



## **National Convention Centre Canberra (NCCC)**

### **2022 Exhibition and Service Manual**

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## Introduction

Welcome to the National Convention Centre!

The National Convention Centre Canberra (NCCC) is owned by the Australian Capital Territory Government and operated by InterContinental Hotels Group.

This Exhibitor Information and Services Manual has been designed with the intention of making your experience at the National Convention Centre Canberra as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

The Service Request Forms should be completed and returned to the National Convention Centre Canberra with payment prior to the commencement of the exhibition as stipulated in the forms. All forms will be processed only after payment and forms have been received. All prices are inclusive of GST and are in Australian dollars, unless otherwise specified. All quoted prices are current at the time of printing and are subject to change.

This exhibition and service manual has been edited to meet COVID Safe guidelines as of November 2021. Guidelines are subject to change based on federal and local government restrictions.

## Our Details

If you have any further queries about the venue or the exhibition, please do not hesitate to contact our Events Team at the National Convention Centre Canberra.

Events Team  
National Convention Centre Canberra  
PO Box 1013  
Civic Square ACT 2608  
Telephone: +61 2 6276 5200  
Facsimile: +61 2 6276 5276  
Email: [nccc.sales@ihg.com](mailto:nccc.sales@ihg.com)

All references to NCCC mean the National Convention Centre Canberra.

All information in this document is current at the time of printing and may be subject to change at the discretion of the National Convention Centre Canberra's Management.

## Workplace Health and Safety

Any contractors working on-site will need to provide copies of both Workers Compensation and Public Liability certificates for all contractors. These need to be provided to the venue **seven (7) working days** prior to the event.

All Event Organisers, contractors, subcontractors, production companies and all other associated staff working on-site must undergo a site induction process with the NCCC prior to commencing any work. The induction process will outline the venue evacuation procedures and general Workplace, Health and Safety standards. All contractors and sub contractors must review, comply and acknowledge our Workplace, Health and Safety policies and procedures before work can commence on site. Anyone not adhering to these requirements may be asked to stop work and consultation may be required before further work can continue. All inductions now include COVID Safe procedure based on the COVID Safe plan provided by the event organizer based of each approved event.

The following procedures and requirements are to be adhered to by all contractors working on the premises of the NCCC, regardless of whether they are providing services directly to the NCCC or are working for an Event Organiser. Failure to comply will place the contract entered by the InterContinental Hotels Group trading as the National Convention Centre Canberra and the Event Organiser in jeopardy.

The following are the key safety aspects that must be adhered to by any persons conducting work at the NCCC:

- High visibility vests and enclosed shoes must be worn at all times where scissor lifts, boom lifts or forklifts are in operation. High visibility vests must be brought on-site by the contractor or exhibitor.
- Exclusion areas must be established when scissor lifts and boom lifts are in use. Exclusion areas can be established by the use of spotters, signage and barricades.
- An exclusion zone must be established immediately below any rigging activity whilst in progress.
- A spotter is required for each forklift when in operation, either within or outside the Centre.
- All electrical equipment and leads must have current valid test and tag certification.
- There must be documented safe systems of work and associated training for any high risk tasks being conducted.
- Any injury, near miss or identified hazard must be reported immediately to a representative of the Centre.
- Any person conducting work on-site must have completed a site-specific induction.
- No ladders higher than 2.4m may be used on-site without NCCC approval.
- Use of any power tools and location of use is only permitted with NCCC approval.
- Any person operating a forklift, boom lift or other elevated work platform must be appropriately qualified and carry evidence certifying this.
- Smoking is not permitted within the National Convention Centre Canberra.
- Gambling, consumption of illicit substances or alcohol is strictly prohibited of all Event Organisers, contractors, sub-contractors and production company staff during bump in and bump out.



## Access to National Convention Centre Canberra

To ensure a trouble-free build, exhibitors and stand contractors must adhere to the access times specified by the event organiser. Access into the exhibition space prior to the scheduled time will not be permitted. All Event Organisers must provide full particulars on exhibition bump in and bump out schedules including: on-site organisers, exhibition contractor, main shell scheme contractor, freight forwarding company including forklift and truck schedules, security company, rigging contractor, and electrical contractor. On-site event organisers (main point of contact) must have the capacity to make decisions and issue instructions to their staff, on instruction from the NCCC Duty Manager. Move out or breakdown prior to the scheduled time will only be permitted with the consent of the Event Organiser and NCCC.

Only designated service entrances, lifts and loading docks are to be use for the transportation of materials. Any trucks and trailers that will be used the NCCC may ask for weight load specifications prior to arrival to determine if the vehicle can access the loading area.

Based on the current ACT COVID Safe guidelines there needs to be staggered exhibition build and exhibitor bump in/ bump out due to density and square meter requirement. This information needs to be provided by the event organiser with the exhibition floor plan 30 days prior to the event.

