

WELCOME TO



Thursday 26th – Sunday 29th April 2012

Melbourne Convention & Exhibition Centre

EVENT COORDINATOR

Kim Huynh	Event Coordinator 03 9276 5518	kimhuynh@eea.net.au 0433 338 673
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EXHIBITION ACCOUNT MANAGERS

Mark Stephens	Home Show Director 03 9276 5521	markstephens@eea.net.au 0405 066 939
Shane Kenealy	Group Sales Manager 03 9276 5525	shanekenealy@eea.net.au 0404 073 460
Phillip Nennstiel	Home Show Sales Manager 03 9276 5516	phillipnennstiel@eea.net.au 0487 296 469
Bernadette Tilbury	Home Show Sales Manager 03 9276 5529	bernadettetilbury@eea.net.au 0416 887 427
Jesse McLaren	Home Show Sales Manager 03 9276 5533	jessemclaren@eea.net.au 0452 077 707
Damian Watson	Home Show Sales Manager 03 9276 5514	damianwatson@eea.net.au 0417 543 403

MARKETING

Rhiannon Kennedy-Bush	Marketing Co-ordinator 03 9276 5528	rhiannon@eea.net.au
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FINANCE

Danielle Mastertoun

Accounts Manager
03 9276 5524

daniellemastertoun@eea.net.au
0433 354 337

SHOW HOURS

Thursday	26 April 2012	10am – 6.00pm
Friday	27 April 2012	10am – 9.00pm
Saturday	28 April 2012	10am – 9.00pm
Sunday	29 May 2012	10am – 6.00pm

**Exhibitors may gain access to the exhibition hall from 9.00am each day the event is on.
Should you require earlier access you **MUST** arrange this with the organiser's office**

Suppliers Contact List

Official Shell Scheme Stand Builder

Exponet
PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 5300
Email: peter@exponet.com.au
Website: www.exponet.com.au
Contact: Peter May

Lighting & Power

Exponet
PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 5300
Email: magdalena@exponet.com.au
Website: www.exponet.com.au
Contact: Magdalena Jablonski

Venue

Melbourne Convention & Exhibition Centre
GPO Box 777,
MELBOURNE VIC 3001
Tel: 03 9235 8110
Fax: 03 9235 8121
Email: exservices@mcec.com.au
Website: www.mcec.com.au

Audio Visual / Furniture / Plants & Flower Hire

Exhibition Hire Services
PO Box 120
SYDNEY MARKETS NSW 2129
Tel: 02 9645 7000
Fax: 02 9645 5300
Email: Hayley@exponet.com.au
Website: www.exhibitionhire.com.au
Contact: Hayley Rigelsford

Plumbing

F Wood & Son
PO Box 25
ROSANNA VIC 3084
Tel: 03 9459 6628
Fax: 03 9459 2175
Email: fwoodson@netspace.net.au
Contact: Paul Wood or
Mandy Kendrick

Rigging

Clifton Productions Pty Ltd
84 – 88 Chifley Drive
PRESTON VIC 3072
Tel: 03 9416 6844
Fax: 03 9484 8166
Email: NIC@cliftonproductions.com.au
Contact: Nic Cochrane

Security/Stand Cleaning

Australian Protective Security Group Pty Ltd
Suite 3, 67 Nicholson St
EAST BRUNSWICK 3057
Tel: 03 9380 9975
Fax: 03 9380 9974
Email: ops@bodyguardsecurityservices.com.au
Contact: Ivan Cengiz

Freight

Agility Logistics Pty Ltd
28 -32 Sky Road
MELBOURNE VIC 3045
Tel: 02 8755 8899
Fax: 02 9642 6899
Email: FGanatzos@agilitylogistics.com
Contact: Fiona Ganatzos

Accommodation & Travel

The Lido Group
PO Box 906
ROZELLE NSW 2039
Tel: 1800 817 339
Fax: 02 8585 0802
Email: calliel@lido.com.au
Contact: Callie Leahy

Car Parking

Wilson Car Park
Melbourne Convention & Exhibition Centre
Tel: 03 9686 5260
Fax: 03 9690 7914
Email: Wilson-mel197@bigpond.com.au
Contact: Wilson Car Park Direct

Move-in

MOVE-IN TIMES

(FSO) Floor Space Only

Sunday	22 April	12.00pm – 9.00pm
Monday	23 April	7.00am – 9.00pm
Tuesday	24 April	7.00am – 9.00pm

Wednesday 25th April is a public holiday and the venue is closed. (ANZAC day)

(PBS) Pre – Built Shell Scheme Stands\Non Approved contractors

Monday	23 April	12.00pm – 9.00pm
Tuesday	24 April	7.00am – 9.00pm

Wednesday 25th April is a public holiday and the venue is closed. (ANZAC day)

IMPORTANT INFORMATION

NO VEHICLES WILL BE ALLOWED ACCESS INSIDE THE EXHIBITION HALL DURING MOVE-IN.

Should you have any questions regarding the above information, please contact Kim Huynh on 03 9276 5518

SAFETY INFORMATION

- **SAFETY VESTS & COVERED TOES SHOES MUST BE WORN AT ALL TIMES DURING MOVE-IN & MOVE-OUT.**
- **NO CHILDREN UNDER THE AGE OF 15 ARE PERMITTED ON THE LOADING DOCK OR INSIDE THE EXHIBITION HALL DURING MOVE-IN & MOVE-OUT.**
- **NO ALCOHOL IS TO BE CONSUMED DURING MOVE-IN & MOVE-OUT.**

CLEARWAY AISLES

- Certain aisles throughout the hall will be nominated as clearways.
- These aisles must be kept clear of all product and rubbish, including stand building materials, to allow easy access for forklift and traffic at all times.
- Keep your product, packaging & other items on your stand or in adjacent non-clearway aisles. Items left in the aisles overnight during move-in will be deemed as rubbish and removed from the venue.
- Please do not place product or building materials on neighbouring stands. For more information **refer to OH&S section of the online manual.**

DELIVERIES

Deliveries can not be made to the venue prior to: Monday 23rd April 2012.

