



AusBiotech2009
AUSTRALIA'S BIOTECHNOLOGY CONFERENCE

Asia Pacific
Region of Opportunities

27 to 30 October 2009 Melbourne Convention and Exhibition Centre

Host Industry Body



Host State Partner



Supported By



www.ausbiotech2009.com.au

EXHIBITOR MANUAL

Host Industry Body



Host State Partner



Updated 01 September 2009

CONFERENCE DATES

Tuesday 27 to Friday 30 October 2009

REGISTRATION DESK OPERATING TIMES

Monday	26 October 2009	0800 to 1800
Tuesday	27 October 2009	0800 to 1800
Wednesday	28 October 2009	0700 to 2000
Thursday	29 October 2009	0700 to 2000
Friday	30 October 2009	0700 to 1500

CONFERENCE VENUE

Melbourne Convention and Exhibition Centre
Clarendon Street, Melbourne
BOX 286 WTC Post Office
Melbourne, Victoria, Australia, 8005



Venue Contact:

Exhibitor Services

Tel: (03) 9235 8110

Fax : (03) 9235 8121

Email : exservices@mcec.com.au

Website: www.mcec.com.au

EXHIBITION CONTRACTOR – MORETON HIRE

Shell scheme, furniture, fascia, electrical requirements and accessories are to be provided by **Moreton Hire**. Upgrades and Custom Stands can also be organised through Moreton Hire.



Contact: Erica Lacey

Tel: 61 3 9300 5700

Fax: 61 3 9300 5733

Email: Erica.lacey@moreton.net.au

Website: www.moreton.net.au

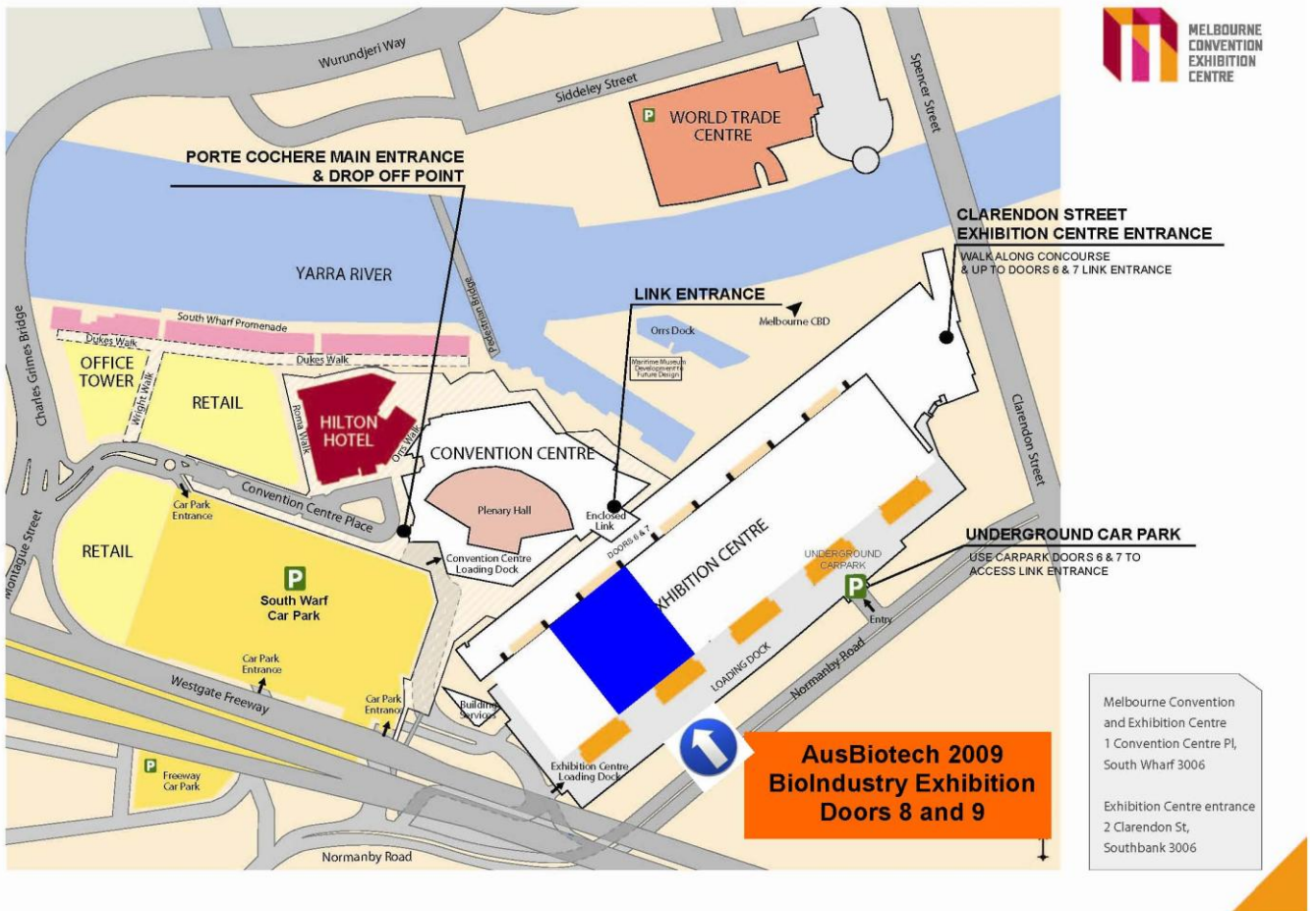
EXHIBITOR CONFERENCE REGISTRATIONS – NOW AVAILABLE

The conference registration system has been loaded with Exhibiting Company Name and the allocated number of Registrations entitled as per the package. Please register the appropriate delegates online;