## Exhibition Hall Specifications, Ground Floor

### Ceiling Heights:

Height of entrance to Exhibition Hall via loading dock bi-fold doors	3.9m
Height of entrance to Exhibition Hall via main foyer	2.47m
Height of Exhibition Hall floor to ceiling trusses	9.0m
Height of Exhibition Hall floor to underside of gallery	3.06m
Exhibition Hall floor to ceiling	10.4m

**Area:** 2,000M<sup>2</sup>

**Floor Loading:** 700kg M<sup>2</sup>

**Ceiling Loading:** Details and ceiling diagrams provided upon request

**Power:**

- Floor pits: 18 pits that house
- 2 x double 10 amp general purpose outlet
- 1 x 15 amp outlet
- 3 phase outlets at specific locations
- Surrounding: 9 x 32amp 3 phase outlets
- Walls: 1 x 50amp 3-phase outlet

**Flooring:** Carpeted throughout

## Ballroom Specifications, First Floor

<b>Ceiling Height:</b>	4.5m
<b>Area:</b>	650 M <sup>2</sup>
<b>Floor Loading:</b>	500kg / M <sup>2</sup> distributed 360kg / M <sup>2</sup> concentrated
<b>Power:</b>	Walls/ Ceiling
<b>Flooring:</b>	Carpeted throughout
<b>Goods Lift:</b>	Weight capacity: 1428kg Goods lift dimension: 1900mm (L) x 1400mm (W) x 2100mm (H) Lift door dimension: 1000mm (W) x 2180mm (H)

## Access for Bump In & Bump Out

### Exhibition Hall

Main vehicle access to the Loading Area (side of the Exhibition Hall) at the NCCC is via Constitution Avenue. The height of the loading dock is 3.9m. All goods must be removed from the venue by the next working day.

The Exhibition Hall loading dock and terrace at the NCCC is for loading and unloading equipments for exhibition build companies, logistics companies, audio visual companies and styling companies working onsite only.

Access to the Exhibition Hall Terrace is restricted to between the hours of 0800hrs – 2000hrs for the exhibition build companies, logistics companies, audio visual companies and styling companies only for loading and unloading. Any bump in before 0800hrs or bump out after 2000hrs unloading/ loading of equipments is via the side back crate loading dock. This may be subject to changes.

To access the Exhibition Hall Terrace via the ramp, the maximum weight including the load for the truck is 23 tonne access 3 axels. If you think your truck including the load will be over the 23 tonne access 3 axels including the load, please contact your event coordinator to explore alternative options.

Based on the current ACT COVID Safe guidelines there needs to be staggered exhibition build and exhibitor bump in/ bump out due to density and square meter requirement. This information needs to be provided by the event organiser with the exhibition floor plan 30 days prior to the event.



## Royal Theatre

The Royal Theatre Loading Area is on Coranderrk Street on the east side of the building. Load in is onto the stage through the roller door or onto the flat floor through the double doors. The height of the roller door is 2.2m height and 3.6m width.

Parking is not permitted in this area for any vehicles including trucks and parking inspectors regularly patrol this area. All cars need to be parked in a designated car park, paid underground parking is available under the NCCC or there is additional public paid parking available across Constitution Avenue.

Please advise your Event Coordinator if parking is required for trucks, traffic control may need to be engaged and charges will apply.

## Parking of Personal Vehicles

Parking of personal vehicles is not allowed at the Exhibition Hall loading dock and terrace for both exhibitors and contractors during bump in and bump out.

All cars/vans need to be parked in a designated car park, paid underground parking is available under the NCCC or there is additional public paid parking available across Constitution Avenue.

Exhibitors/contractors should be aware NCCC does not have a forklift/trolley onsite for hire. It is recommended exhibitors bring own trolleys for moving exhibitor's goods.

The general goods loading dock is open from 8:00am to 4:00pm (closed on public holidays). The Exhibition Hall loading dock is open depending on the approved event bump in/bump out schedule. Under no circumstances are vehicles to be left unattended on the terrace area or on the loading dock.

## Cleaning

Normal cleaning is included in the cost of the room hire. The client/organiser may incur additional charges in instances where an event has created additional cleaning requirements, which are considered by the NCCC to be over and above normal cleaning.

Please note: Additional charge of \$450.00 per skip may apply for all additional rubbish that is collected after completion of a conference

## Exhibitor Stand

It is recommended as part of being COVID safe exhibitors to provide hand sanitisers at their exhibition stand and the practice social distancing where possible.

## Rigging

Limitation of **one company to perform "Top Rigging"** - this refers to the affixing of any structure to the ceiling or permanent infrastructure attached to the ceiling in any room.

Maximum of **one additional company per event to perform subsequent or secondary rigging** such as but not limited to the affixing of banners, lights of other items to the "Top Rig" infrastructure.

All custom build rigging plans must be sent and sighted by NCCC, no later than **thirty (30) working days** prior to the event.

To ensure safety of delegates, staff and the venue and due to rigging being a high risk activity **only approved rigging companies are permitted to perform rigging** of any sort within the venue. Any company can request to become an approved rigging company, which requires a formal approval process to be conducted and the process will take approximately one month from date of request.

Please contact your Event Coordinator to commence the approval process or to confirm details for already approved rigging companies.

All rigging plots must be approved by a licensed rigger. It is the responsibility of the audio visual/rigging company to forward accurate details to a licensed rigger for approval.

Licensed riggers required to perform rigging work at the NCCC will be asked to produce their high risk (RB, RI or RA) tickets before they commence work. Riggers must complete a hazard analysis and submit this to the Centre **seven (7) working days prior to the work being undertaken**.

## Custom Build/Shell Scheme Stand

All build plans must be sighted by the NCCC. The build plans will be checked for operational servicing only and not as to whether it meets and complies with all or any relevant regulations and building codes. It is the responsibility of the customer to forward accurate details to the venue. All build plans must be received by the NCCC a minimum of thirty (30) days prior to commencement of the event or as advised by the Event Coordinator. All build plans should not be considered final until sighted by the NCCC.

