check and post event
- Forklift or pallet jack operation
- Elevated work platform operation, scissor lift, vertical lift, boom lift
- Use of hand-held power tools (exclude cordless drills)
- Working or performing with lasers that are class 1 or class 2
- Working or performing with live animals (prohibited within function rooms and back of house areas)
- Working or performing with weapons, fire arms, ammunition
- Engaging or hiring personnel who do not understand English
- Work involving other significant hazards to the public/staff/contractors
- Work involving minor (under 18 years of age)

Should an exhibitor or contractor fail to advise Crown Perth of any of the below activities, the works/activity may be stopped until the appropriate information has been provided.

Once the checklist has been received, the contractor or exhibitor may be required to provide Crown Perth with the following no later than 3 weeks prior to the event, Crown Perth's Event Manager will confirm what is required:

- Safe Work Method Statements
- Copy of a valid Current Public Liability Insurance Certificate – minimum \$20 million
- Copy of a valid Current Workers Compensation Certificate – minimum \$20 million
- Copy of rigging plan (if applicable)
- Copy of a valid Scissor Lift ticket (if applicable)
- Copy of a valid Forklift ticket (if applicable)
- Copy of a valid High Risk Work License (if applicable)

Once this documentation is received, it will be reviewed by Crown Perth's Health & Safety team. Your dedicated Event Manager will advise of any amendments or acceptance of the documentation.

### **Contractor Induction & Sign In**

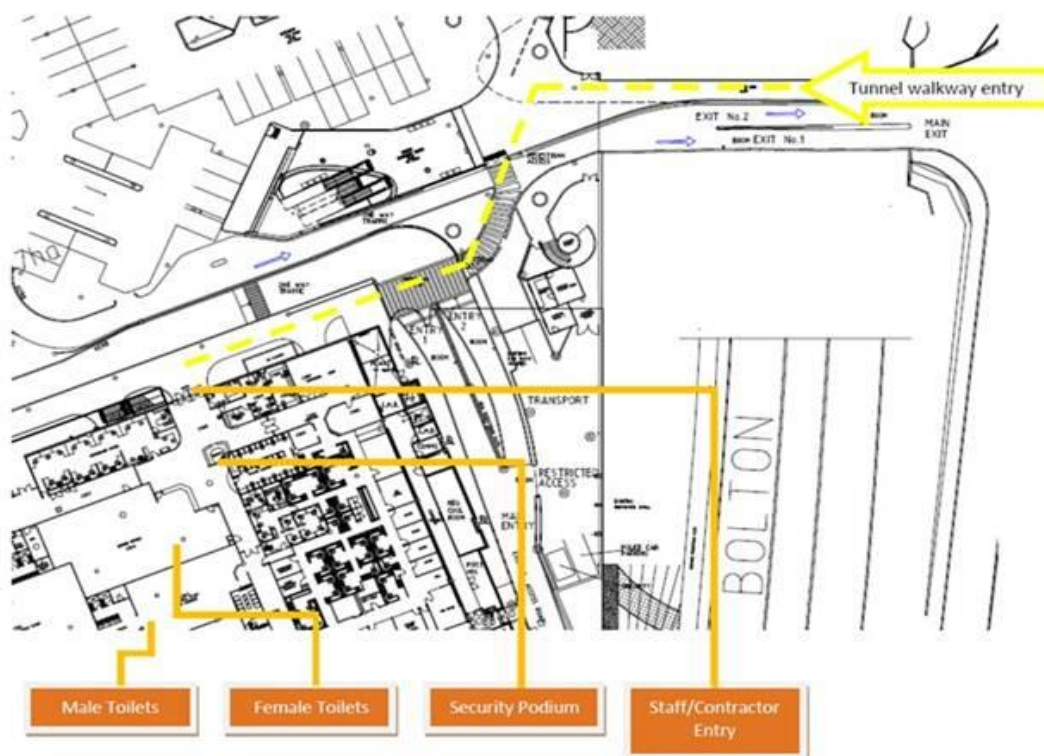
Contractor working and accessing back of house or conducting high risk work at Crown Perth are required to attend an induction which is held every Friday (except public holidays) from 0730 to 0830hrs. Meeting point is OUTSIDE the Staff Entrance. No visitor's pass is required. Please arrive 5 minutes in advance. The induction is valid for two years.

To arrange attendance, please provide the following information to your Event Manager.