For additional delegates please go to the Conference Registration on the conference website; www.ausbiotech2009.com.au

All additional registrations are **Credit Card Payment only**
<https://wsm.com.au/ei/getdemo.ei?id=430&s=5MS1CP7MY>

MELBOURNE CONVENTION AND EXHIBITION CENTRE - MAP



CUSTOM STANDS – ALL MUST BE APPROVED BY AUSBIOTECH

All custom stands HAVE TO BE APPROVED BY AusBiotech at least 30 days before the building commencement – 30 days prior to Sunday 25 October 2009. This is at the request of AusBiotech. Please notify AusBiotech if you intend to have a custom stand. All display construction requires the approval of the Exhibition Manager and Melbourne Convention and Exhibition Centre including full details and dimensions, floor plan, layout, technical requirements. Custom stands without approval will be delayed and have to provide full plans, CAD drawings, bump in and bump out schedule and other relevant information and documentation prior to building commencement.

Please contact: Wendy Stevens – Exhibition Manager;
T: 03 9828 1406; **E:** wstevens@ausbiotech.org

CUSTOM STANDS – BUILDING OF



If you require assistance with building your booth please contact Moreton Hire.

Contact: Marissa Little, Account Manager - VIC
T: +61 3 9300 5700; **M:** +61 458 627 477; **F:** +61 3 9300 5733;
E: marissa.little@moreton.net.au

BIOINDUSTRY EXHIBITION SCHEDULE

The Exhibition will be located at Doors 8 and 9, Melbourne Exhibition Centre, Clarendon Street, Melbourne and will be open during the following hours:

Day and Date	Exhibition Open	Exhibition Close	
Sunday 25 October	2.00 pm	8.00 pm	<ul style="list-style-type: none"> • Custom Built stands commence bump in from 2.00pm
Monday 26 October	8.00 am	8.00 pm	<ul style="list-style-type: none"> • Exhibitor bump in and registration
Tuesday 27 October	8.00am	8.00pm	<ul style="list-style-type: none"> • AusBiotech 2009 Asia Pacific Life Science Investment Summit • Satellite Events • Exhibitor Bump must be completed by 3.00pm • Delegate registration • Welcome Reception
Wednesday 28 October	8.00 am	7.30 pm	<ul style="list-style-type: none"> • Conference Day 1 • Bio Industry Exhibition • Business Matching Program • International Reception • AusBiotech VIP Sponsors cocktail party (invitation only)
Thursday 29 October	8.00am	6.00 pm	<ul style="list-style-type: none"> • Conference Day 2, • Bio Industry Exhibition • Business Matching Program • Trade Afternoon • Conference Dinner
Friday 30 October	8.00am	2.30pm	<ul style="list-style-type: none"> • Conference Day 3 • Bio Industry Exhibition • Business Matching Program • Closing Reception/Lunch • Please don't remove any exhibition material before 3.00pm
Friday 30 October	3.00pm	12 midnight	<ul style="list-style-type: none"> • Exhibitor Bump Out

COMPANY LOGO

If you are eligible to display your logo as part of your package, please forward an **EPS and JPG file to Wendy Stevens, AusBiotech Events Department; email wstevens@ausbiotech.org** by **Friday 4 September 2009.**

DELEGATE HANDBOOK

As a conference exhibitor you are invited to provide a 25 or 50 word (depending on your selected package) Company profile in the Delegate Handbook.

Please forward this by Friday 4 September 2009 with your company logo as above. If your profile has not been received by this date it will not be published in the Delegate Handbook.

SECURITY

Please ensure your name badge is worn at all times during the conference. Security will be restricting access at all times unless your official badge is worn .

NO NAME BADGE NO ENTRY.

EXHIBITION PACKAGES



Single Exhibitor (3m x 3m)

Entitlements:

- **One (1) – Three (3) x three (3) meter exhibition booths including shell structure, fascia board, power and lighting as per detailed below:**
 - 2.4m high matt anodised aluminium frame with white laminated infills
 - Matt anodised aluminium frame 38cm high with white laminated infill
 - One (1) fascia name board, with booth number, per three (3) metre aisle frontage. (max. 26 characters)
 - Two (2) - 150-watt spotlights per nine (9) square meters booth mounted on light track inside fascia
 - One (1) - 240volts/1000watt/4amp general purpose outlet per booth regardless of size
 - Shell Carpet – one (1) x one (1) meter tiles
- **Two (2) x complementary full conference registrations**
- **One (1) Exhibitor Pass**
- **Five (5) x 'trade entry' passes for Trade Afternoon ****
- **Listed as an Exhibitor with a link on the Conference Website**
- **Logo and 25 word company profile in the Delegate Handbook**
- **Mentioned as an exhibitor in the Australasian Biotechnology Journal leading up to the conference**



Double Exhibitors (6m x 3m)



Entitlements:

- **Two (2) – Three (3) x three (3) meter exhibition booths including shell structure, fascia board, power and lighting as per detailed below:**
 - 2.4m high matt anodised aluminium frame with white laminated infills
 - Matt anodised aluminium frame 38cm high with white laminated infill
 - Two (2) fascia name board, with booth number, per three (3) metre aisle frontage. (max. 26 characters)
 - Two (2) - 150-watt spotlights per nine (9) square meters booth mounted on light track inside fascia
 - Two (2) - 240volts/1000watt/4amp general purpose outlet per booth regardless of size
 - Shell Carpet – one (1) x one (1) meter tiles
- **Four (4) x complementary full conference registrations**
- **Two (2) Exhibitor Pass**
- **Ten (10) x 'trade entry' passes for Trade Afternoon ****
- **Listed as an Exhibitor with a link on the Conference Website**
- **Logo and 50 word company profile in the Delegate Handbook**
- **Mentioned as an exhibitor in the Australasian Biotechnology Journal leading up to the conference**



TRADE AFTERNOON

AusBiotech introduced a 'Trade Afternoon' in 2008 and will continue this activity on **Thursday 29 October 2009 between 4.00pm – 5.30pm**. Exhibitors will be given a number of complimentary 'trade' passes for guests such as client or senior managers to visit their stand and experience the BioIndustry Exhibition.

PROMOTIONAL MATERIAL

Please ensure that you have estimated sufficient promotional material and handouts available for the three (3) full days of conferencing. AusBiotech anticipates approximately 1300 -1400 delegates to be in attendance.

NETWORKING OPPORTUNITIES

Exhibitors are invited to the following social functions:

- High tea Reception 3.30pm – 5.00pm Tuesday 27 October 2009
- Welcome Reception 5.30pm – 7.30pm Tuesday 27 October 2009
(the welcome reception will be held at Government House – buses will depart the MCEC from 5.00pm)
- International Reception 5.30pm-7.00pm Wednesday 28 October 2009
- Conference Dinner 7.00pm – 11.30pm Thursday 29 October 2009
- Closing Lunch Reception 1.00pm- 2.30pm Friday 30 October 2009

Conference dinner tickets are NOT INCLUDED as part of the package. Conference dinner tickets are available and must be pre-purchased (\$165.00 per person including GST).

CATERING

The following catering is complementary for Exhibitors:

- Conference morning tea, lunch and afternoon tea
- High Tea Reception
- Welcome Reception
- International Reception
- Closing Reception
- All Lunches/Morning/Afternoon Teas
- **On booth catering (any catering requests must be submitted to AusBiotech outlining food requirements and service).**
- **Direct contact with the venue is NOT PERMITTED**

Exhibitors will be served approximately 30 minutes prior to the main breaks.

DELIVERY OF GOODS

Freight will be accepted by the Melbourne Exhibition Centre (Jeff's Shed) on Monday 26 and Tuesday 27 October. Please contact the Loading Dock Manager at the Exhibition Centre to book a delivery time in.

FREIGHT FORWARDING

Exhibitors needing to send equipment to the conference are encouraged to contact Agility Logistics, the official logistics provider, freight forwarder, customs broker and onsite handling agent for the event.

Agility Logistics offers door-to-door logistics solutions for all freight, ranging from exhibits to building materials, from origin up to the timely delivery at the site. Furthermore, Agility Logistics organises the handling of empties, all formalities including customs and quarantine clearances, as well as the return transports or on forwarding to other locations.

Rebecca Ledwell

Customer Service / Sales Manager, "Agility Fairs & Events Logistics Pty Ltd"

Sydney, Australia; T: +61.2.8755.8899 F: +61.2.9642.6899

E: RLedwell@agilitylogistics.com

W: www.agilitylogistics.com



LOADING DOCK MANAGEMENT

Melbourne Convention and Exhibition Centre building entrance, Loading Dock – enter off Normanby Road, Southbank, Victoria 3006 Australia

The Melbourne Exhibition Centre Loading Dock is a Self-Servicing Loading Dock. Refer to your organiser for details of the appointed freight handling company.

No goods will be accepted on behalf of exhibitors by the Melbourne Exhibition Centre . Goods must not be sent to either Loading Dock before the scheduled times for the move-in of the event. All goods must be collected by the end of the official move-out time.

Shipping Containers freighted to the Melbourne Exhibition Centre Loading Dock can only be done by prior arrangement. Please contact Melbourne Exhibition Centre Loading Dock staff on (03) 9235 8386, thirty (30) working days prior to the container arriving at the Melbourne Convention Centre. Storage charge is \$55.00 per day per container including GST. Prior booking is essential as space is limited.

Trailers – Truck storage is available subject to availability. Charges do apply. Please contact the Loading Dock office on (03) 9235 8386.

All vehicles entering the Melbourne Exhibition Centre Loading Dock will be issued a 30-minute unloading permit. Parking infringements will be issued by authorised officers of the City of Melbourne for those vehicles exceeding the 30 minute unloading rule.

High Visibility Clothing

During move-in and move-out, all contractors and venue staff must wear Australian Standard Approved high visibility type clothing. Person(s) who do not comply will not be allowed access to the venue.

Vests will be provided to each registered exhibitor FREE OF CHARGE at the Registration Desk.

