

ADELAIDE
CONVENTION
CENTRE

EXHIBITOR HANDBOOK 2007



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Venue information table

Order forms

Introduction

This handbook has been designed to ensure you, the exhibitor, experience the highest standard of exhibition.

Included are the Adelaide Convention Centre's evacuation procedures, exhibition regulations, a list of available services for hire and the necessary forms to order these services.

Please take time to read this document and familiarise yourself with its contents.

All prices are inclusive of 10% GST and are in Australian dollars, unless otherwise specified.

All quoted prices are current at the time of printing and are subject to change.

All references to ACC mean the Adelaide Convention Centre.

All completed order forms should be accompanied with your payment details on Form 1. Services will not be provided until full payment has been received prior to your event.

Completed order forms and payment details should be forwarded to the:

Exhibition Planning Manager
Adelaide Convention Centre
GPO Box 2669,
Adelaide, South Australia, 5001
Australia

Telephone: (+61 8) 8212 4099
Facsimile: (+61 8) 8212 5101
Email: exhibitions@adelaidecc.com.au

The Adelaide Convention Centre looks forward to welcoming you and ensuring your stay is memorable.

1.0 EXHIBITING AT THE ADELAIDE CONVENTION CENTRE

1.1 Evacuation procedures

In the event of an evacuation designated ACC staff will act as fire wardens to assist in the movement of delegates to the designated assembly points, should the need arise.

The plan on the following page details the fastest and safest path of egress for a large scale evacuation from the Adelaide Convention Centre in the event of a fire or emergency.

Each building has two distinct alarms which will sound throughout both buildings once the fire alarm is activated or there is a pending emergency.

First tone

Alert - Beep Beep Beep

Should you hear the alert tone please adhere to the following:

- Prepare to evacuate
- Secure material as necessary
- Turn off all appliances
- Await further instructions

Information regarding the situation will be announced by the Senior Fire Warden through the PA system within the venue.

Second tone

Evacuation - Whoop Whoop

Should you hear the evacuation tone please adhere to the following:

- Calmly make your way to the nearest emergency exit
- Proceed to the nearest designated Assembly Point where you will be briefed on the situation
- Do not use lifts
- Follow staff instructions at all times

Entry into the building will not occur until permission has been given by the Senior Fire Warden under the direction of the South Australian Metropolitan Fire Service.

If a fire is discovered at the Adelaide Convention Centre:

Break glass on any of the alarms located throughout the venue

Advise a staff member of the situation

Contain - close all doors and windows

Evacuate - use designated emergency exits only

Extinguish - only if safe to do so

Emergency phone numbers

(via the internal phone system)

Security 6770

Fire Service 0000

Please ensure you are familiar with all emergency exits and assembly areas.



EVACUATION PLAN



LEVEL ONE

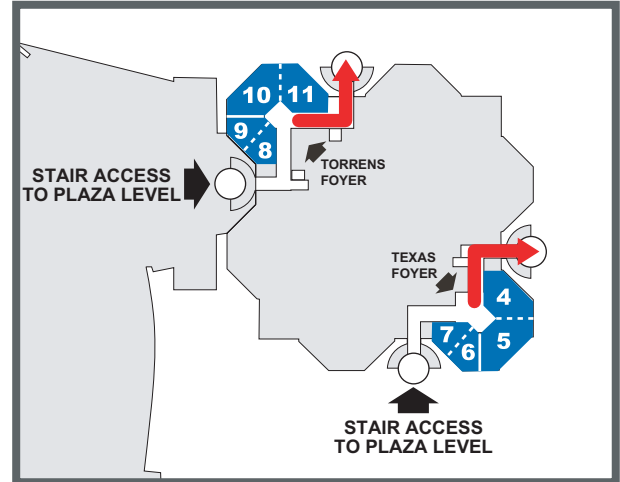
1st Siren Alert Tone -
Stand by for information.