Responsibility will not be accepted by either the organiser or any MCEC Staff Member for any items delivered to the site in the absence of the exhibitor, their agent or contractor. **The Organiser and the Venue are unable to sign for deliveries.**

All materials delivered must be clearly marked with:

1. Company Name
2. Contact person at the exhibition and their mobile number
3. Stand number
4. HIA Home Show
5. Number of Boxes
6. Melbourne Exhibition Centre Loading Dock
7. Entrance off Normanby Road
8. SOUTHBANK VIC 3006

FORKLIFT

A forklift and operator will be available for use during Move-in and Move-out, at the following rates:

1 – 3 lifts	\$33.00 per lift (incl. GST)
4 – 6 lifts	\$27.50 per lift (incl. GST)
7 – 9 lifts	\$22.00 per lift (incl. GST)
10+ lifts	POA

Please Note: Each exhibitor will be entitled to one free lift during move-in and one free lift during move-out.

Refer to PREFERRED MOVE-IN SCHEDULE FORM within Compulsory Forms to make a booking or contact Fiona Ganatzos at Agility Logistics on 02 8755 8899

LOADING DOCK PROCEDURES

- Enter the loading dock via Normanby Road, Southbank. The loading dock is a one-way system; enter from the Montague Street end off Normanby Road and exit at the Clarendon Street end.
- Loading dock one is for kitchen and bathrooms and has a 7.4m width with a 6.8m clearance height
- Loading dock two and three is for furniture and furnishing and has a 8m width and a 7m height
- Loading dock four and five is for building and renovations and has 8m width and 7m height
- The Melbourne Exhibition Centre has a vehicle checkpoint at the dock entry to monitor access and ensure orderly unloading. The loading dock is a tow-away zone.
- All vehicles entering the MCEC loading dock will be issued with a 30-minute unloading permit. Please advise the loading dock immediately if you expect to take longer than 30 minutes. Extended time for larger vehicles is at the discretion of staff manning the gate at the Melbourne Exhibition Centre.
- **Melbourne City Council will issue a parking fine for vehicles exceeding the time limit. Note: EEA has no authority over this area.** Once goods have been unloaded you must remove your vehicle from the dock. You will be directed to the nearest available Exhibitor Car Park.

1.2 MELBOURNE CONVENTION AND EXHIBITION CENTRE LOCATION MAP



MOVE-IN SCHEDULE

Please **complete the MOVE-IN SCHEDULE FORM in Exhibitor Compulsory Forms**, to secure a time on the loading dock

- **Agility Logistics MUST be contacted if you require the use of the loading dock. Contact Fiona Ganatzos at Agility Logistics on 02 8755 8899. This applies to all exhibitors who wish to unload any materials or goods via the loading dock**
- The move-in will be scheduled and co-ordinated by Agility Logistics 6 weeks prior to the show opening. Please **complete PREFERRED MOVE-IN SCHEDULE FORM in Compulsory Forms** to arrange move-in time for the uploading of goods.
- Please provide Agility Logistics with details of all machinery and product that will be brought onsite.
- Carriers must be at the loading dock on time or forfeit their place in the queue. Carriers arriving early will be turned away and advised to return at their allocated time. It will be appreciated if everyone arriving at the loading dock could respect and listen to Agility Logistics and the dock controllers, as they are there to assist the smooth flow of traffic. Agility Logistics will also take care of your forklift, storage and freight requirements should you require this.
- Parking underneath the Melbourne Exhibition Convention Centre is permitted during move-in. If you do have items that you can carry onto your stand this may assist you in avoiding the queues' on the loading dock. However please be aware that **trolleys are NOT permitted** to be used on the concourse at any time.

Wednesday 25th April is a public holiday and the venue is closed. (ANZAC day)

SAFETY VESTS

Safety Vests and covered toe shoes must be worn at all times during move-in and move-out. If you don't have a safety vest of your own, you will be able to purchase them for \$5 from the show office on-site, located at Door 1 on the Exhibition floor.

To avoid potential issues onsite, we strongly recommend that all exhibitors and staff pre-purchase vests please for use within the Move-in and Move-out periods.

STAND CONSTRUCTION

- **The use of power saws, grinders and sanders within the building is not permitted. Stand builders are required to use pre-cut materials or cut at the wash down and preparation area on the Loading Dock, outside Kiosk 4. Should rubbish be left in this area or drains be blocked Exhibitors will be charged a fee if contractors are required to restore this area back to a working condition.**
- Single-phase power and water is connected in this area for contractor's use.
- The Show Office will close at 7.00pm each evening, however stand construction may continue throughout the night by prior arrangement. Access will be limited to one loading dock door.
- All stand construction must be completed by the following times to allow exhibitors time to set up displays free of dust and rubbish: **12pm Monday 23rd April 2012.**

RUBBISH REMOVAL

Items placed in the aisles overnight during Move-in, or during show hours, will be deemed as rubbish and will be removed from the Venue. This includes boxes, bubble wrap, packaging materials which may be important to you. Any excess rubbish removal that occupies more than 1sqm in the skip bins pre or post show will incur a cost and exhibitors will be charged an additional fee.

TROLLEYS

Flatbed Trolleys will be available (subject to availability) from the Agility Logistics desk located at the loading dock. You will be required to leave a security deposit, which will be refunded upon the return of trolley. **Please note that the venue will not permit the use of trolleys on the concourse at any time.**

VEHICLES

To ensure the safety of all exhibitors, contractors and staff, NO motor vehicles will be allowed within the exhibition hall to unload product or display materials during move-in without prior approval by the **organiser**.

Should you have any heavy items that you require to move from the loading dock to your stand please contact Fiona Ganatzos at Agility Logistics on 02 8755 8899 to book a forklift or a trolley.

SAFETY CAN ONLY BE ACHIEVED WITH THE FULL COOPERATION OF ALL EXHIBITORS, CONTRACTORS AND STAFF.

Move-Out

Move-out will proceed once given the all clear by the venue once all visitors have left the building and ALL exhibitors are wearing safety vests.

Once the roller doors are opened Agility will be the 1st contractor to access the venue via the loading dock, in order to return pellets and packaging materials to exhibitors waiting on their stands.