PACKDOWN

Exhibitors can commence the dismantling of their exhibit at 3.00pm on Friday 30 October 2009. We request the cooperation of exhibitors in removing all goods, equipment, literature etc promptly to prevent any possible damage caused by the dismantling. Please note that the closing ceremony will take place in the Exhibition Hall. Exhibitors WILL NOT be able to pack down prior to 4.30pm.

CAR PARKING RATES

SITE 1 – MELBOURNE EXHIBITION CENTRE BASEMENT CAR PARK		
Enter from Normanby Road. - 24 Hour Operation		
Day Rate: Monday to Friday (to 5:00pm)		
1st hour	\$6.00	Minimum
2nd hour	\$12.00	
3rd hour	\$18.00	
4th hour	\$24.00	
5th hour	\$28.00	
6th hour	\$28.00	Maximum (All day)
Early Bird Rate: Monday to Friday (entry between 6:00am – 9:00am and exit between 3:00pm – 12:00am Midnight)		
	\$10.00	Maximum
Night Rate: Monday to Friday (from 5:00pm onwards and exit before 6:00am)		

Flat Rate	\$8.00	
Weekend Rate: 6am Saturday till 6:00am Monday		
Flat Rate	\$10.00	per exit, per day
SITE 2 – SITE X AND FREEWAY CAR PARKS CORNER MONTAGUE AND MUNRO STEET Enter from Munro Street - 24 Hour Operation		
Exhibitor Car Park – Multiple Entry	\$5.00 for 12 hours	Further fee of \$5.00 applicable after 12 hours
Prices are inclusive of GST		

All Exhibitors are encouraged to park in the Site X Exhibitor Car Park (refer page 11), entry from Munro Street located on the corner of Munro and Montague Streets. Pre-purchase of exhibitor car parking should be done at least one (1) week prior to the event to ensure spaces are blocked in the Site X Exhibitor car park. Exhibitor parking availability cannot be guaranteed unless pre booked. Pay and Display ticketing machines are available for issue of valid parking tickets. Correct change is required for these units. Please note that the Melbourne Exhibition Centre and its Car parks are "gazetted" areas with City of Melbourne parking infringements apply. Exhibitors may pre-book car parking, using the order form at the back of this document, at the Site X Exhibitor Car Park. Please advise the dates and number of passes you require along with your credit card details. Passes can either be mailed to you or be available for collection from the Central Pay Station located in the Basement Car park at the Melbourne Exhibition Centre.

The Melbourne Exhibition Centre Basement Car Park has a number of ticketing pay machines located within the Car park adjacent to Entry Doors 1, 6, 8 and 10. Any enquiries please call the Wilson Car Park office (03) 9686 9830 or email to Wilson_mel197@bigpond.com.

INSURANCE IS THE EXHIBITORS RESPONSIBILITY

Please note that insurance cover is the responsibility of the Exhibitor, so please ensure that you are adequately covered. A copy of your Certificate of Insurance must be faxed or emailed to Wendy Stevens at AusBiotech prior to 01 October 2009, Fax + 61 3 9824 5188 or email wstevens@ausbiotech.org

EXHIBITOR LIABILITY:

- The exhibitor indemnifies the organiser from and against all actions, claims, demands, fines, costs and expenses including but not limited to legal costs and expenses (as between Solicitor and Client) incurred by the organiser or for which the organiser may become liable in respect of any damage to property or loss or injury to any person which may be suffered or sustained in or upon and in relation to any part of the exhibition space, or in respect of any inquiry into the same.
- The exhibitor will at its own expense effect and keep current at all times during the move in and move out period of the exhibition a Public Risk and Property Damage Insurance Policy in respect of its space in an amount of not less than **Twenty Million Australian Dollars (A\$20,000,000.00)**.
- If the exhibiting company has any co-exhibitors on their stand they will also require insurance coverage.

Trams

Tram routes for the Melbourne Convention Centre (Flinders Street stop):

- Route 48 - North Balwyn to Docklands
- Route 70 - Wattle Park to City
- Route 75 - Vermont South to City
- Route 96 – East Brunswick
- Route 109 – Box Hill

Trains

Southern Cross and Flinders Street stations are both a short stroll from the Melbourne Convention and Exhibition Centre. These stations are major hubs for suburban, regional and interstate rail services. Directions and ticketing information is available from Centre staff.

For tram and train timetables see www.metlinkmelbourne.com.au

Taxis

Taxi ranks are right on the doorstep:

- Crown Plaza Hotel or Melbourne Convention Centre
- Other nearby ranks are - Crown Entertainment Complex or Southern Cross station

Airport transfers

Skybus Super Shuttle is the official transit link between Melbourne Airport and the central business district. It departs every 15 minutes from Southern Cross station, a five-minute walk from the Centre. Purchase tickets and view the timetable at the [Skybus](http://www.skybus.com.au) website.

RAFFLES / COMPETITIONS

No lottery, raffle, guessing game, game of chance or side show stall will be conducted without prior consent from AusBiotech National Events Department. Please forward any proposed Raffle or Competition details to:

Wendy Stevens, AusBiotech Events Coordinator via Fax: + 61 3 9824 5188 or email: wstevens@ausbiotech.org

In the event that approval is granted, any exhibitors planning to offer a raffle or similar activity should follow the guidelines produced by the Victorian Office of Gaming Regulation. These are available at www.vcgr.vic.gov.au. Email: info@vcgr.vic.gov.au

This type of trade promotion lottery does not require a permit.