2nd Siren Evacuation Tone

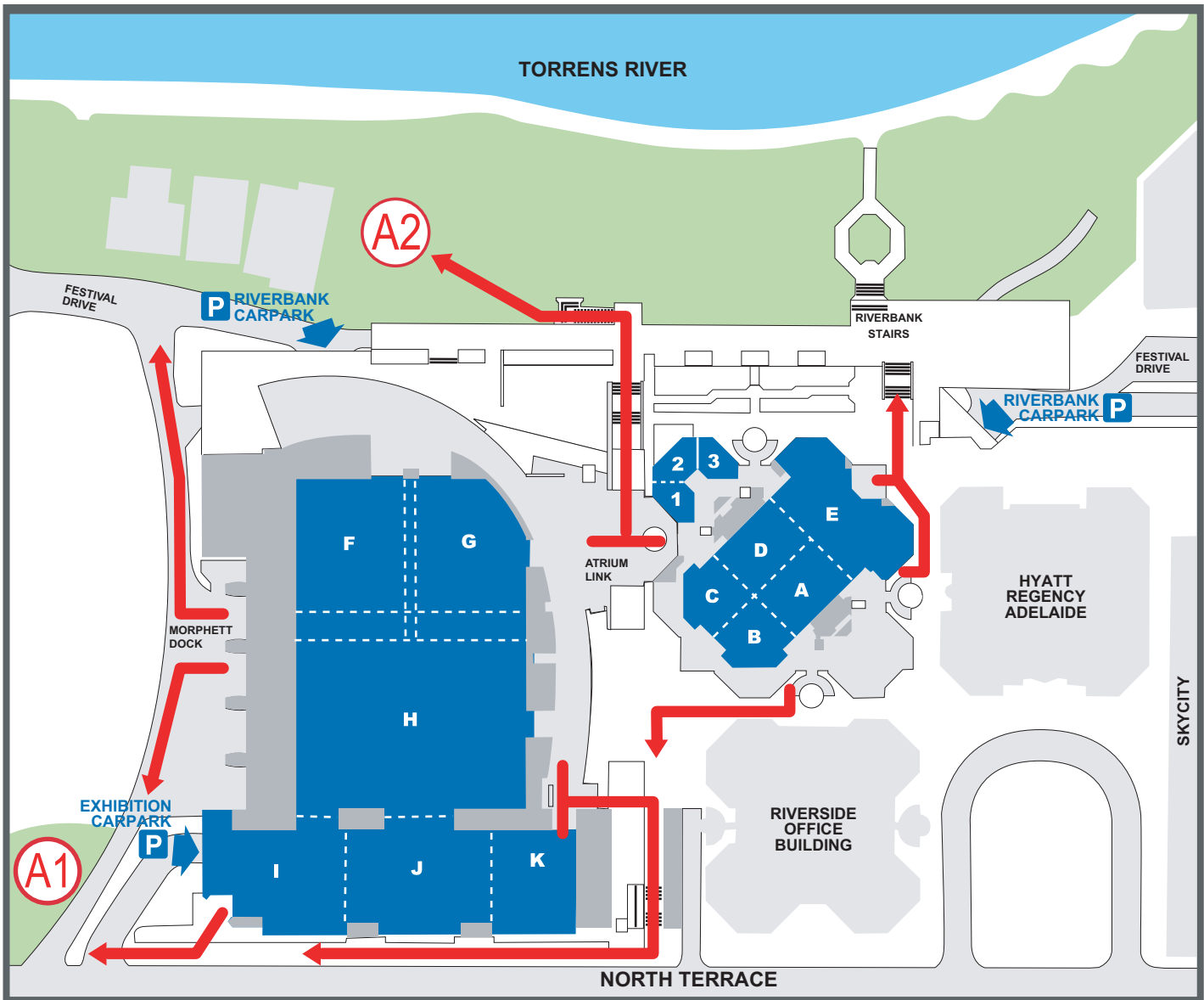
Assembly Areas:

(A1) Lawn next to Morphett Dock Ramp

(A2) Lawn on Torrens River near boat sheds



PLAZA LEVEL



1.2 Deliveries

All items delivered to the ACC via the Morphett Loading Dock prior to the specified move in date will not be accepted.

Exhibitor goods may only be delivered to the ACC once the event organiser has gained occupancy of the exhibition space. The ACC will not sign for any exhibitor deliveries. This will be the responsibility of your onsite contact during the designated move in period.

It is strongly recommended any exhibitor transporting freight to and from the ACC use the services of a specialised exhibition focused freight forwarder. The appointment of such a company can avoid potential problems with customs, duties, deliveries outside business hours and also over weekends. Please contact your event organiser for further details.

There is no storage onsite at the ACC unless organised prior to the event with the event organiser.

All airway bills/shipping notes must be clearly marked 'All charges to account consignor'. The ACC accepts no responsibility for any charges associated with the duties, taxes or clearance of exhibitor goods.

The customised ACC 'Exhibitor Delivery Label' included in this handbook must be affixed to each item when sending goods to the ACC. Should you have multiple items; please copy the label and ensure all items have this label attached.

Pallet lifters and trolleys are provided complimentary to all exhibitors. These are located in the Loading Bay and are available on a first in, first served basis.

All exhibitor deliveries should be directed to the Morphett Loading Dock during your designated move in period. The Morphett Loading Dock's operating hours will be determined by the requirements of the exhibition. Should you require equipment to be delivered during your event, the Morphett Loading Dock operates between 8.00 am and 4.00 pm, Monday to Friday.

Morphett Loading Dock
Telephone (+61 8) 8210 6773

All exhibitors must ensure transportation has been arranged for their respective items with the appropriate cart/shipping notes attached.

The ACC will not accept any responsibility for arranging the freighting of any item or associated costs.

Goods must be collected from the ACC during your designated move out period.

Where suitable arrangements have not been made, the ACC reserves the right to dispose of said items forty eight (48) hours from the conclusion of the event.