- Custom build booth plan must be generated via professional software (not drawn by hand)
- If the custom build booth height/wall structure is 3m or more a builders report is required
- The National Convention Centre may require a structural engineer report for custom build booths which are more complex in terms of height/weight load/wall structures/ rigging the Centre will determine once we receive the custom build plan. The cost to engage a structural engineer to obtain a safety report is to be covered by the builder or the company who owns the stand. Please contact your Event Coordinator for the cost.
- Standard custom build stand and shell scheme stand height is 2.5m
- All stand builds in the Main Foyer, the maximum height is 2.5m except for under the Wave Wall which the maximum height is 2.3m. The Ballroom area maximum height allowed is 2.5m. Please provide notification to the conference organiser if the stand is higher than 2.5m due to the foyer area ceiling have different heights.



Due to COVID Safe contact tracing requirement, all custom builds must be coordinated through the event organiser or main exhibition builder by providing the names, contact number and postcode of the crew that will be working onsite. A schedule must be provided in conjunction with the exhibition floor plan 30 days prior to the event. It is mandatory for contractors to check in with the Check in Canberra App when onsite.

## Scissor Lift & Boom Lift

Arrangements can be made to hire a scissor lift or boom lift through the NCCC. Current operating tickets must be sighted before hire approval is granted. Alternatively, qualified staff may be hired to operate the lift. Please note: the boom lift can only be used when the exhibition is a build zone and prior to exhibitor access. Current hire charges, both with and without operators, are available upon request. Refer to order form on page 18.

## Banners and Signs

The NCCC can arrange to hang your banners and signs in accordance with organiser's requirements via Encore Event Technologies. This service must be arranged prior to arrival at NCCC. For further information regarding banner hanging please contact Encore Event Technologies on +61 2 6257 6786.

## Display and Set up

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands.
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor emit toxic fumes should ignition take place.
- The structure of the building must remain in the same condition as prior to set-up. Any changes to the building and property of the NCCC will be charged to the company at fault.

## Electrical Equipment

All electrical equipment used by contractors and exhibitors must comply with current Australian NCCC reserves the right to refuse any equipment used by contractors, exhibitors and clients.

- Electrical equipment and leads must be currently tested and tagged.
- Damaged or faulty equipment will not be permitted to be used in NCCC.
- Frayed electrical cables and leads will not be permitted to be used in NCCC.
- The NCCC does not have a qualified appliance tester on site, one may be available at a charge.



## Audio Visual

Our in house audio visual partner is Encore Event Technologies, as a well-established and experienced provider of technical and creative service. Encore Event Technologies will assist you with audio, lighting, data and vision requirements for your event and can also provide styling, video, graphic and production support should you require.

### Encore Event Technologies

Neil Ambida  
Venue Director  
PO Box 1013  
Civic Square ACT 2608  
Telephone: 61 2 6276 5212  
Email: neil.ambida@encore-anzpac.com

## Catering/Food and Beverage Accounts

For the convenience of exhibitors, we have put together some suggestions for food and beverage on the catering form located on page 22-23, which can be pre-ordered and consumed at various exhibition booths during an exhibition. Please complete the account form and sign and return no later than **ten (10) working days** prior to the event. **Due to COVID Safe requirement exhibitors must hire service staff members through the NCCC to serve food and beverage at their stands.**

**The NCCC has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring any food and beverage into the venue from outside caterers or suppliers unless approved in writing by NCCC. It is the organiser's responsibility to ensure guests do not bring any food or beverage into the NCCC. Exhibitors are allowed to give away individually wrapped chocolates or individually wrapped sweets to the delegates from their Exhibition stand, however to be COVID Safe the item must be handed out by Exhibitor to the delegates to minimize delegates reaching into the same bowl/container.**

## Car Parking

Paid parking with internal lift access from entry level is available underneath the NCCC. The entrance height of the car park is **1.9m**. Pre-paid parking is available at Reception, in the Main Foyer. Exit tickets may be obtained by completing the exhibitor services request form attached and returning it to the NCCC with full payment at least 10 working days prior to your event. Alternatively, voucher public parking is available across the road from NCCC. If you have a large vehicle please contact the NCCC prior to the event to discuss alternate arrangements. Under no circumstances are exhibitors permitted to park in or around NCCC, other than in the designated spaces provided. These areas are regularly patrolled by Government parking inspectors. Please note parking space availability is based on first come first serve basis.

## Fire Safety & Dangerous Substances

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, or other flammables, and equipment



using such flammable materials as gas stoves and electric stoves without prior consent from the NCCC management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of the Australian Capital Territory and the Commonwealth of Australia.

## LPG use on Exhibitor Stands

The NCCC must be notified of intent to install LPG appliances prior to the move in period. Each application is assessed with the safety of the public as its priority. The NCCC reserves the right to accept or reject any application.