No fee shall be required from any person for the right to participate in the lottery. This does not prevent a person from being required to purchase a genuine product or service to be eligible to enter. In addition, no participant can be required to incur a cost of more than 55 cents to enter. (This is to cover postage or a telephone call – it cannot be an entry fee)

If the individual value of a prize in the lottery exceeds \$250 the name of the winner must be published in a newspaper circulating generally in Victoria. However, if the total value of prizes for the lottery is less than \$500 but an individual prize exceeds \$250, the name of the winner only needs to be published in a newspaper circulating generally in the area.

The winner(s) must be notified in writing.

All entry forms and promotional material must include:

- i) the closing date of the lottery,
- ii) when and where the lottery will be drawn,
- iii) The means by which the winner will be notified; and
- iv) Any conditions of entry.

Entrants in a lottery must not be required to be present at the drawing of the lottery to be eligible to participate, unless the draw is to take place within 24 hours of commencement and the only means of entry is at the premises where the draw will take place, e.g. at a trade expo and the draw will be conducted at the conclusion of the day.

For any further information please contact the Minor Gaming Unit, Victorian Commission for Gambling Regulation on 03 9651 3630 or by email at minor.gaming@vcgr.vic.gov.au. Further information and applications forms if required can be found on Victorian Government website at www.vcgr.vic.gov.au.

A permit must be obtained from the Director of Gaming and Betting to conduct a Trade Promotion Lottery in Victoria where the total retail value of the prize/s exceeds \$5000.



MCEC EXHIBITOR MANUAL & GUIDELINES

The Melbourne Convention Exhibition Centre Exhibitor Manual is designed to assist you with the smooth planning of your exhibit.

Contained within this document are the Melbourne Convention and Exhibition Centre's evacuation procedures, exhibition regulations, a list of available services and the order forms for these services.

The Melbourne Convention Centre Guidelines has been provided to assist Event Organisers, Contractors and Exhibitors to meet their legislative obligations and to provide information on Standards that must be observed while working within the Melbourne Convention Centre (MCEC).

All Event Organisers, Contractors, Exhibitors and other visitors to the MCEC must abide by all relevant Legislation, Australian Standards, Codes of Practice and MCEC site safety rules.

Closed Shoes

All Event and Contract staff must be dressed in a neat and tidy manner at all times while working in the venue. Covered footwear must be worn at all times during bump in and bump out.

Children

Children under the age of 15 years are not permitted in the exhibition hall or loading docks during construction and loading/unloading of the event. Children are not permitted to remain in any vehicle unattended by an adult while the vehicle is loading/unloading.

MCEC Exhibitor Emergency Plan

This information is designed to assist you in running a smooth safe show by outlining some important safety aspects.

FIRE AWARENESS

It is illegal to do any of the following:

- Block or congest emergency exits. (These can be recognised by green and white exit signs over the doors).
- Block the access route to an emergency exit
- Obscure or cover emergency exit signs
- Store equipment or any other item in fire stairs
- Chock open fire or smoke doors or any doors leading to fire stairs

Please also see section 1.4 stands Requiring Approval in this exhibitor manual.

MCEC MANAGEMENT WILL NOT CONDONE THESE PRACTICES AND ADHERENCE WILL BE STRICTLY ENFORCED. EMERGENCY EVACUATION PROCEDURES

The centre has an Emergency Evacuation Plan to enable the successful evacuation of staff and visitors in the case of a fire or other emergency. All MCEC staff will assist in the evacuation of large numbers of people if the need arises.

Organisers are required to assign designated fire wardens to be present for the duration of the event.

In addition it is important for all occupants of the MCEC to be aware of the Emergency Evacuation Plan:

Each centre has two alarms, which can be heard throughout the building if a fire alarm is activated or there is a pending emergency.

The first alarm is called the ALERT ALARM and makes a BEEP-BEEP-BEEP sound (similar to a truck reversing). On hearing this alarm, all trained wardens will attend the Wardens Phones and await instruction from the Senior Warden.

ALL OTHER STAFF MEMBERS AND OCCUPANTS WILL CONTINUE ON WITH THEIR NORMAL DUTIES

The EVACUATION ALARM makes a WHOOP-WHOOP-WHOOP sound (similar to an air raid siren). This is the signal for the wardens to evacuate the area via the fire stairs. LIFTS ARE NOT TO BE USED. You will then be guided to move quietly and calmly to the Assembly Areas.

Assembly areas for the MCEC are located at:

Evacuation Point 1: Outside the Tea House building on the corner of Clarendon and Normanby Roads

Evacuation Point 2: John Batman Park, across Spencer Street from the Melbourne Convention Centre.

Evacuation Point 3: Flinders Wharf Park (across the new Yarra River Footbridge)

IMPORTANT ADDITIONAL INFORMATION:

If evacuating from the Melbourne Convention & Exhibition Centre you will be guided out of the building to your most appropriate evacuation point.

Please take the time to familiarise yourself with emergency exits, fire fighting equipment and evacuation assembly points so that you can assist patrons of your show to safety if required.

Exhibitor displays that include animals, helium balloons or food tastings as part of their exhibit are required to submit a proposal in writing to the Melbourne Convention and Exhibition Centre briefly outlining the purpose of the display and how it will be used.