1.3 Exhibitor move in and move out

Any person under the age of 15 years is prohibited from accessing the ACC exhibition halls and Loading Dock during designated move in and move out periods.

In accordance with Liquor Licensing requirements, the supply and consumption of alcohol is not permitted inside or outside the ACC and its Loading Docks during an exhibition build, breakdown, move in or move out.

1.3.1 Exhibitor move in

To ensure all exhibitors experience a speedy and trouble-free build of their exhibition, exhibitors and stand contractors must adhere to the access time provided to them by the event organiser. Access into the exhibition space prior to the scheduled time will not be permitted.

Once exhibitors have unloaded their vehicle they must remove their vehicle from either the Morphet Loading Dock or Main Entrance Ramp before commencing the set up of their stand.

A limit of 20 minutes per vehicle will apply on the Morphet Loading Dock and Main Entrance Ramp.

1.3.2 Exhibitor move out

The prior consent of the event organiser and ACC is required for exhibitors to move out or breakdown prior to the scheduled time.

No vehicle or exhibitor access to the Morphet Loading Dock will be granted prior to the scheduled time.

For exhibitors who have arranged for couriers to collect their goods please ensure all items are clearly labelled with destination, company name, courier name and any authorisation codes.

A limit of 20 minutes per vehicle will apply on the Morphet Loading Dock and Main Entrance Ramp.

ACC Security retains the right to inspect any vehicle before, during and/or after an event.

1.4 High visibility safety garments

It is a requirement of the ACC for all persons working within the venue during the move in (build) and move out (breakdown) of an exhibition to wear a high visibility safety vest or high visibility clothing.

Exhibitors and contractors will not be permitted in the venue unless high visibility clothing is worn. Please contact your event organiser for further details.

2.0 EXHIBITS REQUIRING APPROVAL

2.1 Animal & livestock displays

No animals or pets, excluding seeing eye or hearing dogs are permitted in the ACC except as an approved exhibit, activity or performance requiring the use of animals. Application to the ACC for the display of animals and/or livestock must be sought in writing no later than fourteen (14) days prior to the exhibition move in.

2.2 Food and beverage sampling

The ACC has exclusive rights for the sale of food and beverage within the venue. Any exhibitors wishing to distribute or giveaway any food or beverage samples must seek prior approval from the ACC. The ACC permits the distribution of foodstuffs used as a means of demonstrating any plant or equipment forming part of an exhibition or product manufactured or supplied by the exhibitor. Please note the sale of these items is not permitted.

2.2.1 Exhibitor sampling guidelines

Guidelines for the distribution of sample servings of food and beverage are as follows:

- Samples must be given away free of cost to the patron;
- Samples must be items the registered exhibitor wholesales in the normal conduct of their business or are produced by equipment used in the normal conduct of their business;
- Portions MUST be of a tasting style and size only:
 - Food – bite size.
 - Beverage – alcoholic and non-alcoholic liquid portions must be no larger than 50ml; and
- All tasting utensils and vessels provided by the exhibitor MUST be single use items and disposed of immediately after use.

Perishable food must be intended for consumption on the premises and cannot be removed from the ACC.

2.3 Stand construction

The design and construction of exhibition stands and temporary structures shall:

- Be structurally sound;
- Provide safety of persons to be accommodated in the event of fire including means of exit;
- Allow wheelchair access

Any material used for stand construction or display purposes should conform to the following standards and be AS1530 compliant (Methods for Fire Tests on building materials components and structures);

- Non-combustible material;
- Self extinguishing plastic material;
- Inherently non-flammable material;
- Flame proof fabric; and
- Plywood, hardwood, pulp board or fibreboard rendered 'flame resistant' by an acceptable process of impregnation.

All canopy/roof structures must be made from a permeable material to ensure the flow of water from the venue's sprinkler system is not inhibited;

All corners on aisle and walkways must be rounded (no sharp corners) and tapered down from stand floor level to building floor level; and

All bracing and stand support structures are to be contained within the allocated and approved exhibitor space.

All display material, furniture and selling aids MUST be kept within the perimeter of your stand due to strict Fire Regulations within the building.

All stands not of standard construction (custom builds) must submit floor plan and elevation drawings at 1:100 scale to the event organiser for approval, no later than fourteen (14) days prior to the commencement of the exhibition build.

2.4 Structures greater than 2.4 metres in height

Structures 2.4 metres or more in height have the potential to act as a barrier across emergency aisles if they were to be knocked over during an emergency evacuation therefore the stability of these structures is important. These structures may require:

- Certification by an Engineer; and/or
- A submission in writing or CAD format (ie 'dwg' or 'dxf' files) to the event organiser.

All such structures will be checked for stability prior to the opening of the exhibition. Structures deemed to be unstable must be modified or removed from an exhibition at the exhibitor's expense.