The use of LPG on stands is allowed in the Exhibition Hall, however the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations
- All applications must be approved for the use in accordance with the relevant acts and regulations
  
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day
- Maximum cylinder size = 9kg. Approval must be sought for larger cylinders
- One cylinder per appliance
- Centralised cylinders with appliances connected to a reticulation system is not permitted
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling
- Cylinders and connections must be protected from damage
- Control of cylinders must be accessible by the stand but not by the public
- Each evening at the close of the show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to the loading dock for overnight storage.
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser
- All installations must be tested for leaks prior to each operational period by an approved "sniffer" device e.g. AGL "snoop" or by electronic detectors
- An appropriate fire extinguisher must be present on every stand where LPG is being used
- A risk assessment must be completed a minimum of **three (3) working days** prior to the event and after which consent may be granted by the NCCC.

## Animals

No animals - birds, fish etc. (with the exception of Guide Dogs) are permitted in the NCCC at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Written approval must be obtained prior to any animal (with the exception of Guide Dogs) entering the NCCC. Animals are not allowed to left on site overnight.

## Smoke Detector Isolation

Please be aware that smoke detectors are in place throughout the Exhibition Hall. Items such as helium balloons, smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Coordinator prior to arrival at the Centre, and arrange for Smoke Detector Isolation if necessary, at a cost of \$650.00 per day. Please note that this service will be reinstated daily. If the detectors are set off due to client or exhibitor negligence, a charge will be passed on directly from the ACT Fire Brigade. A minimum of **seven (7) working days** notice is required for isolation. A retrieval fee of \$650.00 will also be charged to any exhibitor who has helium balloons released into the ceiling. Maximum smoke isolation allowed is 10 hours a day.

## Vehicles and Other Machinery

- Vehicles must be driven in and out of the building, during bump in and bump out of an exhibition, at a walking pace. Passenger or Non-Exhibitor Vehicles are not to enter the building except in loading dock area and only under supervision of Centre staff.
- The weight load of the vehicle/machinery must be sighted by the venue prior to the event to ensure the weight is within the allowed limit.
- If the vehicle/machinery is above the weight limit that the NCCC can allow, a structural engineer report will be required. Please contact your Event Coordinator for the cost to engage a structural engineer to obtain a safety report.
- The integrity of the vehicle's fuel and oil system is to be inspected by the exhibitor or their nominated representative, before it is permitted to enter the building.
- All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the NCCC.
- All show cars and presentation cars must have oil drip trays in place and must be provided by the organiser.
- All keys for any vehicles on site must be signed in and signed out at the NCCC reception (i.e. show vehicles, forklifts, boom and scissor lifts) for the duration of the time on site.

## Insurance

Exhibitors should also consult their own insurance companies for suitable coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage
- Expenses incurred due to cancellation or postponement of the exhibition
- Additional public liability.



## Disclaimer

Subject to any provision of the Trade Practices Act 1974 (if applicable) which cannot be excluded the National Convention Centre Canberra will not accept responsibility for damages or loss of goods and property left in NCCC prior to, during or after an exhibition. All goods and satchels belonging to clients must be claimed and removed from the NCCC by the following working day. The NCCC reserves the right to inspect vehicles leaving the NCCC during bump and bump out of an Exhibition.

## Deliveries

All exhibition goods being delivered to the NCCC should be marked with a delivery label (refer to attached form, page 25). Arrangements should be made for goods to arrive on the Exhibitor bump-in day or up to two working days prior.

<b>If the event falls on:</b>	<b>Deliveries will be accepted by the venue no earlier than:</b>
Monday	Previous Thursday
Tuesday	Previous Friday
Wednesday	Previous Monday
Thursday	Previous Tuesday
Friday	Previous Wednesday
Saturday	Previous Thursday
Sunday	Previous Thursday

- The NCCC does not take or accept responsibility for the safety of any items, delivered, stored or dispatched to the site in the absence of the exhibitor, agent or contractor
- NCCC labels found on page 25 must be used and fully completed prior to the delivery being sent. Any goods that are not labelled correctly or delivered outside of two working days prior to the event may be not accepted by the NCCC.
- The NCCC does not have a forklift on site. If you require delivery of non standard Australian pallets (larger than 1165mm x 1165mm and/or heavier than 1 tonne) the delivery truck will require a working tailgate or alternatively please contact your exhibition build company to discuss a solution.
- All hand loaded items need to be under 25kg or have another way of moving them (eg. attached wheels) will be delivered to the exhibition stand on bump in day
- All items which is larger than 1165mm x 1165mm and/or heavier than 1 tonne, will require exhibitor to arrange forklift service with the exhibition build company to move the item to their stand
- **It is mandatory for all couriers to sign in using the Check In Canberra app, for contact tracing purpose. Contactless deliveries are strongly encouraged.**

## Collection

- All goods must be removed by the next working day. The NCCC reserves the right to dispose of any goods left at the NCCC after 7 days.
- A completed consignment note must be attached to boxes for prompt collection. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice *prior* to bump out time.
- Consignment notes should be organised prior to the end of the event. Please note that NCCC staff **cannot** sign the dangerous goods declaration/customs form.
- If goods need to be collected urgently, please advise the NCCC to discuss how we can help you.

## Storage

Goods will only be accepted two working days prior to an event. Any goods that arrive more than two working days prior to the event the NCCC has the right to decline the delivery. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the booth area. Once the event has concluded, all goods should be removed from the NCCC by the next working day. If you have any delays in pick up please notify the NCCC. If a freight forwarding company is hired, please note no onsite storage e.g.: trailer, container is permitted to be left onsite.

## Community Involvement

At the NCCC play an active role in the community and everyone is invited to participate and make a difference. You can help us by donating surplus promotional items, such as satchels, note pads, caps, t-shirts, pens, water bottles, balls, etc.