All Pre- Build Shell Exhibitors must move their stands out of the Melbourne Convention & Exhibition Centre on Sunday 29th April 2012, as the walls to these stands will be dismantled on the completion of the HIA Home Show.

Please note: Your stand must be completely dismantled before your truck arrives at the loading dock door.

A reminder that the venue will not permit the use of trolleys on the concourse at any time.

SECURITY

We advise ALL exhibitors with small and/or valuable stock to remove these items on Sunday evening, before leaving your stand. **A staff member should be present on your stand at all times to maintain security during the show hours.**

MOVE-OUT TIME

THE START TIME OF MOVE-OUT IS SUBJECT TO ALL HALLS BEING CLEARED OF VISITORS. PLEASE NOTE THAT THE REAR ROLLER DOORS WILL NOT BE OPENED UNTIL ALL CHILDREN HAVE LEFT THE BUILDING, SAFETY VESTS ARE WORN AND APPROPRIATE FOOTWEAR IS WORN

PRE-BUILT STANDS

All pre-built Scheme will be taken down Sunday night and Shell Scheme exhibitors must remove any signage and posters from the walls on SUNDAY NIGHT. Pamphlets, paperwork and stock should also be removed from any hired cabinets and placed in the middle of the stand in boxes. A sign should be left on anything to be collected the next day, and placed in the allocated pick up area which will be determined in Sunday's newsletter. Any signage or posters left on the walls will be deemed as rubbish and discarded.

All goods and stand materials MUST be removed from the building by 11am on Monday 30th April 2012. Display goods and/or stands remaining after 1pm will be deemed as rubbish and dumped.

FLOOR SPACE ONLY

Floor Space exhibitors are encouraged to move-out on Sunday night to help the last minute rush and any delays on Monday 30th April 2012.

All goods and stand materials MUST be removed from the building by 12pm on Monday 30th April 2012. Display goods and/or stands remaining after 12pm will be deemed as rubbish and dumped.

General Information A-Z

ACCOMMODATION AND TRAVEL

The Lido Group, our preferred travel agent, provides “best fare of the day available” airfares and accommodation rates to exhibitors. Please refer to the list of contractors for contact details.

AISLES ARE PUBLIC SPACE

- The aisles are public walkways.
- Exhibitors are unable to use the airspace of the aisle ways i.e. hanging banners.
- **Under no circumstances can these aisles be used to display goods or to approach visitors.**
- When demonstrating your product, we suggest that you place your display counter half a metre back from the front of your stand to avoid crowds obstructing aisles.
- Please ensure aisles are also kept clear of umbrellas, blinds and banners.
- Exits and emergency equipment must not be obstructed.

AMPLIFICATION

- Please note that no microphones are not permitted on your stand, unless you have received prior approval from the organiser.
- The volume of AV equipment must not interfere or disturb other exhibitors. Refer to noise emittance in the OH&S Manual.

ANIMALS

- No animals or pets, with the exception of Seeing Eye dogs, are permitted in the Melbourne Convention & 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.
- Contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 or via email at exservices@mcec.com.au

AUDIO VISUAL EQUIPMENT

Exhibition Hire stock an excellent range of audiovisual hire equipment. Please contact Magdalena of Exponet regarding your AV requirements on 02 9646 7000 or Magdalena@exponet.com.au

BALLOONS

- Should you wish to use helium balloons during the show, you are required to obtain approval from the Melbourne Convention & Exhibition Centre.
- There is a minimum charge of \$300 (ex GST) to retrieve helium balloons from the Exhibition Hall Roof should any person (or visitor) release them, accidentally or otherwise.
- Further charges will occur should released helium balloons trip the smoke detectors in the roof, which in turn, brings out the Fire Brigade.
- Contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 for more information should you require it.

BUSINESS CENTRE

A Business Centre is located within the MCEC building, near the Clarendon Street entrance and provides exhibitors with services such as photocopying, fax transmission and receipt, laminating and also has a range of stationary items available for purchase at a nominal fee. There is also a Cafe located at the Business Centre. The business centre can be contacted on 03 9235 8448.

BUYER'S GUIDE

As part of your contract with Exhibitions and Events Australia as an Exhibitor, you will receive a 1/6th page listing, which includes your company name, contact details, stand number, 50 word description of your product and your company logo/image which will appear above the listing. The buyers guide will also include all seminar timetables, floor plans and exhibitor listings.

CAFÉ / KIOSK HOURS

There are cafes located throughout the centre. Please check operational dates and times below.

Move-in Monday 23 rd April 2012	Kiosk 2 only	12.00pm – 3pm Opening times may vary according to patronage
Tuesday 24 th April 2012	Kiosk 2 only	10.00am – 3pm Opening times may vary according to patronage
Show Days Thursday 26 th April – Sun 29 th April	Kiosk 2 & 3	9.30am – 5.30pm * A breakfast menu will be available each day from 9am -11am.

CAR PARKING

All Exhibitors are encouraged to park on the corner of Montague and Munro Streets in the Site X Car Park. 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 Convention and Exhibition Centre and its car parks are "gazetted" areas with City of Melbourne parking infringements applying.

Alternatively 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) 9224 0301 or email to Wilson_mel197@bigpond.com.

Exhibitors are asked not to park in the underground car park as this is for visitors. Please advise all staff that the underground car park is charged on an hourly rate and is very costly - \$32 per day. Also, vehicles carrying trailers are NOT permitted in the underground car park at all.

CARE OF THE BUILDING

You are not permitted to paint, nail, staple, screw or glue to any floor, pillar, ceiling or wall within the Melbourne Convention & Exhibition Centre. 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 bayles, untreated Hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) is strictly forbidden without the express approval of the organiser & the MCEC.

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.

Protective sheeting must first be placed on the floor where turf, woodchips etc are used in the display. Heavy-duty ground sheets must be used if sand, soil or woodchips are to be unloaded on the dock area. Material must be heaped outside – adjacent to the loading dock doors – but clear of traffic.