- First and last names
- Company name
- Date of induction in which you wish to attend

Crown Staff Entrance is located at the undercroft carpark via the tunnel entrance. Due to location/distance from the Convention Centre we strongly recommend arriving 15 minutes prior to your scheduled work commencement time to allow for travel time and any potential delays at the sign-in desk. For ease of reference, please refer to the below map:

#### **Key locations to know while you are working at Crown Perth**



Please note all Contractors are required to do the following:

- Sign in at Staff Entrance and present a valid photo ID to gain a visitor's pass prior to commencing work.
- Wear and display the visitor's pass at all times

- Sign out and return the visitor's pass when leaving site (even if you are coming back later in the day or the next day)

## Exhibition Emergency Procedures

At all times, clear access to the venue's emergency exits must be maintained. Clear access must be provided to firefighting equipment. No items (including boxes/cardboard) should be placed in front of fire cupboards and hose reels located within the Centre or in the loading docks.

### Emergency Contacts

- The direct emergency telephone number for any emergency at Crown Perth is 9362 7000
- From any internal telephone it is 7000
- The call will be taken by the security control room operator

## Stage of Evacuation

### Stage 1: Alert

Prepare and muster for an evacuation

### Stage 2: Evacuation

Evacuate the building and go to assigned assembly area number 8 (car park 6). Once you have left the building and arrived at the assembly area, please remain there until advised if it is safe to return

### Stage 3: All Clear

Safe to re-enter the building

**DO NOT RETURN TO THE BUILDING UNTIL THE ALL CLEAR IS GIVEN**



Copies of the emergency evacuation brief can be provided by your dedicated Event Manager.

## **Supervision and Contractor Liaison**

The client or their representative is to ensure that they are at the Convention Centre to direct and supervise exhibitors and contractors during bump in and bump out. This is essential in ensuring the venues terms and conditions are upheld and will avoid any possible conflict between individual exhibitors and contractors.

It is a requirement of Crown Perth that a Contractor Liaison (CL) be present whenever an External Contractor is involved in an event in any of Crown's function rooms. This also includes any event where the Crown Event Manager deems it necessary for a CL to be present.

The CL is a Crown Health and Safety requirement to safeguard Crown fittings and monitor work practices by all contractors employed by the client to ensure safety for all guests, staff and contractors.

The CL is required for the duration of exhibition build and dismantles. More than one CL may be required at any given time depending on the number of areas being used and the complexity of the event as determined by the Crown Event Manager.

Please factor the cost of the Contractor Liaison (CL) charge into your event budget.

The hourly rate for a CL is \$93.50 per hour (or \$187.00 per hour on public holidays) for a minimum 3 hour engagement. This charge will be added under the technical section of your Banquet Event Order.

To allow sufficient time for rostering of the CL, any new bookings or amendments made to your work schedule within 10 working days of the event, will have any additional hours charged at a rate of \$132.00 per hour or part thereof. Any amendments requested within 72 hours cannot be guaranteed, these requests will be subject to availability, and charged at a rate of \$165.00 per additional hour.

It is important to note that any additional hours required on the day/night will be added the clients account. It is the clients responsibility to ensure any external contractor works to schedule and confirms prior to 72 hours should they need to amend their booked CL period.

It is the client who will foot any and all charges stemming from exceeded time – charges could include penalty rates per hour of \$165.00 to cover the extension of the CL: banquet staff charges to extend the turnaround of the function room; function room hire charges; compensation to other booked clients unable to commence their bump in. Please ensure your external contractor is well aware of their confirmed schedule and agreement and advised of our policy and requirements.

## **Rigging**

All primary rigging in all rooms will be provided by AVPartners, at a fee. "Primary Rigging Services" means providing, installing, maintaining and removing all rigging that attaches to fixtures at the venue - for example to ceilings or walls in the ballrooms of Crown Perth.



This policy does not limit nor prevent “Secondary Rigging Services” from being performed by any third party service provider that you have engaged, should you not wish to engage AVPartners services. “Secondary Rigging Services” means the providing, installing, maintaining and removing all ancillary rigging that attaches to the Primary Rigging Services - as opposed to rigging that attaches to the ceiling, wall or other fixture of a Venue.

Please note, any third party performing secondary rigging services will be required to complete the documentation as outlined in Workplace Safety, a Contractor Liaison will also be required and rostered as per Supervision. These charges will be on charged to the exhibitor directly. Please liaise with your Event Manager for further details regarding the documentation required and Contractor Liaison bookings.

