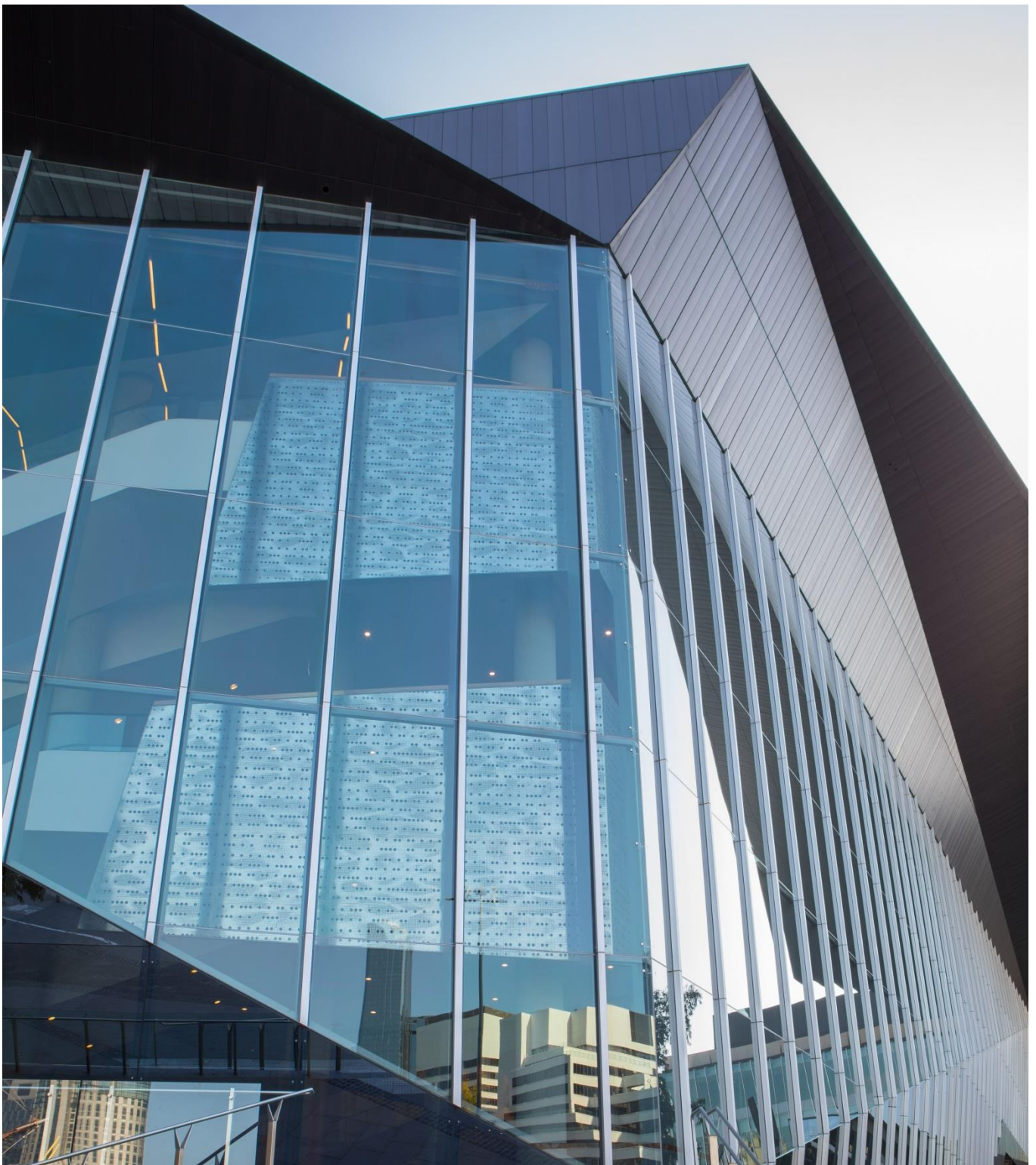


# Event Services Information Kit

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

[mcecooperations@busrisks.com.au](mailto:mcecooperations@busrisks.com.au)

### Cleaning

IKON Cleaning Services

+61 423 552 725

[jamie.mcquinness@ikonservices.com.au](mailto:jamie.mcquinness@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

[mcecooperations@busrisks.com.au](mailto:mcecooperations@busrisks.com.au)

Australian Goldstar Security Services Pty Ltd

+61 434 284 175

[info@agssecurity.com.au](mailto:info@agssecurity.com.au)

Australian Security Services

1300 735 755 (dial within Australia only)

[richard@aussecurity.com.au](mailto:richard@aussecurity.com.au)

Safeguard National

+613 9482 1535

[info@safeguardnational.com](mailto:info@safeguardnational.com)

Securevent Protection Group

+61 410 518 771

[melody@secureevent.net](mailto:melody@secureevent.net)

DJM Security

+61 409 259 157

[john@djm-security.com.au](mailto:john@djm-security.com.au)

MA Security Group

+61 499 885 029

[jim@masecurityguards.com.au](mailto:jim@masecurityguards.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

Security Guard	Hourly rate
Monday – Friday	\$47.63
Saturday	\$58.19
Sunday	\$65.78
Public holiday	\$84.04

*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.

Security Supervisor	Hourly rate
Monday – Friday	\$50.82
Saturday	\$62.26
Sunday	\$70.29
Public Holiday	\$86.46

*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.

Fire Wardens	Hourly rate
Monday – Friday	\$50.82
Saturday	\$62.26
Sunday	\$68.97
Public Holiday	\$86.46

*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.

Quantity	Stand / Booth Fee	Trestle Table Fee
1 - 4	No charge	No charge
5 – 10	\$443.08	\$291.50
11 – 20	\$776.60	\$498.96
21 – 30	\$1,108.80	\$652.96
31 – 40	\$1,548.80	\$833.69
41 – 50	\$1,783.10	\$973.50
51 – 60	\$2,109.80	\$1,171.83
61 – 70	\$2,468.40	\$1,385.67

*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](mailto:jamie.mcguinness@ikonservices.com.au)

CE Event Corp

+61 411 732 166

[stevenwebber@ceeventcorp.com.au](mailto:stevenwebber@ceeventcorp.com.au)

IMK Cleaning Services

+61 410 518 771

[info@imkcleaningservices.com](mailto:info@imkcleaningservices.com)

Dominant Cleaning Services

+61 431 389 546

[info@dominantcleaning.com.au](mailto:info@dominantcleaning.com.au)

Safeguard National

+61 394 821 535

[info@safeguardnational.com](mailto:info@safeguardnational.com)

ASS - Cleaning Services

[richard@aussecurity.com.au](mailto:richard@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.

Kiosk, Toilet & Emergency Egress Area Cleaning		Hourly rate
1 kiosk	One staff member per open hours of the event	\$64.13
2 – 3 kiosks	Two staff members per open hours of the event	\$127.05
4 – 5 kiosks	Four staff members per open hours of the event	\$249.37
6 – 8 kiosks	Five staff members per open hours of the event	\$308.55

*All prices are inclusive of GST.*

### Post-show bay scrubs

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.

Bay numbers	Fee per bay
1 – 9	\$319.55
10 – 15	\$265.10
16 – 20	\$242.44
21 – 26	\$214.17

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 – 1630. 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.

Portering staff	Rates
Monday – Friday (loading dock business hours 0700-1800)	\$58.96 per hour

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.

Customer Service staff and Theatre Attendants	Hourly rate
Monday – Friday	\$44.22
Saturday	\$56.98
Sunday	\$66.55
Public Holiday	\$75.68

*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.