Please refer to the following procedures as a guideline.

ANIMALS

No animals or pets, with the exception of Seeing Eye dogs, are permitted in the Melbourne Convention and Exhibition Centre except as an approved exhibit, activity or performance legitimately requiring the use of animals. All animals permitted in the licensed area must be on a leash or in an enclosed pen under the control of a handler at all times and must comply with all the requirements prescribed by law for the exhibition of such animals and in compliance with the Prevention of Cruelty to Animals Act 1986 and Regulations 1997. MCEC approval is required if you wish to use animals in your exhibit.

HELIUM BALLOONS

Exhibitors planning to use helium balloons as part of their exhibit are required to obtain MCEC approval. There is a minimum charge of \$330 to retrieve loose balloons from the Melbourne Exhibition Centre exhibition hall ceiling.

TOBACCO SAMPLES

Tobacco display, sales or samples are not permitted within the MCEC. The MCEC is a smoke free venue.

STANDS REQUIRING ADDITIONAL SAFETY PRECAUTIONS

Should your exhibit feature any of the items listed below please contact your Exhibition Services via email to exservices@mcec.com.au for further information on the safety steps you may need to take, or written approvals that you may need to gain:

STAND MATERIALS

Materials used in stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur. Crepe paper, corrugated cardboard, straw, hay, untreated Hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) is strictly forbidden without the express approval of the Licensor. Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, provided a protective membrane is laid first and chips are kept slightly moist at all times.

Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. MCEC management will require proof of treatment.

Moving machinery or equipment likely to injure a member of the public or a swimming pool containing water, must be separated from the public by a physical barrier and supervised.

Provided that suitable and adequate provision is made to prevent water leaking onto the floor and the floor is otherwise protected, a Licensee may permit an exhibitor to display fountains, aquariums, spas, rock pools and swimming pools in the licensed area.

NOTE: NO CORE DRILLING OR FIXING INTO ANY FLOOR IS ALLOWED OR PERMITTED.

STAND FLOORING

As per the MCEC Exhibition Stand Guidelines: A stand may have up to a 32mm high lip without bevelling. Between 32mm and 115mm, bevelling of the edge must occur. This bevelling must not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelling is to be incorporated within the stand space and not encroach out into the aisle way. All flooring that is over 115mm is classed as a step and if the public requires access, a wheelchair ramp needs to be installed, with a 1 metre high hand rail.

STAND VISIBILITY

MCEC requires that stands are open for visual inspection at all times. No stands are to be enclosed by any fabric or material at any time.

LIGHTING

All lighting must be 2.2 meters above the floor level. Any variation must be approved.

High-powered lights such as floods or spots must not be placed within 500mm of flammable material. All portable light fittings must have a Certificate of Suitability or a Certificate of Approval from Australian or New Zealand Electrical Safety Regulators.

NAKED FLAME

Proposals for the use of naked flame on stands must be submitted to Exhibitor Services by email exservices@mcec.com.au thirty (30) days prior to the commencement of the event. Naked flames include the use of cooking equipment, barbecues, heaters, candles, oil burners etc. Stands using naked flames shall abide by the following instructions:

A fire extinguisher and/or a fire blanket shall be kept on the stand in an area accessible to the general public. This fire extinguisher shall be properly signed. Under no circumstances will the stand be left unattended while the flame is alight. No flammable material shall be within one metre of the flame. Flames shall be extinguished 15 minutes prior to the stand being vacated at the end of the day. Flames will be situated so that members of the public cannot come into contact with the flame or any surface likely to burn the person or ignite their clothing. Facilities used for cooking must have an automatic emergency cut-off switch. Appropriate first aid equipment/items must be in place.

TESTING AND TAGGING

It is a legal requirement in all temporary Exhibition work sites that all electrical equipment be tested and tagged. This applies to all contractors working on site and exhibitors who bring in electrical leads and appliances for their stands during exhibitions.



MCEC SERVICE ORDER FORMS:

**Return all relevant Service Order Forms to:
Exhibitor Services Department via facsimile: 61 3 9235 8121**

**Completed order forms with payment should be returned to:
Melbourne Convention and Exhibition Centre
Exhibitor Services
PO Box 286, WTC Post Office
Melbourne Vic 8005
Tel: (03) 9235 8110
Fax: (03) 9235 8121**

All prices are inclusive of GST.

Exhibitor Services Account Form

Name of Event:		
Event Dates:		
Stand Name:		
Stand No.:		
Company:		
Contact Name:		
Position:		
Address:		
	State:	Post Code:
Telephone:	Facsimile:	
Mobile:	E-Mail:	

Please indicate your requirements on the following pages and return this form and all relevant order forms, no later than seven (7) days prior to the commencement of the event.

No services will be provided until payment is received.

Payments will be deducted from your nominated credit card 7 days prior to the event.

All service charges are current and subject to change without notice.

Information Privacy Act 2000 – Information collected on this form will only be used for the completion of this enquiry.

The Melbourne Convention and Exhibition Trust Privacy Policy is available from the Security Department, our web site www.mcec.com.au , Level 4 Reception or Customer Service.