For costs or additional information please contact, or have your service provider contact, AV Partners directly at the numbers below:

Dan Watters– Managing Partner  
AV Partners Crown Perth  
P: 61 8 9362 8993  
E: [dwatters@avpartners.com](mailto:dwatters@avpartners.com)  
W: [www.avpartners.com](http://www.avpartners.com)

### **Car Parking**

Please see [click here](#) to view parking rates & information.

### **Deliveries to the Venue**

#### ***Prior to the dedicated bump in time***

Deliveries will only be accepted within two (2) working days prior to the scheduled exhibition bump in. Monday to Friday, between the hours of 7:30am to 3:00pm.

Each item must be clearly labelled with a [delivery label](#) – please be sure to complete each section in full.

Crown Perth reserves the right to refuse deliveries should the items not be clearly marked or are delivered outside the approved delivery times.

Any items that are delivered to the Convention Centre prior to the event bump in will be stored until booth construction has been completed, and then dropped off at the individual booth’s ready for exhibitor bump in.

Any large deliveries of multiple pallets prior to the dedicated bump in time will need to be approved by Crown Perth as storage is limited.

Crown Perth will not take delivery of stand fittings or other materials relating to booth construction outside of the allocated bump in time unless previously notified and approved.



### ***During allocated bump in time***

The location of bump in will be confirmed by your Event Manager depending on the scheduled bump in time (either via the Crown Towers Loading Dock, located at the end of Bolton Avenue or via the Front of the Convention Centre)

Exhibitor's items can be dropped off at the Loading Dock/Area at which point Crown Perth staff will move the items from the dock into the ballroom to be placed at your exhibition booth. In the meantime, exhibitors need to go and park their vehicles in one of the dedicated car parks around the complex.

Exhibitors can then enter the venue via the public entry foyers and make their way to the exhibition room to commence setting up your booth.

Deliveries to the loading dock during the allocated bump in time may be subject to long delays and will be on a first come first served basis. To prevent delays, Crown Perth recommends a staggered bump in schedule for exhibitions larger than 30 booths; please speak with your Event Manager for a template and further details.

If exhibitors only have a small amount of items that can be carried into the Convention Centre with no assistance from Crown Perth, Exhibitors are welcome to park your vehicle in one of the dedicated car parks and walk the items up from the carpark yourself into the room via the public entry foyers and into the exhibition room. You are welcome to bring a small trolley of your own to assist with this however the trolley will need to be small enough to be stored at your exhibition booth (Crown Perth do not provide storage for these items).

#### **PLEASE NOTE:**

Crown Perth does not provide any cold storage and any items requiring refrigeration must be delivered during the allocated bump in time and placed straight into cold display cabinets.

### **Collections**

#### ***During allocated bump out time***

The location of bump out will be confirmed by your Event Manager depending on the scheduled bump out time (either via the Crown Towers Loading Dock, located at the end of Bolton Avenue or via the Front of the Convention Centre)

At the conclusion of the exhibition, exhibitors are responsible for packing up their goods, ensuring they are neatly packed and labelled with your company name so they can be easily identified by Crown Perth Staff. Once items are packed, Crown Perth will move items from the exhibition space to the loading dock. Exhibitors can then collect their vehicles and proceed to the loading dock to collect their items. All items are to be removed from the ballroom at the conclusion of the exhibition.

Crown Perth is unable to provide packing materials. Exhibitors must provide their own pallets, tape, wrap and any other packing materials.

**Collection by courier**

Exhibitors bumping out of the exhibition booth can leave items onsite for collection by a courier within 2 working days of the exhibition conclusion.

All items must be safely and securely boxed/packaged up and have the [collection label](#) filled in and attached to each item.

If a con-note is required for the collection, this must be provided by the exhibitor, signed and securely attached to the items ready for collection.

**Crown Perth will not take responsibility for any lost or damaged consignment notes. Crown Perth will not fill in or sign con-notes on an exhibitor's behalf.**

It is the sole responsibility of the Exhibitor to arrange a courier for any such items. Crown Perth cannot be responsible for ordering or managing couriers.

Once your items are ship ready, please place them in a neat pile at the front of your exhibition booth where Crown Perth staff will collect them and move them to our storage location to await the courier

All items must be collected from the venue no later than two (2) working days after the event bump out date. Any items that remain on the premises will be discarded if not collected within two (2) working days.