Any stands using these materials, are required to obtain approval from the Melbourne Convention Exhibition Centre in writing prior to the event. Please contact the Event Services Manager at Melbourne Convention & Exhibition Centre on 03 9235 8030.

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.

CARPET

The aisles will be carpeted prior to Move-in. During stand construction and dismantling you must supply non-slip protective sheets to protect the aisle carpet tiles abutting your stand. Should you and/or your contracted freight company damage the carpet by driving over it, or the carpet is damaged from paint or oil spillage, you will be charged for the replacement of any damaged carpet tiles.

Please note that SPACE only contracts do not include carpet. Only SHELL scheme packages include carpet.

CATERING

The Melbourne Convention & Exhibition Centre **have the sole catering rights for all food and beverage products. Exhibitors are not permitted** to bring food and beverage into the MCEC from outside sources for catering purposes. To obtain more information on catering, including stand catering menus and wine lists, contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110. Please **complete the SERVICE ACCOUNT FORM and stand catering form in Supplier Forms.**

One kiosk, located at the rear of the hall, will be open during Move-In from 12am – 3pm and all kiosks will be open during show hours.

CHILDREN

Any person under the age of 15 years is prohibited from accessing MCEC loading dock & exhibition halls during move-in and move-out periods.

CLEANING OF STAND

All stands will be vacuumed on the Tuesday evening before the show opens.

During the show, only the exhibition aisles are cleaned daily. For a small fee, daily vacuuming of your stand can be arranged through IMK Event Exhibition Cleaning service. **Please refer to Stand Cleaning Form under Supplier Forms.**

Alternatively you may assume responsibility for cleaning your stand. Any items placed in the aisles during Move-in or during the exhibition, will be deemed as rubbish and removed.

COMPRESSED AIR

To connect to compressed air supply, exhibitors require a 15mm (½”) male connector to match a 15mm (female outlet) ball valve. Compressed air is of normal industrial quality. Regulators, filters and lubricators are to be provided by the exhibitor as required. The Melbourne Exhibition Centre can provide 25L/s (normal air @ 02-3C, 7 Bar pressure) to any 5000 sqm of exhibition space.

Please Note: It is the responsibility of the exhibitor to arrange a licensed plumber for connection from the service pit to their equipment.

If a constant supply of compressed air is required please complete the Water & Compressed Air order form or contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110 or email exservices@mcec.com.au for further details.

This must be ordered at least two weeks prior to Move-in. If you require this service please **complete UTILITY SERVICES FORM and exhibitor account form in Supplier Forms**

Not all stands have access to service pits. Please check with your EEA Sales Manager that your exhibition stand has direct access to a pit.

CONCESSION TICKETS

Admission Concession tickets are provided for use by senior management and staff not working at the show, family, friends or VIP customers. Exhibitors will receive 10 complimentary passes by post prior to the event. Should you require further tickets these are offered to exhibitors at the cost of \$5.00 each.

PLEASE NOTE THAT EXHIBITOR BADGES ARE NOT TO BE GIVEN OUT TO FAMILY, FRIENDS OR VISITORS. Spot checks are conducted by security from time to time and to avoid embarrassment you should pre-order Concession Tickets.

Please **complete ADMISSION CONCESSION TICKET ORDER FORM** and forward all monies to EEA. Tickets will not be issued until all outstanding monies are received.

DISPLAY HEIGHT

Structures exceeding the height of 2.4 metres (including walls & displays) must **complete CUSTOM BUILT STAND DESIGN FORM in (FSO) Floor Space Only Exhibitor Compulsory Forms**, and send in your stand design to Kim Huynh – Event Coordinator at EEA by email: kimhuynh@eea.net.au by Friday 17th February 2012. This form also needs to be submitted by EEA to the venue for approval.

To avoid unpleasantness on site, please consider the effect your display may have on neighbouring stands and discuss with them the design of your stand prior to move-in. Exhibitors building walls above the standard height are required to finish the backs of those walls above 2.4m so as not to negatively impact upon neighbouring stands. To know who your neighbours are please contact your account manager.

EXHIBITOR ADMITTANCE

To assist exhibitor access before the show opens each morning, **Door 1** on the concourse will be the sole exhibitor entrance and exit on show days from 9.00am until 10.00am.

During show hours, exhibitors may use the visitor entrances.

- Exhibitor stand staff will be admitted on presentation of their Exhibitor Badge to security at the door. **Exhibitors must wear their badges at all times.**
- Exhibitor badges will display the company and employee's full name and are **not transferrable** as they are only provided for those exhibitors actually staffing a stand on the day. These will be checked against the list provided by your company. **Badges WILL be confiscated if used fraudulently.**
- Exhibitors may enter 1 hour prior to the show opening each day, or earlier with approval from the Organiser. It is requested that early exhibitor arrivals go directly to their stand and not move around the exhibition hall.
- During Move-in, printed exhibitor badges can be collected from the Show Office or on show days they will be issued at the Home Show Information Desk.
- You are requested to order the number of exhibitor badges required and provide names of all persons staffing your stand on the form provided. **Blank badges will not be issued. If you require more than your set limit please submit a roster to verify that all people will be working on your stand to kimhuynh@eea.net.au**

NOTE: ANY PERSON ARRIVING AT THE EXHIBITOR BADGE BOOTH, WITHOUT BEING LISTED AS AN EXHIBITOR, WILL BE REQUIRED TO PAY A \$5.00 ADMINISTRATION FEE TO RECEIVE A NEW EXHIBITOR BADGE. Any person requesting entry and not staffing a stand will be directed to the public entrance and can use a discount admission concession pass if previously obtained or will be charged at full ticket price from the ticket booths on the concourse.

BADGE ENFORCEMENT – the abuse of handing out badges to non-working staff will be enforced in 2012, with security running spot checks at key entry points. Badges to non-working staff will be confiscated and the exhibiting company banned from exhibiting in future events

To order exhibitor badges please complete EXHIBITOR BADGE FORM in Exhibitor Compulsory Forms.

