Event Services Information Kit
Melbourne Convention and Exhibition Centre
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Overview of event service charges

The Melbourne Convention and Exhibition Centre (MCEC) provides a broad range of event services to assist event organisers plan events.

Services include:

- Security
- Fire Wardens
- Cleaning
- Loading dock access
- Porter assistance
- Forklift assistance
- Lighting and power
- Customer service staff
- Early or late access.

This document provides information regarding these services as well as associated charges. If your event requires any of these services your Event Planner will advise of this requirement and provide a quote. All estimated charges will appear on the Summary of Charges provided before the event. Any changes thereafter will appear on the final Tax Invoice.

If you require any services not detailed in this document please contact your Event Planner.

Venue service partners

Business Risks International and IKON Cleaning Services are the Melbourne Convention Centres dedicated venue service partners for security and cleaning. You are welcome to contact these companies directly to organise a quote, otherwise upon request your Event Planner will be able to source quotes on your behalf.

Security
Business Risks International
+61 409 486 780
mcecoperations@busrisks.com.au

Cleaning
IKON Cleaning Services
+61 423 552 725
jamie.mcguinness@ikonservices.com.au
Security

Exhibition Centre

Bays
For events being held solely in the Exhibition Bays, it is the responsibility of the event organiser to contract a security supplier within the licensed area.

Security must be engaged for event and patron control and need to be employed during your event’s licensed period, including overnight and during move-in and move-out. Overnight security contractors are also required to monitor your event space. For events or functions where alcohol is being served, an RSA Guard must also be present.

The following companies are accredited to work within the Exhibition Bays:

MCEC Venue Service Partner
Business Risks International
+613 8689 1800
mcecoperations@busrisks.com.au

Australian Goldstar Security Services Pty Ltd
+61 434 284 175
info@agssecurity.com.au

Australian Security Services
+61 413 328 374
christian@aussecurity.com.au

Safeguard National
+613 9482 1535
info@safeguardnational.com

Securevent Protection Group
+61 410 518 771
melody@secureevent.net

DJM Security
+61 409 259 157
john@djm-security.com.au

MA Security
0477822844
ssaggar@maservicesgroup.com.au

Other Spaces
When holding an event in any space in the Exhibition Centre other than the Exhibition Bays, security will be provided by our venue security partner, Business Risks International (BRI) This includes during your license period, for move in and move out and from the time the building opens until it closes each day.
Security Guard Rates

<table>
<thead>
<tr>
<th>Security Guard</th>
<th>Hourly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>$49.06</td>
</tr>
<tr>
<td>Saturday</td>
<td>$59.95</td>
</tr>
<tr>
<td>Sunday</td>
<td>$67.76</td>
</tr>
<tr>
<td>Public holiday</td>
<td>$86.57</td>
</tr>
</tbody>
</table>

Minimum 4 hours apply. All prices are inclusive of GST.

Security Supervisor Rates

Some events require one or more Security Supervisors. Your Event Planner can advise whether your event will require this service as well as provide an accurate quote.

<table>
<thead>
<tr>
<th>Security Supervisor</th>
<th>Hourly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>$52.36</td>
</tr>
<tr>
<td>Saturday</td>
<td>$64.13</td>
</tr>
<tr>
<td>Sunday</td>
<td>$72.38</td>
</tr>
<tr>
<td>Public Holiday</td>
<td>$89.10</td>
</tr>
</tbody>
</table>

Minimum 4 hours apply. All prices are inclusive of GST.

Concourse access

The Exhibition Centre Bays provide direct access to the Concourse, allowing for the movement of equipment. Doors 3, 8 and 18 are the only doors that can accommodate access for large equipment (e.g. vehicles). Access is restricted to either before 0700 or after 1900. Security may be required to ensure OH&S and security protocols are met and this service may incur a cost.

Convention Centre

When holding an event in the Convention Centre, security must be provided by our venue service partner, Business Risks International (BRI). Your Event Planner can assist with further details regarding security requirements for your event as well as provide accurate quotes for this service.
**Fire Wardens**
A Fire Warden is required when undertaking the following activities and must be provided by our Venue Security Partner, Business Risks International (BRI):
- cooking demonstrations
- pyrotechnics
- smoke, fog machines or hazers
- any other activity that may affect smoke or heat detectors.