2.5 Multi storey constructions

All structures over 2.4 metres in height where staff or members of the public access elevated levels must:

- Have a plan of the structure designed by an Engineer;
- Provide certification by an engineer regarding the allowable load capacity of the structure;
- Be built in accordance with AS1657 – 1992 Fixed platforms, walkways, stairways and ladders – design, construction and installation and the Building Code of Australia;
- Be constructed or erected to the design plans;
- Be fitted with an appropriate fire extinguisher(s) and smoke detection devices, installed and maintained as per the relevant Australian Standards (AS2444 - 2001 and AS1603.2 - 1997);
- A copy of the Engineers Certificate of Construction and Handover Certificates for the correct installation of the structure must be provided to the event organiser prior to the opening of the exhibition; and
- Be submitted to the event organiser for approval no later than fourteen (14) days prior to the exhibition build.

2.6 Stand flooring

Any stand constructed within the ACC with a temporary floor must comply with the following regulations:

All floor surfaces should be securely fastened and made from slip resistant materials to ensure the safety of all users.

All stands with a temporary floor surface between 0mm and 115mm must be installed with the provision of a bevelled edge. The angling of the edging shall not exceed 30 degrees or a gradient of 1:3.

The edging is to remain within the perimeter of the stand and is not to encroach into the aisle. All edging shall be correctly fastened and free from trip hazards.

Flooring over 115mm will be deemed to be a step. Should public access to the site be required, a wheelchair ramp must be installed which will include the provision of a handrail and landing in accordance with AS1428.2 - Design for access and mobility and the Building Code of Australia (BCA).

2.7 Equipment weights and floor loads

All floor areas within the ACC have loading limits per square metre which can be found on the Venue Information Table. Any piece of equipment, display, vehicle, or machinery to be displayed inside the ACC which weighs over 15 tonne (including transport vehicle) must be approved by the ACC no less than fourteen (14) days prior to move in.

The following information should be provided to the event organiser and the ACC;

- The dimensions of the base of the item;
- The gross weight of the item;

- Pictures and/or diagrams of the item;
- Indication on an approved floorplan the exact position where the item is to be located.

The ACC can, at any time, request a written engineer's report on the said item. All associated costs remain the responsibility of the exhibitor.

2.8 Fire regulations

Any user of the ACC or any person acting on their behalf, or in their employment, must not conduct any action contrary to the laws and regulations with respect to the Metropolitan Fire Services Act, Occupational Health Safety & Welfare Act of South Australia, the Australian Building Code and the Liquor Licensing Act of South Australia.

Where the use of a naked flame or material of a highly flammable nature is intended for use within the ACC, permission to use such materials must be sought in writing from the ACC no less than fourteen (14) days prior to move in. If permission is granted, it may be deemed necessary for the ACC to provide, at the user's expense, a fire warden to be present at all times when the building is occupied.

A 2.3kg ABE (Dry Powder) fire extinguisher is to be provided for each appliance using LP Gas or flammable liquids and positioned in a readily accessible location in accordance with the appropriate Australian Standards.

No material or device of an explosive nature may be brought into the ACC.

No equipment, fittings or materials may be placed in any aisle or in such a position where the access to any designated exit is in any way obstructed. ACC staff will remove any items should they not comply with Fire Regulations or be considered an obstruction. The minimum aisle width is three (3) metres.

2.9 LPG cylinders

The use of LP gas or flammable liquids is prohibited without prior notice to the event organiser and the ACC.

A LPG cylinder, its regulator and valves must not be accessible to the public, must be protected against accidental damage and securely fixed to prevent the cylinder from falling over. Cylinders are to be disconnected at the conclusion of the exhibition each day and are to be reconnected prior to the opening the following day.

Cylinders must be tested, stamped and approved for use as per AG601.

2.10 Motor vehicle displays

For any vehicle to be part of an exhibition, the event organiser and the ACC must be notified of its planned delivery/arrival no later than fourteen (14) days prior to the move in, together with details of fuel type, fuel capacities, dimensions and weight.

The fuel tanks of all vehicles displayed at the ACC must contain over 80% of their fuel capacity. Failure to comply with this will result in the vehicle being refused entry.

All LPG fuel tanks must be isolated from the vehicle's engine by closing the 'service tap' on the fitted fuel tank.

The ACC is unable to provide washing facilities within the boundaries of the ACC; therefore all vehicles must be washed prior to arrival onsite.

Drip trays must be provided for all vehicles displayed within the venue, regardless of age. Charges will apply for any damages incurred.

3.0 SERVICES PROVIDED BY THE ADELAIDE CONVENTION CENTRE

3.1 Food and beverage

The ACC has sole catering rights to all food and beverage products consumed and distributed within the venue and does not allow clients or exhibitors to bring any item of food or beverage into the venue without prior written approval from management.

Exceptions may only be granted in relation to events involving food and/or beverage sampling.

Please ensure the appropriate forms are returned to the ACC no later than fourteen (14) days prior to the commencement of the event move in. Forty eight (48) hours notice for order cancellations is required. If cancellations are received after this time, the full charge will apply.

Once onsite, ACC catering staff will liaise directly with the nominated contact to confirm all requirements for the event.