Area of Stand	Number of badges Issued
Up to 20m ²	6 Badges
21m ² - 50m ²	10 Badges
51m ² - 100m ²	12 Badges
Over 100m ²	18 Badges

The total stand area for your company determines the number of Exhibitor Badges. Please refer to your contract to check your stand size. If the number of badges is not sufficient for your needs, please contact us 4 weeks prior to the show to discuss. Extra badges will not be issued without authorisation.

EXHIBITOR BADGES WILL NOT BE MAILED OUT.

Please Note: Exhibitor **badges cannot be collected until all outstanding monies have been paid to EEA, including stand payments, sponsorship, concession passes etc..**

Collect From: Show Office, Melbourne Convention & Exhibition Centre, Located on the show floor, inside Entry Door 1
Between: Sunday 22nd April and Thursday 26th April 2012.

EXHIBITOR LOUNGE

During the exhibition, an Exhibitor Lounge will be provided upstairs in Hospitality Suite 2. This bistro is for Exhibitors use only and visitors will not be admitted.

The exhibitor lounge offers a quiet place to relax away from your stand. Tea & Coffee will be supplied each morning and will be available until the daily allocation runs out.

FIRE RISK

The use of readily flammable material in stand construction, such as crepe paper, corrugated cardboard, straw, untreated hessian, hay bales, polystyrene or PVC sheet (except on floors as a protective membrane), is strictly prohibited without the express approval of the Melbourne Convention & Exhibition Centre. Likewise, no fabric will be allowed unless a fire retardant has been applied and is approved by the organiser.

For more information on where to purchase such fire retardants please **refer to OH&S in this section.**

- Any material used for **stand construction** or **display purposes** must conform to the Building Code of Australia and be:
 - Non combustible materials;
 - Inherently non flammable materials;
 - Flame-proof fabrics - (documented proof of such must be provided);
- Where your stand has a **'ceiling'** or **canopy**:
 - The material used must be flame-proof (documented proof of such must be provided); and
 - You must have a fire extinguisher **and** smoke detector on your stand;
 - You must have prior approval from the organizer.
- Where your display features a **naked flame** (i.e. gas appliance, candles etc.)
 - Proposals for the use of naked flames on stands must be submitted to EEA two weeks prior to the show.
 - A safety barrier must be provided and a stand attendant must be present on the stand at all times;
 - A fire extinguisher, clearly visible and accessible to visitors, must be kept on your stand;
 - No flammable material shall be within one metre of the flame;
 - Flames must be extinguished 15 minutes prior to the stand being vacated at the end of each day
- Where you are involved in **cooking demonstrations**:
 - You are required to have a fire extinguisher and fire blanket, clearly visible, on your stand;
 - If your stand (and therefore your cooking equipment/flames/heat) is within reach of visitors, you must satisfy EEA that visitors are safe and without risk to their health and safety (i.e. consider using Perspex shields);
 - All cooking taking place on a stand requires pre approval from the venue.
 - You are required to obtain appropriate permits for temporary food handling for City of Melbourne
- Where you are using **LP Gas bottles**:
 - You must advise EEA 2 weeks prior to the show.
 - Liquid Petroleum Gas (LPG) cylinders shall **not exceed 9 Kg** in size. Maximum of 2 per stand. **Exhibitors requiring larger amounts of gas must apply to the Office of Gas Safety with copies of approval given to Event Operations Department and Organisers.**
 - LP gas appliances must be tested by a licensed gas fitter and tested for leaks before use;
 - Exposed gas pipes adequately protected from damage;
 - Cylinders and all connections to the cylinder must be protected at all times;
 - Cylinders protected by fire-proof covering at all times (fire blanket);
 - Gas bottles must be stored in cages outside the Melbourne Convention & Exhibition Centre outside exhibition hours.

Strict guidelines must be adhered to with permission sought. Special licences are also required and must be applied for in advance (i.e Liquor Licence, Council permits etc.) A temporary food permit may need to be sought from the City of Melbourne.

Please telephone Exhibitor Services at the Melbourne Convention & Exhibition Centre on (03) 9235 8110 or email exservices@mcec.com.au for more information.

FREIGHT FORWARDING

For quotes on freight forwarding please **complete FREIGHT TRANSPORTATION QUOTE REQUEST FORM in Supplier Forms** or alternatively contact Fiona Ganatzos at Agility Logistics on 02 8755 8899 .

FURNITURE HIRE

An extensive range of furniture and shelving is available for hire. Furniture hire must be arranged at least four weeks prior to the opening of the show. Orders received after this date will incur a late order charge. Contact Magdalena from Exponet to discuss requirements on 02 9645 7000 or visit www.exhibitionhire.com.au to order online.

GOODS REMOVAL

Any product being removed by an exhibitor DURING the show must be logged out and taken from the building via Show Office. Security will NOT allow exhibitors to carry goods out through the loading or entry/exit doors.

GOODS SOLD

Exhibitors selling any item during the exhibition must issue a receipt to the buyer to enable the goods to be taken out of the building. The receipt must state the exhibitor's name, stand number, description of the goods and the value of the item/s purchased, and are to be presented to door security on leaving. This is your protection against theft.

INSURANCE – GOODS

The Organiser does not have an insurance policy that covers exhibitors' goods. You are therefore advised to extend your existing Property Insurance Policy to cover loss of stock and display equipment due to theft or damage.

INSURANCE – PUBLIC LIABILITY **COMPULSORY TO EXHIBIT**

As part of your stand contract, EEA has provided PUBLIC LIABILITY cover for all exhibitors within the HIA Home Show 2012.

For further information on this cover, please contact EEA on telephone 03 9276 5555.

PLEASE NOTE: THIS COVER PROTECTS YOU AGAINST PUBLIC LIABILITY ONLY. IT DOES NOT PROVIDE INSURANCE FOR YOUR PRODUCTS OR STOCK. IF YOU REQUIRE ADDITIONAL COVER, THIS MUST BE ARRANGED BY EACH INDIVIDUAL EXHIBITOR BY CONTACTING YOUR INSURANCE BROKER.

LIGHTING

Your stand may require lighting, in addition to house lighting, to highlight special features within your stand area. The rule of thumb is one spotlight per 9m² (2 track spotlights per 9m² are included in a Pre-Built Stand package that includes the fascia remaining fixed to the front of the stand, i.e the track lighting runs behind the fascia).