Courier collections can take place via the Crown Towers Loading Dock, Monday – Friday during the hours of 7.30am – 3.00pm.

**Storage**

Limited storage is available and must be arranged in advance with your Event Manager. Crown Perth does not take responsibility for any products left in any storage area or guarantee that space will be available. All road cases, pallets & crates must be stored offsite after bump in, and returned on bump out day.

**Booth Construction**

Crown Events & Conferences Perth reserves the right to remove any non-compliant equipment. It will remain the Organisers responsibility to provide or meet the expense of substitute equipment.

All stands and display materials must be of sound construction with no risk of harm or injury to staff or attendees.

**Custom Booths**

All custom booth designs and bump in/out schedules must be submitted to Crown Perth for approval. External contractors engaged to build custom booths must complete the classification of proposed services form and provide Crown Perth with the appropriate documentation as outlined in Workplace Safety.

**Forklift**

Forklifts are subject to availability and additional charges apply.

\$35 per hour, Forklift no driver (You must provide a licensed forklift operator)  
\$80 per hour, Forklift with driver (minimum 3 hour engagement)  
Please liaise with your Event Manager to confirm availability and make a booking.

### **Ceiling Heights**

<b>Space</b>	<b>Ceiling Height</b>
Crown Ballroom	8m (6.4m to chandeliers)
Grand Ballroom	6m
Astral Ballroom	5.5m (4.5 to raised chandeliers)
Botanical Rooms	3.6m
Studio Rooms	2.8m
Meeting Rooms	4m

Any builds above 4m must be approved by Crown Perth. Exhibition builds must be 300mm clear of the roof or chandeliers.

Please note: Due to height restrictions in back of house areas, please liaise directly with your Event Manager for any large items.

### **Weight Restrictions**

Please liaise directly with your Event Manager regarding any heavy items (over 500KG) weight restrictions do apply and will need to be signed off by Crown Perth's engineering team.

### **Attachment of Signs**

The attachment of signs, banners and posters to any wall surface or the use of pins, blu-tack, nails, staples, post it or adhesive notes, tapes or floor or wall decals are not permitted.

### **Animals**

No pets or animals (with the exception of Assistance Animals) are permitted on site. Crown Perth approval is required if you wish to exhibit animals.

### **Helium Balloons**

Approval must be first given by the Crown Perth Event Manager when planning to use helium filled balloons as part of an event. A minimum charge of \$300 will be incurred for the retrieval of loose balloons from the ceiling.

### **LPG Cylinders**

LPG Cylinders are not permitted on site at any time

### **Vehicle Displays**

Written requests for vehicle displays must be submitted to your Event Manager no later than 30 days prior to the event.

To confirm the vehicle display, the following details will need to be provided.

- Make & model of vehicle
- Dimensions & weight of the vehicle
- A safe work method statement
- Certificate of Currency – Public Liability Insurance to cover damages to our people, property, environment and general public
- Certificate of Currency – Workers Compensation to cover their driver, spotter etc.

Additional information:

- The vehicle must have as little fuel (less than a quarter) in the tank as practicable
- Should the vehicle arrive onsite with a full tank of fuel, this is also acceptable
- A valid driver's license must be available and provided for the driver
- Crown staff will not operate the vehicle and take no responsibility for the vehicle
- Vehicle keys will be handed over to the Banquet Manager whilst the vehicle is in position
- Drip trays are required for all vehicles and floor mats must be placed under each tyre.
- Your Event Manager will confirm the bump in/out times of the vehicle once schedules are confirmed.

Vehicle access points:

GRAND BALLROOM & ASTRAL: Through front of house vehicle access doors located near the Crown Convention centre reception desk. On arrival please call our Duty Manager on 0403 384 479 so they can prepare for the entrance of the vehicle.

CROWN BALLROOM: Through the Crown Towers Loading Dock. On arrival please call our Duty Manager on 0403 384 479 so they can prepare for the entrance of the vehicle.

### **Provision of Food & Beverage/Food Sampling**

Crown Perth has sole catering rights for the distribution and sale of all food and beverage items within the Crown Complex.

No exhibitor or organiser is permitted to bring any food or beverage into the Crown Complex from an external supplier. Failure to adhere to this policy will result in the product/item being confiscated.

Exceptions may be made for exhibitors and organisers wishing to provide sample servings of their food & beverage item. All requests must be sent to the Event Manager for approval no later than 2 weeks prior to the event and a food waiver must be completed & signed.