3.1.1 Stand incentive catering

The ACC offers a large selection of incentive catering options for your stand. Please complete and return the Exhibitor Catering Order (Form 4) provided at the rear of this handbook.

Incentive catering items such as cappuccino, milkshake and popcorn machines are provided inclusive of service staff (1 x staff member is provided per machine).

Forty eight (48) hours notice for order cancellations is required. If cancellations are received after this time, the full charge will apply.

It is the responsibility of each exhibitor to ensure all non-disposable ACC equipment is accounted for upon collection from the stand. The cost of any lost or damaged equipment will be charged to the exhibitor. A signature will be required upon delivery and collection of all ordered goods.

Approval direct from the event organiser is required for separate events held on stands outside of the designated exhibition open hours.

3.1.2 Food handling and food handlers

It is the responsibility of the exhibitor to be fully self-sufficient with all storage and service equipment specific to their food and/or beverage sampling.

Exhibitors, when ordering beverages, must consider arranging facilities to refrigerate/chill beverages.

3.1.3 Food regulations

All exhibitors supplying and displaying food as a part of their exhibit will be responsible for complying with the South Australian Food Act 2001 and Regulations 2002.

Applicable Food Safety Standards are:

- 3.1.1 Interpretation & Application,
- 3.2.2 Food Safety Practices & General Requirements,
- 3.2.3 Food Premises and Equipment.

Further information is available from www.foodstandards.gov.au or contact Food Standards Australia New Zealand on (02) 6271 2222.

3.2 Communication services

The ACC is responsible for provision and maintenance of all communication services provided within the venue.

When booking communication services for a site please notify the ACC of any flooring to be installed.

3.2.1 Telephone, facsimile and data services

All communication lines provided by the ACC are via the venue's PABX system.

All lines require you to dial '0' to obtain an external line. For EFTPOS you will need to contact your bank prior to the event to inform them that there will be a '0' at the beginning of their incoming phone number.

When the primary use is indicated on the order form as 'phone', a complimentary analogue telephone handset will be provided.

In the case of facsimile, EFTPOS and data services, it is the responsibility of the exhibitor to arrange for the supply of a facsimile machine, EFTPOS terminal or modem, which complies with current ACA regulations.

The maximum expected data rate for modems through the PABX is 28.8kbps, with the use of a 56kbps modem. The ACC does not provide internet provisioning with any of these services. It is the responsibility of the exhibitor to provide their own modem and ensure their Internet Service Provider dial up settings have been correctly configured on their PC/Laptop.

Notification of your allocated telephone number/s will be via email on your Technical Services Agreement prior to the commencement of your event. Please complete the Phone Line Order (Form 9).

Should you not be present when the line is installed, the line will be disabled until ACC staff are notified of your return. Please contact the ACC customer relations desk and ask for a technician to attend to you.

All applicable call charges will be added to the total communication charges post event.

3.2.2 ISDN services

The ACC is able to provide temporary ISDN services to most locations within the venue. All services are provided via a Telstra ISDN OnRamp 30 supply and are ETSI compatible. They comprise of two 64K 'B' channels and one 'D' channel (ie 128kbps per service).

Services will be distributed from a wall or floor outlet to your stand. No network termination box is visible, as these are located in the main PABX room, and are inaccessible to exhibitors. A Systems Technician will test the service after installation.

While most exhibitors will use ISDN services for videoconferencing applications, the ACC acknowledges internet access via ISDN is sometimes requested. In this case the ACC is unable to provide internet provisioning over these services, and the exhibitor must provide their own ISDN Router or Terminal Adaptor.

3.2.3 Broadband internet services

The ACC is able to provide a range of high-speed internet services to suit your requirements. When booking these services you will need to be aware of the following details and requirements:

All services utilise Dynamic Host Configuration Protocol (DHCP) which allows most computers to connect to the service automatically.

Broadband services' are charged at a daily rate which is inclusive of a single connection per service and enables you to use one service in multiple locations. A fee will be incurred per additional location. All relevant charges are detailed on the Broadband Internet Order (Form 10).

All broadband services are symmetric connections – download and upload speeds are the same.

The ACC will install a cable to the requested location where it will be tested and proven to work with ACC equipment. Cables are terminated with a standard Ethernet (RJ45) connector.

The ACC does not provide onsite computer support. The ACC assumes clients booking this type of service are able to configure their own computer if required.

These services are **not** provided with any type of firewall. The ACC accepts no responsibility for any viruses or computer security breaches a client may encounter while connected to the internet. The security of the service remains the responsibility of the end user at all times.

3.2.4 Wireless internet service

Wireless internet is available in most areas throughout the ACC. Blocks of internet usage can be purchased from customer relations and Regattas bistro. Upon payment you will be issued with a user name and password to enter into your computer. This service is only available for purchase onsite.

Package	Cost
15 minute package	\$5.50 each
60 Minute package	\$10.00 each

3.3 Audio visual equipment

The ACC appreciates the opportunity to supply your audio visual and lighting equipment for use in the exhibition, from one of the largest stocks in South Australia.