We organise delivery of these items to orphanages and schools in Nepal, India, Zambia and South East Asia. If you are able to contribute, please notify Reception and label goods with "Orphanage Appeal" during the exhibition bump out.

## Give-aways and prize draws at conferences, events, and exhibitions in the ACT

### Exempt Lottery

Pursuant to section 6(1) of the Lotteries Act 1964 (the Act), an exempt lottery is defined as:

- a Trade Promotion Lottery where the total prize value does not exceed \$3000;
- a Raffle where the total prize value does not exceed \$2,500;

Lotteries that do not fit within above parameters require a permit before they can be advertised and operated in the ACT. Lotteries that fit within above parameters do not require a permit to be conducted in the ACT, however they must conform to legislative requirements that are detailed in the Act.



To apply for a permit an application can be completed online through the link below:  
<https://form.act.gov.au/smartforms/landing.htm?formCode=1093>

#### Conditions for the Conduct of Exempt Lotteries

- each ticket or entry in the lottery must have an equal chance of winning;
- the winning ticket or entry, and, if available, the identity of the person who holds the winning ticket or entry, must be recorded by the person conducting the lottery;
- the person conducting the lottery must make the results of the lottery available to subscribers (for example, via a newspaper, email, website or newsletter) and if the identity of a person who holds the winning ticket or entry is known—tell the person the results of the lottery;
- a person who wins a prize must not be charged a fee when the person receives the prize;
- the person conducting the lottery must not conduct the lottery or advertise the lottery in a way that, having regard to the lottery participants, could be considered inappropriate or offensive;
- for a lottery with 2 or more prizes—the major prize must be drawn first, unless a winning ticket or entry is eligible to win another prize;
- the person conducting the lottery must do everything reasonably necessary to ensure that a person entitled to a prize in the lottery receives the prize;
- if a prize is not claimed within a reasonable period, taking into account the nature of the prize, the person conducting the lottery must draw another winning ticket or entry; and
- the person conducting the lottery must take reasonable steps to identify a person who holds a winning ticket or entry.

For more information and application forms, go to the Commission's website:  
<http://www.gamblingandracing.act.gov.au/> and click on the lotteries section.



## National Convention Centre Canberra Account Details

Please be advised that the following account details should be used for any EFT payments to the NCCC.

**Trading Name:** National Convention Centre Canberra  
**Account Title:** National Convention Centre Canberra  
**Bank Name:** HSBC Bank Australia Ltd  
**Branch:** 333 George St Branch, Sydney, NSW, 2000 Australia  
**BSB Number:** 342 011  
**Account Number:** 2665 82001  
**(Intl)Swift Code:** HKBAAU2S

Please send a remittance advice including the invoice number to:

**F** +61 2 6257 3182

**E** [act.accounts@ihg.com](mailto:act.accounts@ihg.com)

Please indicate on each order form if you intend to make EFT payment and a NCCC representative will provide you with an invoice number to process the payment.



# Stand Cleaning Order Form

Exhibition/Conference Name: \_\_\_\_\_  
 Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_  
 Contact Name on Day: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, a charge of **\$50.00 per hour applies**. Minimum of 1 hour applies. Please complete the table below:

Dates Required	Time	Cost per day
<b>Total charges</b>		<b>\$</b>

**Please Note:**

- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- The NCCC is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the NCCC staff. Care will be taken in the cleaning of exhibitor stands, however the Centre will not be held responsible for any damage to exhibitor or their contractor's stand, furniture, product or signage.

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

I hereby authorise the National Convention Centre Canberra to process authorised charges to the above credit card

**Please Return to:**  
**National Convention Centre Canberra**  
**PO Box 1013**  
**Civic Square ACT 2608**  
**Email: [nccc.exhibitor@ihg.com](mailto:nccc.exhibitor@ihg.com)**

*Visa, MasterCard and American Express payments incur a merchant service fee of 1.5%, Diners and JCB payments incur a merchant service fee of 3% which will be added to the total amount payable.  
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## Car Park Order Form

Exhibition/Conference Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Dates Required	Number of Tickets	Type of Ticket	Price	Total Cost
		Single exit	@ \$19.50 per day	\$
		Single exit	@ \$19.50 per day	\$
		Single exit	@ \$19.50 per day	\$
		Multi exit	@ \$23.00 per day	\$
		Multi exit	@ \$23.00 per day	\$
		Weekend exit	@ \$6.00 per day	\$
		Weekend Multi exit	@ \$12.00 per day	\$
<b>Total charges</b>				<b>\$</b>

**Please Note:**

- If your vehicle is larger than **1.9m high** and/or has a trailer, please contact the Centre to discuss other parking arrangements
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices may be subject to change at the discretion of the NCCC Management

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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# Lifting Equipment Hire Order Form

Exhibition/Conference Name: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_  
 Contact Name on Day: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Operators Name: \_\_\_\_\_ Ticket/License No: \_\_\_\_\_

Lifting Equipment	Rate	Dates/Times Required	Total
Forklift and licensed driver (per day) ** Please call NCC for preferred supplier			\$
Scissor Lift (per day)	\$380.00		\$
Scissor Lift (per hour)	\$60.00		\$
Boom Lift (per day)	\$380.00		\$
Boom Lift (per hour)	\$60.00		\$
<b>Total</b>			<b>\$</b>