Lighting and power to your site may mean there is a power box located on your stand and thought should be given to its concealment. There are several options for concealment, which can be discussed with Exponet - Electrical, the official electrical contractor.

All lighting must be at least 2.2 metres above floor level, for public safety and any variations must have prior approval from the venue. Note there are no overhead catenary wires, so please consider how you will incorporate lighting in your stand display, or contact in or complete an order form. Lighting poles are a cheaper alternative, and are available from Exponet - Electrical.

Stand lighting will be wired separately to stand power. All stand lighting will be switched off at the close of each show day and turned on prior to the show opening each day. All portable light fittings used in the Centre are required to have a Certificate of Approval or Suitability from an Australian or New Zealand Electrical Safety Regulator. For more information contact Magdalena Jablonski of Exhibition Hire - Electrical on 02 9645 7000.

LP GAS CYLINDERS

Liquid Petroleum Gas (LPG) cylinders shall **not exceed 9 Kg** in size. **Maximum of 2 per stand.**

Exhibitors requiring larger amounts of gas must apply to the Office of Gas Safety with copies of approval given to Event Operations Department and Organisers one week prior to the event.

The organiser and the venue need to know if you intend to have an LP Gas cylinder on your stand. The cylinder must be removed from the building overnight, and the connection must be checked for leakages every morning. This process is to be arranged by each exhibitor with the appropriate supplier.

If you intend to bring a gas cylinder to the show, **complete LP GAS FORM**, and fax it back to EEA on 03 9855 2916. For further information see also paragraph 1.8 in the OH&S section of this manual.

The MCEC reserves the right to accept or reject any application. Gas cylinders delivered onsite may be refused if the delivery was done without prior approval or if the representative of the exhibitor in attendance is not present to accept the cylinders.

The installation and use of Gas Appliances and Gas Cylinders shall be undertaken in accordance with:

- Australian Standard AS/NZS 1596:2008 The Storage and Handling of LPG Gas
- AS 5601-2004 - Gas Installations

Storage of LP Gas Cylinders

- All gas cylinders are to be removed from the building and returned each day.
- All LP gas cylinders are to be removed from the exhibition area overnight. The Melbourne Exhibition Centre has a gas cage located on the Loading Dock for the storage of gas cylinders overnight.
- Storage may be booked through the MCEC Loading Dock Manager.

MOTOR VEHICLES EXHIBITS

Motor vehicles powered by flammable liquid and /or gas may be displayed, with the prior approval of the Melbourne Convention Exhibition Centre.

EEA must be notified in advance, of any motor vehicle placement on stands, as access is limited and needs to be arranged prior to move-in. Please contact Kim Huynh, Event Coordinator at EEA on 03 9276 5518 or email: kimhuynh@eea.net.au

For further information please contact Exhibitor Services at the Melbourne Convention & Exhibition Centre on 03 9235 8110.

MULTI STOREY STANDS

Stands that are two or more storeys high are not to be built without prior certification by the Melbourne Convention Exhibition Centre building surveyor. For stand approval procedures contact Kim Huynh, Event Coordinator at EEA at least six weeks prior to the exhibition by email kimhuynh@eea.net.au or 03 9276 5518

OCCUPATIONAL HEALTH & SAFETY

Exhibition venues throughout Australia are becoming increasingly mindful of Occupational Health & Safety issues, especially those involving the move-in and out of an exhibition. EEA is also an OH&S conscious company. We are working with venues, suppliers and exhibitors to ensure a safe workplace for us all. It is the responsibility of all exhibitors to ensure that their employees, suppliers and sub-contractors comply with all relevant health and safety regulations and have a current Occupational Health and Safety policy. It is therefore important that both you and your contractors have in place:

1. Current Work cover Policy
2. Current Public Liability Policy
3. Occupational Health and Safety Policy
4. Safe Work Procedures for all work to be undertaken at the Melbourne Convention & Exhibition Centre

Should you have any queries regarding this issue, please contact Kim Huynh, Event Coordinator at EEA, on 03 9276 5518. To ensure a safe and smooth move-in/out, EEA requires emergency contact details for your company and your stand builder, contact Kim Huynh, Event Coordinator at EEA, on at kimhuynh@eea.net.au

NOISE RESTRICTIONS

Exhibitors please note, noise emissions from stands must be restricted to 85 decibels during show hours. Regular checks will be carried out to monitor volume levels.

PAINTING YOUR STAND

Painting is **not allowed** within the exhibition hall. All painting must be conducted in the allocated painting shed on the loading dock.

PLANT/FLOWER HIRE

A large range of indoor plants is available from Exhibition Hire. Please contact Exhibition Hire to discuss requirements on 02 9645 7000 or visit www.exhibitionhire.com.au

PLUMBING

There are grids of water and waste pits in the floor of the Exhibition Centre. Unfortunately not every stand has access to a pit, so before ordering please check your stand location with your sales manager. If you wish to have a sink installed on your stand or have a machine connected directly to water and waste then please **complete PLUMBING ORDER FORM in Supplier Forms** or contact Paul Wood or Mandy Kendrick at F.Wood & Son Pty Ltd on 03 9645 7000 for further details.

POWERPOINTS

All Shell Scheme stands receive 1x 4amp power point included in their stand package. Should you require additional power points on your stand, please **complete LIGHTING & POWER ORDER FORM in Supplier Forms**. Exhibitors should be aware that if they have their own electrical contractor bulk power supply to the stand **MUST** be ordered through the official contractor Exhibition Hire - Electrical. Exhibitors must also supply to Exhibition Hire – Electrical contact details for their Electrical Contractor.

Floor Space Only Stands do not receive a power point in their package

For more information contact Magdalena at Exhibition Hire - Electrical on 02 9645 7000. Please refer to the OH&S regulations in this section.

Please note no double adaptors can be used, power boards only.

PRIZE PERMITS

If you are running a prize on your stand that is worth more than \$5,000 you must apply for a permit on the Victoria Commission for Gambling Regulation website and apply using the 'Trade Promotion Lottery Form'.