The ACC can provide specific stand lighting, such as moving lights with custom gobo's, flood and spot lighting, plasma monitors, combination monitors, VHS players, DVD players and projection screens, plus much more.

Should you require any of these services please contact the ACC and we can assist you in the planning of your stand. In using the ACC's equipment you will be using state of the art equipment, have onsite support and not incur any freight or transport freight costs.

The Audio Visual Order (Form 7) lists some typical equipment used within an exhibition. Should you have additional requirements, please contact the ACC and a detailed quotation will be forwarded for your requested equipment.

Should you choose to use externally sourced audio-visual equipment it will be subject to the ACC's electrical testing and tagging policy (Refer 4.3). If equipment is found to be non-compliant, the equipment will be removed from the venue, at the exhibitor's expense.

Any problems with externally hired equipment will need to be rectified by the company from which it is hired and **not** by the ACC Technical Services department.

3.4 Rigging

The ACC has exclusive rights to perform rigging within the venue. All items must be designed and constructed to approved regulations and may only be rigged by certified ACC staff.

All requests for suspended display material must be received, on the Rigging Request (Form 8) no later than fourteen (14) days prior to the exhibition build. Once the request has been received, a Technical

Planning Manager will contact you to confirm the details and formalise a quotation for your requirements.

Any item deemed unsafe for rigging by the ACC will not be rigged. The exhibitor will remain responsible for any incurred costs.

3.4.1 Indicative rigging costs

The ACC offers two pricing options for suspended banners/signage:

Standard banners	\$55.00 minimum charge / banner
ACC riggers	\$66.00 / hour / person (Minimum 3 hours)

If your item is a Standard Banner, there is a 'per banner' charge of \$55.00.

If your item is not a 'Standard Banner', normal rigging charges apply. A Technical Planning Manager will contact you upon receipt of your request and provide you with a detailed quotation and plan.

3.4.2 Standard banner criteria

Your item is a standard banner, if it meets all of the following criteria:

- Banner is no greater than 5000mm in width or length;
- Is constructed from paper, fabric or soft vinyl;
- Has eyelets along the top AND bottom, OR, a rod pocket top AND bottom capable of receiving a 50mm diameter pipe (which ACC will supply);
- Weighs no more than 15kg; and
- Can be rigged in an easily accessible location.

If the item fails to meet one of these criteria, it is NOT a 'Standard Banner'.

3.4.3 Important conditions

All items must be rigged within the perimeter of your site.

Items to be rigged must be delivered on the date specified by the ACC. Failure to do so may result in the items not being suspended. All items are to be clearly marked using an ACC Delivery Label and marked to the attention of '**TECHNICAL SERVICES' 'BANNER'**'.

For precise positioning, a detailed plan is to be provided with the Rigging Request (Form 8). If an item is not location specific, ACC staff will determine the most accessible hanging location.

Where a precise positioning is requested, this will be assessed, and depending on accessibility, may result in the item not fitting the 'standard banner' category. In this situation the ACC will contact you as additional rigging charges may apply.

Upon confirmation of your booking you will be allocated a time at which your rigging is to occur. It is expected the item to be rigged will be present and ready to hang. Failure to do so may result in the rigging being rescheduled, should time permit. Should ACC staff not be able to reschedule your rigging, your item will not be suspended. The exhibitor will remain responsible for any incurred costs.

3.5 Utilities

Access to water, sewage and compressed air is available throughout Halls F, G & H. Please indicate your requirements on the Utilities Order Form and you will be contacted by a Technical Planning Manager.

Considerations should be made in preliminary discussions with your event organiser regarding the location of your stand to ensure the services you require are available. Services will not be distributed over aisle ways.

It is the responsibility of the exhibitor to provide the connection and subsequent equipment from the service pit. A pit access fee applies to all services.

Please complete the Utilities Order (Form 6) towards the rear of this handbook.

3.5.1 Water connections

Specific access pits are available for exhibitor use should cold water and waste systems be required.

Water is provided at a flow rate of 30 litres per minute in each designated floor pit. A waste outlet with a discharge rate of 42 litres per minute, hot or cold, is also provided with this service. If water is required at a greater flow rate, exhibitors will need to contact the ACC to discuss their requirements.

Exhibitors requiring a water connection must provide a ¾" BSP female connection to fit a threaded ball valve. The maximum diameter of the waste drain is 50 mm (2").

3.5.2 Compressed air connection

The ACC can provide normal industrial quality, dry air through the pit system in halls F, G & H, at 640 Kpa/ 90 Psi. Should a higher pressure be required exhibitors must contact the ACC to discuss their requirements.

It is the responsibility of the exhibitor to provide their own regulators, filters and lubricators as well as a 15mm (½") male BSP fitting.

Pit connection charges are for access only. They do not include the installation of the service or additional equipment.

Application to use these services must be received by the ACC no later than fourteen (14) days prior to the move in.