**Please Note:**

- The NCCC does not have a Forklift on site
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- All operators must produce their current relevant licenses before operating any of the above equipment. Please attach a photocopy of your licence/Ticket, and photo ID and return with this order
- Boom lift above 14m requires a high risk licence

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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# Audio Visual Order Form

Exhibition/Conference Name: \_\_\_\_\_

Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

For a complete range of Audio Visual equipment please contact Event Staging Manager, Neil Ambida on 02 6276 5212 or email: [neil.ambida@encore-anzpac.com](mailto:neil.ambida@encore-anzpac.com)

Data Display Equipment	Quantity	Each Day	Delivery and Set up fee	Number of days	Cost
Sony 46in LCD Screen & Stand		\$385.00	\$212.00		\$
T430 Lenovo Laptop		\$230.00	\$43.00		\$
LG 24in LCD Monitor		\$99.00	\$43.00		\$
<b>Total Charges</b>					<b>\$</b>

Encore Event Technologies office is located on the ground floor of the NCCC, staff are available to provide recommendations or if technical difficulties arise throughout your event. For outside business hours please contact the NCCC on 61 2 6276 5200.

**Please Note:**

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Limited stock of plasma screens and stands are available on site
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a \$40 late fee charge
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are exclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

**Payment – Please complete your payment online directly with Encore Event Technologies**

Access the website via [www.encore-anzpac.com](http://www.encore-anzpac.com) then click Payments tab and follow the prompts to complete your payment online.

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## Phone Line Order Form

Exhibition/Conference Name: \_\_\_\_\_

Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Item	Price/Per Unit	Quantity	Total
Digital Telephone line with handset (line access through PABX by dialling "0")	\$150.00 *plus call costs		
Analogue Phone/fax line (line access through PABX by dialling "0")	\$150.00 *plus call costs		
ISDN (3 x 128 kbit/s lines available)	\$200.00 *plus call costs		
Eftpos lines (no in dial capabilities) (Require "0" dial set up in Eftpos machine prior to arrival)	\$150.00 *plus call costs		
<b>Total Charges (incl GST)</b>			<b>\$</b>

**Please Note:**

- You will need to provide a terminal adaptor/interface from the Network Terminator to your equipment (PC or equivalent) for ISDN lines
- All equipment is on a hire basis and prices include hire, installation, removal, insurance and GST. The cost for all telephone lines is for the line only, (This does not include configuration of PC)
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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## Internet Order Form

Exhibition/Conference Name: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_  
 Contact Name on Day: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

Broadband Wi-Fi Internet Code (Multi User)	One Day	Additional Days	Data Allowance	Total Days Required	Cost	Custom Flooring
10Mbps Internet Connection	\$150.00	\$100.00	Unlimited data			Yes <input type="checkbox"/>
20Mbps Internet Connection	\$200.00	\$125.00	Unlimited data			
30Mbps Internet Connection	\$250.00	\$150.00	Unlimited data			No <input type="checkbox"/>
Cabled internet set up fee	\$70.00	NA	One time installation charge			

- **A cable set up fee is required with all cabled internet requests**
- **A cabled or multi user internet connection will conclude at end of time limit.**
- **A wireless internet connection will allow you to log in and out by shutting down the web browser, giving you the specified amount of access time and can be accessed by multiuser**
- **If faster speed is required, please check with the NCCC**

**Please Note:**

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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## Equipment Hire Order Form

Exhibition/Conference Name: \_\_\_\_\_

Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Quantity	Equipment	Price Per unit(per day)	Number of Days	Total
	Trestle table (1.8m x 0.76m)	\$18.00		
	Cocktail tables (1.08m)	\$15.00		
	Chairs	\$9.00		
	Trestle table cloth - White	\$12.00		
	Round table cloth - White	\$12.00		
	Trestle table cloth - Black	\$13.00		
	Round table cloth - Black	\$13.00		
	Napkin - White	\$2.50		
	Red wine glasses	\$1.25		
	White wine glasses	\$1.25		
	Champagne glasses	\$2.00		
	Champagne ice bucket	\$10.00 deposit (cash on day)		
	High ball glasses	\$1.25		
	Beer pilsner glasses	\$1.00		
	Pin boards	\$20.00		
	Power board or extension cord	\$10.00 deposit (cash on day)		
<b>Total Charges</b>				<b>\$</b>

## Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
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### Payment Details

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Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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a merchant service fee of 3% which will be added to the total amount payable.

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Visa, MasterCard and American Express payments incur a merchant service fee of 1.5%, Diners and JCB payments incur

## Stand Catering Account Form

Exhibition/Conference Name: \_\_\_\_\_

Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

The NCCC has put together a list of food and beverage items that can be pre ordered and consumed at the stands during an exhibition.