<table>
<thead>
<tr>
<th>Fire Wardens</th>
<th>Hourly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>$52.36</td>
</tr>
<tr>
<td>Saturday</td>
<td>$64.13</td>
</tr>
<tr>
<td>Sunday</td>
<td>$72.38</td>
</tr>
<tr>
<td>Public Holiday</td>
<td>$89.10</td>
</tr>
</tbody>
</table>

Minimum 4 hours apply. All prices are inclusive of GST.

**Cleaning**

**Convention Centre**
All events held in the Convention Centre that have an exhibition component (stand, booth or trestle table display) are required to have a pre-opening and post-event clean. Our venue service partner, IKON Cleaning Services will be engaged to conduct the clean and ensure all rubbish is removed from the area before and after your event. This service will be charged to your master account.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Stand / Booth Fee</th>
<th>Trestle Table Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 4</td>
<td>No charge</td>
<td>No charge</td>
</tr>
<tr>
<td>5 – 10</td>
<td>$469.70</td>
<td>$308.99</td>
</tr>
<tr>
<td>11 – 20</td>
<td>$822.80</td>
<td>$528.88</td>
</tr>
<tr>
<td>21 – 30</td>
<td>$1,174.80</td>
<td>$692.12</td>
</tr>
<tr>
<td>31 – 40</td>
<td>$1,641.20</td>
<td>$883.74</td>
</tr>
<tr>
<td>41 – 50</td>
<td>$1,889.80</td>
<td>$1,031.91</td>
</tr>
<tr>
<td>51 – 60</td>
<td>$2,236.30</td>
<td>$1,242.12</td>
</tr>
<tr>
<td>61 – 70</td>
<td>$2,616.90</td>
<td>$1,468.83</td>
</tr>
</tbody>
</table>

Excludes cleaning of individual stands, refer to the Exhibitor Services Guide for more information. Events which have substantial or excessive waste may incur additional costs.
Exhibition Centre

Bays
A cleaning supplier must be engaged for your entire tenancy within your licensed area, including move-in, event days and move-out. The following companies are accredited to work within the Exhibition Bays.

Venue Service Partner
IKON Cleaning Services
+61 423 552 725
jamie.mcguinness@ikonservices.com.au

CE Event Corp
+61 411 732 166
stevenwebber@ceeventcorp.com.au

IMK Cleaning Services
+61 410 518 771
info@imkcleaningservices.com

Dominant Cleaning Services
+61 431 389 546
info@dominantcleaning.com.au

Safeguard National
+61 394 821 535
info@safeguardnational.com

ASS - Cleaning Services
+61 413 328 374
christian@aussecurity.com.au

Exhibition bay cleaning
For all public and trade events it is mandatory for kiosks, toilets and emergency egress areas to be cleaned and maintained, whether in use or not. MCEC venue service partner, IKON Cleaning Services will be engaged to provide this service which will be calculated per open hours of your event and charged to your master account.

<table>
<thead>
<tr>
<th>Kiosk, Toilet &amp; Emergency Egress Area Cleaning</th>
<th>Hourly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 kiosk One staff member per open hours of the event</td>
<td>$67.98</td>
</tr>
<tr>
<td>2 – 3 kiosks Two staff members per open hours of the event</td>
<td>$134.64</td>
</tr>
<tr>
<td>4 – 5 kiosks Four staff members per open hours of the event</td>
<td>$264.33</td>
</tr>
<tr>
<td>6 – 8 kiosks Five staff members per open hours of the event</td>
<td>$327.03</td>
</tr>
</tbody>
</table>

All prices are inclusive of GST.
Post-show bay scrub
Once your event has concluded and all equipment has been removed our Venue Services Partner, IKON Cleaning Services will be engaged to undertake a bay scrub. A bay scrub is a deep clean with specialist equipment to bring the area back to the same condition as when the tenancy commenced. Charges will be applied to your master account.