Method of advice of use and disclosure statement:

Verbal Written Unable to advise

Advised of MCET privacy policy:

Yes No



MELBOURNE
CONVENTION
EXHIBITION
CENTRE

EXHIBITOR SERVICES PAYMENT FORM

Name of Event:	
Event Dates:	
Stand Name:	
Stand No.:	

Credit Card Type

AMEX VISA MASTERCARD DINERS OTHER

Credit Card Number

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Credit Card Expiry Date

--	--	--	--

Credit Card ID No. (for AMEX only)

--	--	--	--

Please send me a receipt

E-mail Address: _____

Please charge my card to the value of \$ _____

Cardholders Name: _____

Cardholders Signature: _____

Please fax your completed form to MCEC Exhibitor Services on +61 3 9235 8121

Information Privacy Act 2000 - Information collected on this form will only be used for the completion of this payment. The Melbourne Convention and Exhibition Trust Privacy Policy is available from the Security Department, our website, Level 4 Reception, or Customer Service.

Communications order form

TELEPHONE SERVICES



Please indicate your requirements below and return together with the Exhibitor Services Account form.

Please refer to the service information section below for additional details. You must sign and return this service information with your order. For additional information please contact Communication Services on (03) 9235 8160 or Email TSDSales@mcec.com.au

SERVICE	PRICE (Per Event)	CALL DEPOSIT
DIGITAL PHONE LINE & HANDSET International Call Access Yes / No Quantity required <input type="checkbox"/> Phone lines are digital and will not work with standard analogue devices such as modems and EFTPOS machines	\$110.00 per line	\$220.00 per line <i>Includes deposit For handset.</i>
FACSIMILE LINE Access Yes / No Quantity required <input type="checkbox"/> International Call	\$110.00 per line	\$165.00 per line
EFTPOS LINE Quantity required <input type="checkbox"/>	\$110.00 per line	\$165.00 per line
DIRECT LINE (PSTN) (2 weeks notice required) Quantity required <input type="checkbox"/>	\$247.50 per line	\$165.00 per line
ISDN ONRAMP2 (8 weeks notice required) Quantity required <input type="checkbox"/>	\$693.00 per line	\$220.00 per line



TELEPHONE Service Information

All phone, facsimile and EFTPOS connections at the Melbourne Exhibition Centre and the Melbourne Convention Centre require the user to dial “0” to obtain an outside line.

Digital phone handsets and equipment are delivered to stands on the last day of event move-in or earlier by request of the exhibitor.

Digital phone handsets that are issued will not work if removed from the building. Handsets will be collected at the conclusion of the event, however if you wish to leave before it has been collected please return it to Customer Service or call on (03) 9235 8302 for it to be collected. Lost or damaged handsets will be charged at up to \$450.00.

A call deposit is required for each line to cover call charges and for loss of equipment. The unused portion is refundable after the conclusion of the event when the charges have been calculated. Please note that a receipt of call charges may take up to 2 weeks post event.

All phone and fax lines are enabled with LOCAL, STD and MOBILE call access unless specified otherwise. International or restricted access is available upon specific request.

Exhibitors requiring ISDN Onramp 2 Services are required to book 8 weeks prior to the delivery date.

Exhibitors are advised that the ISDN Onramp2 connection is inclusive of the Network Terminating Unit but does not include an ISDN Terminal Adapter or Router. Exhibitors wishing to use the OnRamp2 service are required to provide their own ISDN Terminal Adapter or Router.

All calls made from the Exhibition Centre or Convention Centre is charged at the following rates. International calls will be charged at the carrier rates applicable at the time of the event and will be settled after the event when the call details are available.

Exhibitors are required to arrange their own EFTPOS Machine. This can be obtained from their Bank or Financial Institution or alternately they can provide their own.

CALL TYPE	CALL CHARGES
Local Calls	44 cents flat rate
STD / Mobile Calls	44 cents per minute

WIRELESS INTERNET ACCESS

The MCEC Wireless service is designed for individual users, and like other Wi-Fi services it cannot be sectioned off for a group of people or isolated to a specific area.

MCEC Wireless can be purchased by credit card via the MCEC Wireless portal. The service is available via two usage plans:

Plan 1 – 1 hour access or 75MB download - \$10 (including GST)

Plan 2 – 8 hours access or 250MB download - \$20 (including GST)

Access time is the cumulative time you are logged into the service over one or more sessions. When you have used the specified access time or download allowance (whichever comes first) for your plan, your access to the service will expire. All access hours must be used within 48 hours from time of purchase.

The maximum bandwidth of the service for both plans is 256Kb/s.

PLEASE NOTE:

Wireless is not a secure network and download speeds will vary, depending on the number of users on the service at any one time. Wireless signal strength can also vary depending on geographical location and other items interfering with the signal.

Exhibitors who require a secure network to download continuous information over a longer period of time are advised to order a dedicated fixed-line service, which can be tailored for their individual needs. Please refer to section 2.2.3 on the following page to arrange this service.

MCEC Wireless is ideally suited for sending and receiving emails, basic internet browsing and downloading small amounts of information. This service is best suited to be used by delegates and visitors to the MCEC who want to access information in short time periods

A full set of MCEC Wireless Terms of Use are available from the MCEC Wireless portal.

BROADBAND INTERNET ACCESS



Please indicate your requirements below and return together with the Exhibitor Services Account form.