PUBLIC ADMISSION

Adults (18 & over)	\$18.00
Concession (Senior Citizens, Pensioners, Unemployed, Tertiary Students, Disabled Visitors & his/her carer)	\$15.00
Children (under 18)	Free with an accompanying adult

All prices include GST

Tickets will be available for purchase at the MCEC from the door ticket boxes on the concourse.

Tickets will be available for advance purchase via the HIA Home Show website. Conditions apply.

RIGGING/ BANNER HANGING

There are no catenary wires within the Melbourne Convention & Exhibition Centre.

If lighting is to be rigged, it is the responsibility of the exhibitor to make arrangements for the rigging of lighting, not the electrical contractor. If you intend to hang banners please call Cliftons Rigging on 03 9416 6844.

For all your rigging requirements contact Nic Cochrane of Cliftons Rigging on 03 9416 6844 or via email NIC@cliftonproductions.com.au

RISK ASSESSMENT FORM

In order to assess whether your stand or display poses a safety risk, please **complete RISK ASSESSMENT FORM**.

You are required to complete the form to show EEA that, if your exhibit or the tasks and/or demonstrations being conducted on your stand pose a safety risk, that you have put in place a control measure to eliminate or reduce the risk. Use the examples on the form as a guide, and if you need further help or information, please contact Kim Huynh at EEA on 03 9276 5518.

ROOFED STANDS

A false ceiling, either solid or fabric, cannot be erected without prior approval from the Melbourne Convention & Exhibition Centre. If you wish to erect a false ceiling on your stand, please contact Kim Huynh, Event Coordinator on 03 9276 5518 at least six weeks before the exhibition. See also paragraph 1.3 of the OH&S section of the OH&S manual.

SAFETY SCREENS

Physical safety screens must be provided and a stand attendant must be present on a stand that has machinery operating (or a display that generates heat, such as gas heaters)

SECURITY

Security guards will be in attendance from 0001 Sunday 22nd April 2012 until 7pm Monday 30th April

During the Show

It is your responsibility to have someone on your stand half an hour before opening times and until all visitors have left the building at show close. Under no circumstances should exhibitors leave personal valuables on stands. Report any missing items immediately to the Show Office, so that security can complete an incident report. The best security is the diligence of your staff.

During Move-out

Whilst security guards will be present during the Move-out, you must have a staff member on your stand at all times to protect your goods. Pay particular attention to the security of small valuable items.

(PBS) SHELL SCHEME STANDS

The general Shell Scheme stand package includes floorspace and stand comprising walls to 2.4m high, carpet, octanorm fascia on open side(s), 1 x company name sign, 1 x 4amp powerpoint and 2 x 120 watt spotlights per 9 square metres.



Note:

This diagram is for illustrative purposes only.

Illustrated furniture is **NOT** included.

For your specific stand size please refer to your show plan.

The following are incorporated in your Exhibition Stand Package:

• Stand Size	For your specific stand refer to the Show Plan
• Walls	2.4m high Velcro compatible front runner covered walls in black.
• Fascia	Aluminium frame with standard blue fascia board. Company names will be installed over each open aisle fascia. Lettering will be computer
• Signage	cut white vinyl on a blue backing board. Each sign will be a maximum of 30 characters including spaces.
• Lighting	2 x 120 watt track mounted spotlights per 9 square metres mounted on the light track inside the fascia.
• Power	1 x 4amp power point per stand regardless of size Located in rear corner of stand unless otherwise specified.
• Flooring	Flooring will be made up of 1m x 1m carpet tiles in blueberry.
• Items which can be used on walls	When attaching anything to walls, exhibitors are asked to use Velcro, staples, pins or order our wall-mounted shelving. All are available from Exhibition Hire.
• Items not to be used on walls	Screws, nails, bolts, glue, paint and double-sided adhesive tape will permanently damage the panels, exhibitors are requested not to use them.

SHOW OFFICE

The Show Office will be located on the exhibition floor at Door 1. Exhibitors must check-in prior to moving in and pick up Exhibitor Badges. The Show Office will open from 8.00am – 7.00pm during Move-in and one hour prior to and 30 minutes after show hours during the exhibition.

SIGNAGE

All stands require company signage. In fairness to adjoining exhibitors, you cannot attach/suspend signage above your stand boundary walls, where this signage then faces the back or sidewall of an abutting stand it must be a minimum of 1m in from boundary walls.

SHELL SCHEME STANDS

If you have a shell scheme stand package that includes a company sign, please **complete the COMPANY SIGNAGE\FASCIA FORM in Compulsory Forms** to order your company sign before the specified deadline.

(FSO) FLOOR SPACE ONLY

Exhibition Hire specialises in custom signage and graphics for exhibitors. For further details or an obligation free quotation, contact Magdalena on 02 9645 7000. Services include Custom Stand Designs, Furniture, Lighting, Free Standing Signs, Corporate Branding, Full Wall Graphics, Sails, Digital Signs, Photo Enlargements, Banners, Floor Tile Signs, Light Boxes, Logos, Product Graphics and more.

SOCIAL FUNCTIONS

An Exhibitor Stand Awards & Drinks evening will be held at the venue on Thursday 28 April from 6.15pm to 7.15pm, after the show closes. All HIA Home Show exhibitors are invited to attend. Please refer to the exhibitor newsletter distributed on site, for more information.

STAND AWARDS

Judges will consider:

- Design visual impact/innovation
- Measures taken to entice visitors onto the stand
- Lighting/signage /flooring
- Staff presentation/identification
- Stand access/space to product rate

STORAGE

There is **NO** storage on site. Cartons and stock can be stored offsite by Agility Logistics for a fee per cubic metre. All boxes must be clearly labelled with company name and stand number. Contact Agility Logistics on 03 9330 3303.

TELEPHONE / FACSIMILE /EFTPOS & INTERNET

TELEPHONE SERVICE INFORMATION

All phone, facsimile and EFTPOS connections at the MCEC require the user to dial "0" to obtain an outside line.

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.

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 3 days post event.

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

Exhibitors are advised that the ISDN Connection (Onramp 2) 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 MCEC are charged at the following rates.