3.6 Security

ACC Security conducts regular patrols of the complex 24 hours per day, 7 days per week and will be present for the duration of the move in and move out of your exhibition.

The ACC has sole rights to provide all security within the venue and does not allow clients or exhibitors to engage external security firms to operate within the venue without prior approval.

ACC security guards are well versed in all facets of the venue's evacuation procedures, first aid, location of facilities, and general day to day operations.

If you require additional security, this can be arranged upon request. The ACC must receive this request (14) days prior to the commencement of the move in.

Additional security is available at \$45.00 per hour per guard (a minimum of 3 hours applies).

Adelaide Convention Centre after hours security
Telephone (+61 8) 8210 6770

ACC Security retains the right to inspect any vehicle before, during and/or after an event.

Whilst ACC Security will endeavour to maintain the venue as a safe and secure place, it is the responsibility of the individual to ensure items are not left unattended and are secure at all times.

3.7 Car parking

The ACC operates the Riverbank and Exhibition car parks, which are open 24 hours per day, 7 days per week. The Riverbank car park is underneath the Adelaide Convention Centre and the Exhibition car park beneath Halls I, J & K. In total, 1250 spaces are available and provide easy access to the ACC and Riverbank precinct.

Both car parks are fitted with video surveillance camera systems and security patrols these areas every afternoon and night, weekdays and 24 hours per day on weekends and public holidays.

The following rates are applicable to each car park and all prices are GST inclusive.

Casual parking

Charge	Time
\$1.50	First half hour or part thereof.
\$2.00	Second half hour or part thereof.
\$3.50	Second hour or part thereof.
\$2.00	Third hour or part thereof.

and \$1.00 per hour thereafter to a maximum of \$24.00 per twenty four hour period.

Early bird parking

Charge	Time
\$8.00 Every Day	Entry between 5.00 am and 9.30 am and exit by 6.30 pm

Beyond 6.30 pm casual rates will apply starting from the first hour as above up to a maximum of \$24.00 per twenty four hour period.

Conference and exhibition parking (Riverbank car park only)

Charge	Time
\$18.00	Twenty four hour period.

By purchasing a congress or value parking ticket you are entitled to multiple entries and exits from your chosen car park over a twenty four hour period, whilst guaranteeing you a parking space during busy times.

All bookings and payments are to be made no later than seven days prior to the commencement of your event. Please complete the Car Parking Order (Form 2) at the rear of this handbook.

There are no refunds for any unused parking.

Car park access heights

Exhibition car park entrance height	2040mm
Riverbank car park entrance height	1960mm

4.0 General Information

4.1 Care of venue

No attachment, fitting, fixture or defacement is to be made to the flooring, ceiling, internal or external walls of the building, nor is any ladder or other device to be affixed to, or suspended from, any overhead structure without prior consent of the ACC. No nail, screw or other device is to be driven into, nor are holes to be made, in any part of the building or its equipment. Suitable drop sheets must be used when painting anything within the venue.

Other display material (ie - loose materials, such as hay, straw, wood chips, bark, etc) must be positioned on suitable protection sheets. It is the responsibility of the exhibitor to provide protection sheets and ensure these materials are removed at the conclusion of the exhibition. Cleaning and maintenance charges may apply and will be at the discretion of the ACC.

4.2 Cleaning

General cleaning is included in the cost of the room hire to the exhibition organiser. Should you require specific stand cleaning please complete and return Form 11, at the rear of this document.

While the greatest care will be taken in the cleaning of exhibitor stands, the ACC will not be held responsible for any damage to an exhibitor or their contractors stand, furniture, product or signage.

4.3 Electrical testing and tagging requirements

All electrical equipment entering the ACC must comply with the Australian Standards and South Australian Occupational Health, Safety and Welfare Act 1986. This Act affects all electrical equipment used in the workplace, including equipment brought in to the building by contractors or third parties. The outward sign of compliance with the Act will be the equipment's electrical test tag, compliant with AS3760: 2003.

The ACC reserves the right to remove or replace any electrical equipment not complying with the Act. Power cords which are detachable, such as IEC leads, extension leads and power boards are separate items and need to be tested independently from the equipment they are supplied with.

The ACC may inspect all equipment, fittings or materials brought into the venue. If any such equipment, fittings or materials are deemed not to be safe, they shall be removed from the ACC immediately at the expense of the person who brought them in.

To have your items tested and tagged please contact your local electrician, or arrange for an electrical contractor to visit you onsite.

4.4 Forklifting

The ACC does not forklift any exhibitor goods. If you require the use of a forklift for the construction of your stand, it is recommended an externally sourced forklift is used.

All forklifts brought onsite should have a sufficient supply of LPG cylinders for the amount of lifting required. The ACC will not supply cylinders for externally hired forklifts.

All externally sourced forklifts must comply with existing ACC Occupational Health Safety and Welfare policies and procedures. Any person seen to be operating a forklift in an unsafe manner will be verbally warned. Should the forklift operator continue in an unsafe manner they will be asked to cease operation.