All catering requirements for the booths can be arranged with the venue prior to the commencement of the event; a booth catering form can be requested from your Crown Perth Event Manager. The forms are to be sent to the Event Organiser who can forward them through to the Crown Event Manager on your behalf. Crown will be in contact with individual stand holders to confirm requirements.

### **Care of Exhibition Space**

Exhibitors are responsible for the upkeep of their own booth for the duration of the event. The Venue will not clean within the booths unless previously arranged with the Event

Manager for an additional fee of \$35 per 3x3 booth (general cleaning including wiping down of surfaces, mopping etc). If there are more specific/labour intensive cleaning requirements

or larger booths, please ask your Event Manager for a copy of the cleaning form. The Venues cleaners will vacuum through the aisles of the exhibition area each morning prior to the exhibition opening.

### **Removal of Waste**

During bump in and bump out Crown Events & Conferences Perth staff will be available to remove any rubbish. Exhibitors are required to place all rubbish in the bins provided. For removal of large amounts of waste, a quote can be provided for large bins by your Event Manager.

### **Power Requirements**

All power requirements are to be pre-arranged with the chosen Exhibition provider.

In accordance with Australian Standard 3760 all portable electrical equipment brought onto Crown premises by clients, their guests, their exhibitors and their contracted suppliers must have been tested and tagged by a suitably competent person and the tag must be valid.

### **Security**

Whilst every reasonable precaution is taken, Crown Events & Conferences Perth accepts no responsibility for any loss or damage occurring to persons or property in the Convention Centre. Valuable items should never be left unattended. Please notify a Crown Perth employee if you see anything suspicious.

A security guard can be arranged for an additional fee.

### **Insurance**

It is each exhibitor's responsibility to insure themselves against loss or damage for any equipment, fittings, products or materials that are brought onto the premises. Crown Perth is not responsible for and is to be released from any liability in regard to loss, damage or theft of any delivered/stored items.

### **Liability for Damage**

The organiser releases and indemnifies Crown Perth Convention Centre, its employees, officers, contractors and agents from and against any loss, claim, demand, liability or damage arising, including liability or damage caused by any negligent act or omission, in connection with the event.

The organiser is financially responsible for any damage or loss sustained to Crown Perth Convention Centre caused by their employees, officers, contractors or agents – except in the event that such loss or damage is caused by Crown Perth Convention Centre employees, officers, contractors or agents.

### **Smoke Detection Devices**

Smoke machines cannot be used without prior approval from the Event Manager. Should a smoke machine be approved, a MSDS submission is required along with a SWMS. Please refer to "Workplace safety".

Failure to advise of the proposed use of smoke machines and/or pyrotechnics in advance will lead to the refusal of use and may lead to additional costs being on-charged to the client for any fire brigade charges incurred by Crown Events & Conferences Perth.

### **Dangerous Liquids / Flammable Materials**

Crown Perth Convention Centre will not permit any naked flames, explosives, fuel, ammunition, firearms or inflammable liquid acetylene gas or explosive oils, compounds or substances to be brought into or used on the premises without proper containment and security, and prior approval from the Event Manager. Compressed gas canisters brought onsite will require a SWMS. Please refer to "Workplace Safety"

### **First Aid**

Should first-aid be required a Crown Perth staff member will contact a qualified first aid attendant. Crown Perth has qualified medics and a first aid post on site at all times.

### **Carpets**

To protect the carpet at Crown Perth Convention Centre all booth walls must have footings and a vinyl or plastic strip should be laid on the carpet where each footing comes into contact with the carpet.

All vehicles, furniture, pot plants etc must have mats placed underneath each so as to protect the carpet from any possible damage.

### **Furniture/Pot Plants**

It is recommended that all furniture, pot plants etc be ordered through the contracted Exhibition provider.

### **Telecommunication Services**

Under no circumstances will an exhibitor be permitted to supply their own IT networking equipment (i.e. port hubs, router etc) as this could have a direct impact on the network for the event as a whole.

Crown Perth Convention Centre will enable a connection to the internet. The costs for Wired or Wireless Internet Access can be obtained from your Event Manager.

If you wish to order these services please contact your Crown Perth Event Manager.

All of Crown Perth IT equipment supplied or otherwise made available to an exhibitor must remain on the premises at all times. It is the exhibitor's responsibility to return any equipment issued in full working order.