Item	Price	Sunday & public holiday price	Quantity	Date & Time	Total
Assortment of Drumstick Ice cream cones (per piece)	\$5.50	\$6.50			
Ice cream freezer (flat rate)	\$150.00	\$150.00			
Assortment of fruit smoothies (per glass)	\$5.00	\$5.80			
Assorted cheese (individual box)	\$16.00	\$18.40			
Assorted Muffins/Cupcakes (per piece) *Additional cost will apply for custom design/flavour	\$5.50	\$6.50			
Bags of potato chips	\$3.50	\$4.00			
<b>Beverages</b>					
Cans of soft drinks	\$4.50p/can	\$4.80p/can			
Bottled Still Water (600ml)	\$4.00p/bottle	\$4.60p/bottle			
Furphy Beer	\$9.00p/bottle	\$10.50p/bottle			
Bent Spoke Beer (local)	\$10.00p/bottle	\$11.50p/bottle			
Tatachilla Shiraz Cabernet (Red Wine)	\$39.00p/bottle	\$45.00p/bottle			
Tatachilla Chardonnay (White Wine)	\$39.00p/bottle	\$45.50p/bottle			
<b>Total Charges</b>					<b>\$</b>

All alcoholic beverages served to guests at the NCCC must be served by RSA certified staff. RSA certified staff can be hired from the NCCC at a cost to the exhibitor.

**\*\*Please contact the Events Team for alternative food and beverage suggestions if required**



Stand Catering Form continued.....

**Please Note:**

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:  Mastercard  Visa  American Express  Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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# Coffee Cart Order Form

Exhibition/Conference Name: \_\_\_\_\_

Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Hire of the coffee cart is \$220.00 per hour at a minimum of 4 consecutive hours per day. This includes 1 x barista, coffee, condiments and milk.**

Day/Date	Start Time	Finish Time	Number of hours	Price (\$220.00 x number of hours)
<b>Total Charges</b>				<b>\$</b>

**Please Note:**

- An additional barista @ **\$46.00 per hour Monday – Friday, \$48.00 per hour Saturdays, \$64.00 per hour Sundays, \$65 per hour Public Holiday (Minimum 4 consecutive hours)**
- All coffee cart requests must be ordered **20 days prior** to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 20 days prior to the start of an event will incur a 20% late surcharge charge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used.
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Type of beverages served : Flat white/ Latte/ Long black/ Short black/ Decaffeinated/ Hot Chocolate /Tea
- Power needs to be provided by the exhibition build company for the espresso machine and coffee grinder. Upon confirmation of your order, we will advise power requirements (25 amp single phase/20 amp single phase).
- **No keep cups allowed, only disposable take away cups or venue crockery cups allowed**
- **Before placing an order please obtain prior approval from the conference organiser**

**Payment Details**

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Credit Card Type:     Mastercard             Visa             American Express             Diners card

Card holder name: \_\_\_\_\_ Signature: \_\_\_\_\_

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**Delivery Docket**  
**Deliver To:**  
**NATIONAL CONVENTION CENTRE CANBERRA**  
**LOADING DOCK**  
**31 CONSTITUTION AVEUNE**  
**CANBERRA ACT 2601**

COMPANY NAME: \_\_\_\_\_

EVENT NAME: \_\_\_\_\_

DATE OF EVENT: \_\_\_\_\_

FUNCTION ROOM: \_\_\_\_\_ STAND NUMBER: \_\_\_\_\_

SENDER'S CONTACT NAME: \_\_\_\_\_

*Person sending the goods to the venue*

SENDER'S CONTACT PHONE NUMBER: \_\_\_\_\_

RECEIVER'S CONTACT NAME: \_\_\_\_\_

*Receiver Contact for all other deliveries should be the person the items need to be given to by venue staff*