<table>
<thead>
<tr>
<th>Bay numbers</th>
<th>Fee per bay</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 9</td>
<td>$332.31</td>
</tr>
<tr>
<td>10 – 15</td>
<td>$275.66</td>
</tr>
<tr>
<td>16 – 20</td>
<td>$252.12</td>
</tr>
<tr>
<td>21 – 26</td>
<td>$222.75</td>
</tr>
</tbody>
</table>

*All prices are inclusive of GST*

Loading Dock Access

Deliveries and collections
The Convention and Exhibition Centre Loading Docks are available for the delivery of items related to your event. Loading Dock business hours are Monday to Friday, 0700 – 1600. If you require access to the docks outside of these hours your Event Planner can assist and advise of any charges that may apply.

Exhibitions in the Convention Centre
Depending on the size and nature of your exhibition it is recommended that a freight forwarder be engaged to load and unload all exhibitor equipment. If this is not suitable the MCEC Logistics team may be able to provide this service for you. Please discuss this with your Event Planner who will be able to provide a breakdown of portering and forklift charges.

Exhibitions in the Exhibition Centre
For all events in the Exhibition Centre Bays, a freight forwarder must be engaged by you for loading and unloading all exhibitor equipment. Deliveries can only be made during your tenancy period.

Meeting rooms
For events that require deliveries to meeting rooms, the Logistics team can assist with portering services pre and post event. Please discuss this with your Event Planner who will be able to provide a breakdown of portering charges.

<table>
<thead>
<tr>
<th>Portering staff</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday (loading dock business hours 0700-1800)</td>
<td>$61.27 per hour</td>
</tr>
</tbody>
</table>

*If you have any Portering requirements outside of loading dock business hours, please contact your Event Planner. All prices are inclusive of GST.*
**Forklifts**
Forklifts and pallet jacks are strictly prohibited in the Melbourne Room and Sovereign Room. Pallet jacks and trolleys can however be used back of house to remove products from freight forwarders and to transport goods from the loading dock to the Melbourne Room or Sovereign Room.

For exhibitions with less than four Exhibition Bays forklift services are available. Your Event Planner can provide you with more information on this service.

**Lighting and power**

Power and lighting consumption applies to all events in the Exhibition Bays. Your Event Planner can provide a calculation for these services which will be charged to your master account.

Green Power options are available in the Exhibition Centre; speak to your Event Planner for further details.

**Customer service staff**

To provide a seamless experience for your delegates, Customer Service Staff can be engaged to provide the following services:
- cloakroom assistance
- delegate satchel packing
- event registration desk
- directional / way finding services.

Please contact your Event Planner to discuss your event requirements.

**Plenary Ticketed Events**

Customer Service Theatre Attendants are required for all ticketed events held in Plenary. Your Event Planner can provide you with a quote for this service.

**Goldfields Theatre**

Customer Service Theatre Attendants are required for all ticketed events held in the Goldfields Theatre. Your Event Planner will provide advice based on your event requirements and any associated costs.

<table>
<thead>
<tr>
<th>Customer Service staff and Theatre Attendants</th>
<th>Hourly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>$46.42</td>
</tr>
<tr>
<td>Saturday</td>
<td>$62.70</td>
</tr>
<tr>
<td>Sunday</td>
<td>$76.56</td>
</tr>
<tr>
<td>Public Holiday</td>
<td>$87.01</td>
</tr>
</tbody>
</table>

*Minimum 4 hours apply. All prices are inclusive of GST.*
Early and late access times

If you require access outside of your contracted tenancy times, an hourly rate will be applied. Please contact your Account Manager for further information. All requests are subject to availability.

Meeting rooms
An hourly charge of $330 (inc GST) will apply per room per day for early or late access requests.

Foyers
An hourly rate of $330 (inc GST) per hour will be charged per day for early or late access requests.

Melbourne Room, Sovereign Room and Plenary
An hourly charge of $660 (inc GST) will apply per room per day for early or late access requests.

Goldfields Theatre and Goldfields Event Space
An hourly charge of $660 (inc GST) will apply per room per day for early or late access requests.

Room turn-arounds

Convention Centre
If you require multiple room set-ups, your Event Planner can advise you on any associated costs.