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

WIRELESS INTERNET ACCESS

Visitors to the Melbourne Convention and Exhibition Centre will have access to free wireless internet, a first for any centre in the country. For additional information please contact Technology Services on (03) 9235 8180.

M CONNECT - FREE WI-FI

This service would:

Be shared by all conference delegates, event attendees and general public in the building during your event. This service would not be just for event delegates and is not designed to provide a guaranteed number of concurrent users for a particular event in a particular location.

Have a maximum bandwidth of 256Kb/s*. The actual bandwidth will be influenced by the number and density of concurrent users.

Require individual users to subscribe (free of charge) to the service via a login page agreeing to a set of terms and conditions**. Individual users will need to re-subscribe (free of charge) to the service after 12 hours or once the 100MB download limit is reached.

Be delivered by in-house wireless access points (WAPs) and provide coverage extending throughout the venue including meeting rooms, exhibition bays, the Plenary and all other public spaces.

Be suitable for web based email, Facebook, Twitter and basic internet browsing. This service does not support applications such as Skype, VPN connections and peer to peer file sharing.

PLEASE NOTE:

* Wireless is a less secure service 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. For best results we recommend the use of 5GHz (IEEE 802.11n-2009 standard) wireless compatible devices. Previous standards are supported but results can vary in line with the inherent limitations of these standards and associated devices.

Clients who require a secure network to download continuous information over a longer period of time are advised to order a dedicated fixed-line service.

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

BROADBAND INTERNET

High-speed broadband (cabled) Internet access can be provided to any room in the venue. This includes the Exhibition Centre bays and Convention Centre foyers.

Services range in price depending upon the duration the service is provided and the required bandwidth. The following table provides a sample of services available. Custom services can be provided to meet larger bandwidth or download requirements.

INTERNET SERVICE AND BANDWIDTH	DOWNLOAD DATA ALLOWANCE	
	1 – 7 DAYS	8 – 14 DAYS
Broadband Internet – 256 Kbps	1GB	2GB
Broadband Internet – 512 Kbps	2GB	4GB
Broadband Internet – 1 Mbps	4GB	6GB
Broadband Internet – 2 Mbps	6GB	8GB
Broadband Internet – 6 Mbps	10GB	15GB
Broadband Internet – 10 Mbps	15GB	20GB

Following address will allow you to periodically check your usage. Simply enter the address provided below whilst you are connected to your MCEC Broadband service. <http://internet.mecc.com.au:7011/myUsage>.

PLEASE NOTE:

The MCEC will not manage, monitor or support any third party devices connected to our network such as network switches, routers or wireless routers. Should it be discovered that these devices pose either a security risk to the MCEC network or create network issues we will be forced to disconnect, remove or disable any such devices in order to ensure the integrity of the network for both the venue and for other clients relying upon the infrastructure.

TESTING & TAGGING

Melbourne Convention and Exhibition Centre will be checking that all portable electrical items are tested and tagged. This includes laptops, phone charges, eftpos machines, lamps (anything plugged into a power point). It is an OH&S legislation that all electrical equipment is assessed for possible electrical faults. Any brand new items should already carry a test and tag label. If your equipment is older than 12 months old or hasn't been tested and tagged within the last 12 months, it will need to be.

You can have your items tagged and tested onsite during move in by Oztag which is included in your rates.

WALLS

Walls are compulsory if you have a neighbour, and **must be built to a minimum height of 2.4 metres**. Wall height may only be exceeded with the consent of all adjoining neighbours. Where consent of neighbours has been given, you are then required to dress that part of your wall that is exposed to your neighbours stands. Permission must also be obtained from adjoining neighbours if you wish to use their walls.

To obtain your neighbours contact details please phone your EEA Sales Manager on telephone 03 9276 5555.

Island Stands need not have walls.

A fall from almost any height can result in injury. Exhibitors are required to conduct a risk assessment on the proposed task, and to put in place control measures to prevent injuries caused by falling from heights.

Elevated work platforms are available for hire for working at heights. Please contact Nic Cochrane from Clifftons Rigging on 03 9416 6844 for further details.

WATER RESTRICTIONS

Please Note: Melbourne is currently in Stage 2 Water Restrictions.

The only approved way to fill spa/spas is with recycled water pumped in from a water carrier. This water must be removed at the end of the show, pumped back into a water carrier. All documentation to verify that the water is recycled needs to be presented to the Melbourne Convention & Exhibition Centre prior to move-in. Also we strongly recommend you advertise that the water you are using on your stand is recycled.

Should the restriction be amended to Stage 2 closer to the show, exhibitors will then be able to apply for a permit from South East Water for approval to fill the Spa's.

Application permit forms are on the following website www.southeastwater.com.au only if the Stage 2 water restrictions are in force.

Please remember under no circumstances do we allow for **pools** to be filled with water at any of our Home Shows.

This also applies to Landscapers and Garden exhibits. Water restrictions do apply and no water may be used unless it is recycled water.

WATER & WASTE CONNECTION

Cold Water and waste systems are provided with outlets in primary floor pits. **It is the responsibility of the exhibitor to arrange connection from the service pit to equipment.** If you require the services of a licensed plumber we would be happy to suggest a licensed plumber that you can contact directly. Any person shall not carry out plumbing connections and disconnections for water and waste other than a Melbourne Convention & Exhibition Centre approved, licensed plumber. Please telephone Exhibitor Services on (03) 9235 8110.

An access fee of \$38.50 (inc GST) per pit applies (this does not include connection of equipment to outlet) plus a usage fee of \$2.20 (inc GST) per 1000 litres or part thereof. It is the responsibility of the exhibitor to supply all labour and materials required for connection of display equipment and reticulation of all water / air services within the stands nearest nominated service pit.

If a hose connection is required, exhibitors must provide a 15mm (½") pressure hose (domestic garden hoses are not permitted) and fittings. A female BSP fitting is required for connection to pit drains. To place an order, **complete UTILITY SERVICES FORM and exhibitor account form located in supplier forms** or contact Exhibitor Services at the Melbourne Convention Exhibition Centre on 03 9235 8110 for further details.