Please refer to the Service Information section below for additional details. You must sign and return this information with your orders. For additional information please contact Communication Services on (03) 9235 8160 or Email TSDSales@mcec.com.au

SERVICE	1 -2 DAYS PRICE	3 – 7 DAYS PRICE	NUMBER OF DAYS
BROADBAND INTERNET – 128 Kbit (100 Mb download included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$220.00	\$440.00	<input type="checkbox"/> Day(s)
BROADBAND INTERNET– 256 Kbit (250 Mb download Included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$330.00	\$550.00	<input type="checkbox"/> Day(s)
BROADBAND INTERNET – 512 Kbit (500 Mb download included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$440.00	\$770.00	<input type="checkbox"/> Day(s)
BROADBAND INTERNET – 1 Ambit (1 Gab download included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$550.00	\$880.00	<input type="checkbox"/> Day(s)
BROADBAND INTERNET – 2 Ambit (2 Gab download included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$880.00	\$1320.00	<input type="checkbox"/> Day(s)
BROADBAND INTERNET – 6 Mbit (4 Gb download included) 1 cable for 1 computer – Private IP address assigned as standard. Additional connections must be ordered on the following page to connect more than one computer.	\$1320.00	\$2200.00	<input type="checkbox"/> Day(s)

PERIPHERAL BROADBAND SERVICES		
Private IP Addresses	3 – 7 DAYS PRICE	NUMBER OF DAYS
ADDITIONAL CONNECTION - <u>PRIVATE</u> IP ADDRESS WITH <u>NO</u> CABLE Required to connect an additional computer. 1 per each additional computer.	\$0.00	<input type="checkbox"/> Day(s)
ADDITIONAL CONNECTION – <u>PRIVATE</u> IP ADDRESS WITH CABLE Required to connect an additional computer. 1 per each additional computer.	\$22.00	<input type="checkbox"/> Day(s)
Public IP Addresses	3 – 7 DAYS PRICE	NUMBER OF DAYS
ADDITIONAL CONNECTION - <u>PUBLIC</u> IP ADDRESS WITH <u>NO</u> CABLE See section 2.2.2.1 below. 1 per additional computer.	\$22.00	<input type="checkbox"/> Day(s)
ADDITIONAL CONNECTION - <u>PUBLIC</u> IP ADDRESS WITH CABLE See section 2.2.2.1 below. 1 per additional computer.	\$44.00	<input type="checkbox"/> Day(s)
Technical Assistance	3 – 7 DAYS PRICE	NUMBER OF DAYS
COMPUTER CONFIGURATION I require assistance in configuring my computer(s). Minimum Charge of half an hour.	\$27.50 per half hour	<input type="checkbox"/> Day(s)

ADDITIONAL CONNECTIONS

Additional IP's are required when more than one computer is to be connected to a broadband service. Irrespective of whether you are providing your own hub/switch and cables.

By default private IP's are assigned for your security, however public IP addresses are available for specific requirements. Some Virtual Private Networks (VPN) and server applications may require public IP addresses.

BROADBAND INTERNET ACCESS – SERVICE INFORMATION

Please note for connection to our Broadband Internet you will need to have your computer set to obtain IP and DNS addresses automatically from our DHCP server. This is the standard operating system default. Administrator access is required if you require the MCEC to configure your computer with these settings. Ideally your administrator can configure these details for you.

Broadband Internet Access price includes the internet access itself through the supplied network cable for the nominated amount of downloads. We can help you configure your computer with the appropriate settings to access our Broadband connection. For other computer related issues you should contact your administrator, computer vendor or IT support. We may be able to assist with some queries, however please note that a labour charge will be incurred and we do not take responsibility for problems with your computer.

Broadband Services do not pass through any firewalls to allow maximum access to our end users, however by default are private IP addresses which offer some protection from the outside world. Computer Security and Virus Protection remains the responsibility of the client. We recommend that virus protection with the latest virus definitions be installed and that all operating systems patches and updates also be installed. MCEC accepts no responsibility for clients computers contracting viruses or

having security compromised once connected to the Internet. We will ensure that the Internet Connection is functioning correctly.

Computers / devices connected to the MCEC network that compromise its performance or security will be disconnected until the conflict has been resolved.

Broadband Services provided are not for resale or sharing with other exhibitors. Offenders will be disconnected and further action may be taken.

MCEC can provide you computers that have a fresh install with the latest virus definitions and windows updates installed.

Labour for computer and network installation, configuration and troubleshooting will be charged at \$55.00 per hour as required. Broadband Internet Downloads exceeding the nominated download limit for a service will be charged at \$0.25 / MB.

COMMUNICATION LINE FLOOR PLAN

Please complete the details below and return this section with your communication order and account form either by post or fax. Postal Address – PO Box 286, WTC Post Office, Melbourne, Victoria, 3005 Fax Number – (03) 9235 8121

DELIVERY DETAILS	
CONNECTION DATE	/ /
DISCONNECTION DATE	/ /
EVENT NAME	
STAND NAME	
STAND NUMBER	
CUSTOM FLOORING	YES / NO
INSTALL DATE	/ /
INSTALL TIME	:
SERVICE LOCATION	
Please mark your ordered services on this plan. If you already have a floor plan please feel free to attach it to this order instead.	
P = Phone Line	Back Of Stand
F = Fax Line	
E = EFTPos Line	
B = Broadband Line	
D = Direct Line	
I = ISDN Line	Front Of Stand