RECEIVER'S CONTACT PHONE NUMBER: \_\_\_\_\_

PALLET: \_\_\_\_\_ OF: \_\_\_\_\_

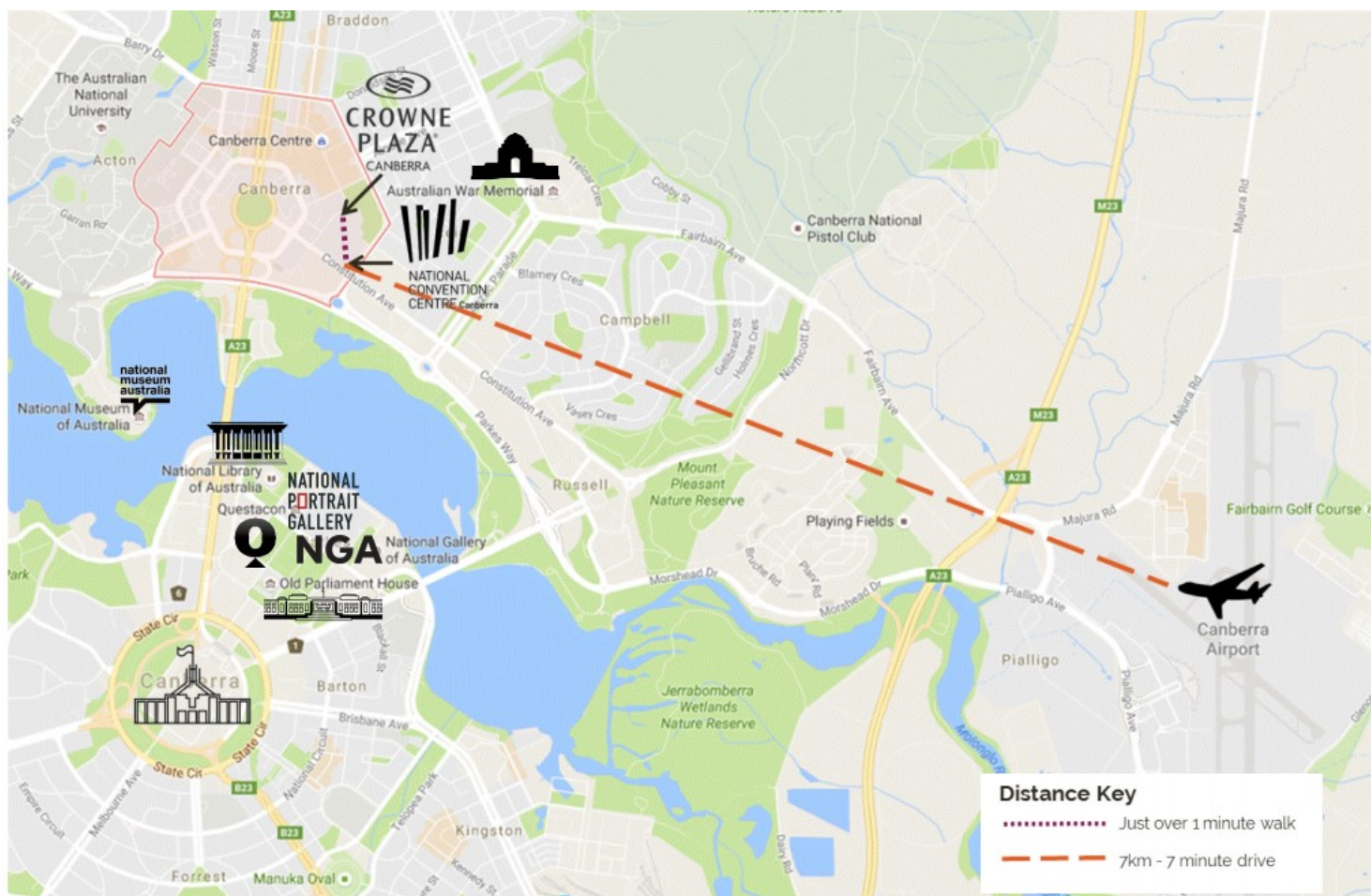
ITEM: \_\_\_\_\_ OF: \_\_\_\_\_

**DESCRIPTION OF GOODS (Please Circle):**

- Organiser Goods (Deliver to Registration Desk)
- Satchel Materials (Deliver to Registration Desk)
- Exhibition Goods (Deliver to Exhibitor Stand)

**PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE  
NATIONAL CONVENTION CENTRE CANBERRA**  
**Goods will only be accepted between the hours of 8am and 4pm,  
Monday – Friday, from two (2) working days prior to the event**  
**All deliveries to be delivered to the Loading Dock**

## Location Map

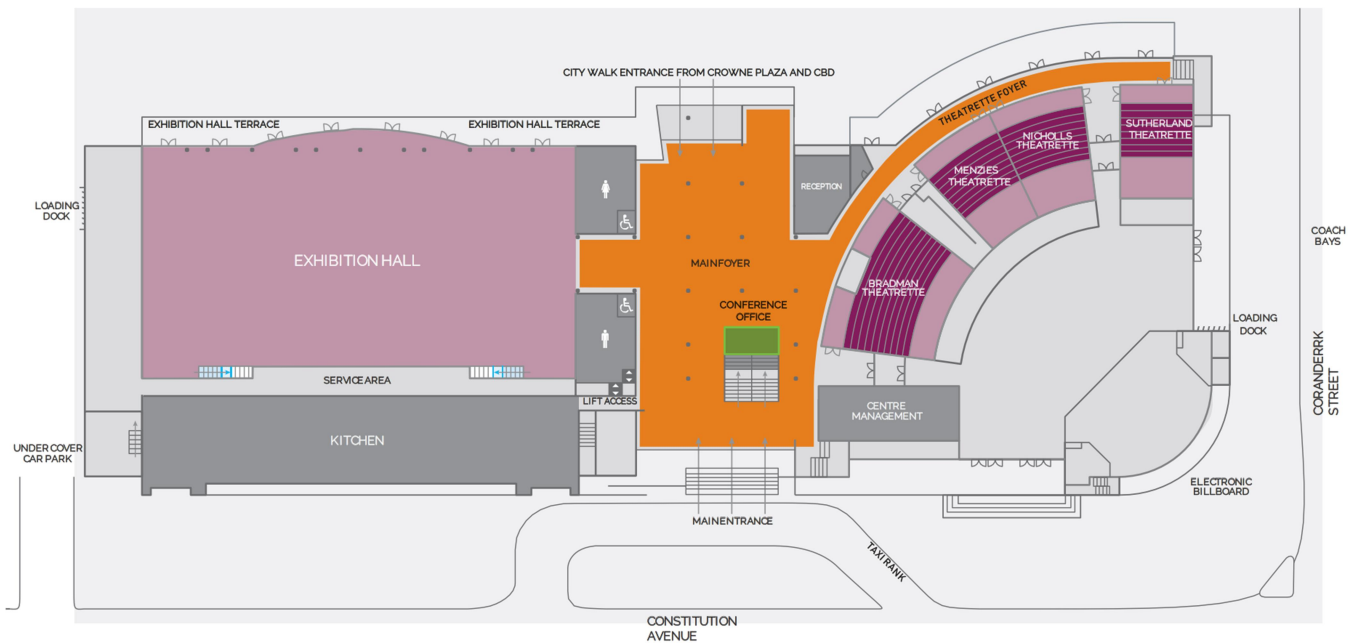


# Floor Plan

## FLOOR PLANS



FIRST FLOOR



GROUND FLOOR