

# Event Services Information Kit

## Melbourne Convention Centre



# Contents

- Overview of event services ..... 3
- Venue service partners ..... 3
- Security ..... 4
- Cleaning..... 5
- Loading Dock ..... 5
- Early and late access times ..... 6
- Room turn-arounds ..... 6

## Overview of event services

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

Services include:

- Security
- Fire Wardens
- Cleaning
- Loading dock access
- Porterage 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

### Security Guard Rates

When holding an event in the Melbourne Convention Centre, security must be provided by our venue service, 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.

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 may 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.*

### 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 Warden	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

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

*All prices are inclusive of GST. 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.*

## Loading Dock

### Deliveries and collections

The Convention Centre Loading Dock is 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

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 Logistics team may be able to manage this activity for you. Please discuss this with your Event Planner who will be able to provide a breakdown of portering and forklift charges.

### 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. 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.

## 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 will provide advice based on your event requirements and any associated costs.

Customer Service Staff and Theatre Attendants	Hourly rates
Monday – Friday	\$44.22
Saturday	\$56.98
Sunday	\$66.55
Public holidays	\$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 and Plenary

An hourly charge of \$660 (inc GST) will apply per room per day for early or late access requests.

## Room turn-arounds

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