All forklift operators are to carry their Forklifting Licence at all times and present this upon request.

All keys for Forklifts/ Scissor lifts/ Boom lifts are to be given to ACC Security while not in use.

Hand-operated pallet lifters are provided complimentary to all exhibitors.

4.5 Insurance

Exhibitors responsible for bringing any item into the venue which causes any damage to the ACC or injury or damage to any property or person, either directly or indirectly will be held responsible for the damage or injury.

Exhibitors shall indemnify the ACC against all claims and all losses, costs, liabilities and expenses incurred by the ACC, arising wholly or in part from an act or omission of themselves or their employees, agents, contractors and guests.

All exhibitors must ensure they have adequate insurance for public liability and property damage to cover their liability (if any). Upon request, exhibitors must provide to the ACC a copy of their insurance policy and certified currency.

It is recommended all exhibitors contact their event organiser to find out the minimum public liability policy required to exhibit at their event.

4.6 Occupational Health, Safety and Welfare

All exhibitors and their appointed contractors must comply with the Occupational Health, Safety and Welfare Act 1986 and Occupational Health, Safety and Welfare Regulations 1995.

Any person intending on exhibiting at the ACC is encouraged to seek the advice of an OHS&W professional to ensure they understand their obligations under the OHS&W regulations.

Assistance with your obligations or any queries can be obtained from your event organiser. Alternatively please refer to:

WorkCover Corporation of South Australia
13 18 55
www.workcover.com

SafeWork SA
1300 365 255
www.safework.sa.gov.au

The ACC reserves the right to stop or suspend any activity if it, in their opinion presents a risk to the safety of any user of the venue. The cost for lost production time and corrective action shall remain the responsibility of the party concerned.

4.7 Power requirements

All power requirements should be ordered through the appointed Exhibition Contractor. The ACC will not be responsible for the distribution of electricity within an exhibition.

4.8 Smoking policy

The ACC is a non-smoking venue. Smoking is permitted at designated areas outside the venue.

4.9 Trade promotions

Any competition/trade promotion lottery in which the winners of the lottery are determined by an element of chance (ie random draw, instant win) must be conducted in accordance with the trade promotion lottery rules set in the South Australian Lottery and Gaming Act 1936 and Regulations 1993.

If the total value of all prizes in the lottery is \$500 or less, a trade promotion lottery licence is not required however the lottery must be conducted in accordance with the trade promotion lottery rules.

For further detail visit www.olgc.sa.gov.au

VENUE INFORMATION TABLE



ADELAIDE CONVENTION CENTRE

VENUES

	Hall A	Hall B	Hall C	Hall D	Hall E	Hall F	Hall G	Hall H	Hall I	Hall J	Hall K	Foyer F	Foyer G	Foyer H
Maximum Ceiling Height	12 m	9 m	9 m	12 m	9 m	10.4 m	10.4 m	10.4 m	9.9 m	9.9 m	9.9 m	16.1 m	11.2 m	6.1 m
Minimum Ceiling Height	2.4 m	2.4 m	2.4 m	2.4 m	2.4 m	10.4 m	10.4 m	10.4 m	6.1 m	7.8 m	7.1 m	4.4 m	5.8 m	5.3 m
Maximum Entry	3600 W x 4000 H					4190 W x 4280 H		3990 W x 4400 H	5090 W x 5220 H			3000 W x 4400 H	1800 W x 4400 H	3100 W x 4400 H
Live Load Allowance	10 kPa (1000kg/m ²)					20 kPa (2000kg/m ²)			15 kPa (1500kg/m ²)			20 kPa (2000kg/m ²)		
Rigging Available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes *	Yes *	Yes *	No	No	No
Utilities Available	No	No	No	No	No	Yes	Yes	Yes	Yes *	Yes *	Yes *	Yes *	No	No
Power Available	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes *	Yes *	Yes *
Access to Halls Via	Main Entrance Ramp (MER)					Morphett Loading Dock (MLD)			(MLD)			(MER) (MLD)	(MER) (MLD)	(MER) (MLD)

* Some prescribed activities/services may not be suitable within certain areas of the venue.

Please confirm your requirements with the venue before proceeding.

FORM 1

Payment Details



Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	

I hereby authorise the Adelaide Convention Centre to deduct all charges from my credit card.

American Express
 Diners
 MasterCard
 Visa
 Bankcard

Card Number	Expiry Date	
Name on Card	ID Number	

ALL exhibitor services must be paid to the Adelaide Convention Centre a minimum of three (3) business days prior to the scheduled move in date. No services will be provided until full payment has been received. Any incurred costs will be charged to your credit card in addition to the above charges at the conclusion of the event. All prices are GST inclusive.

Payment can be made directly into the Adelaide Convention Centre's bank account via Electronic Funds Transfer (EFT).

<input type="checkbox"/>	I will be making payment via EFT.
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When making payment via EFT please make reference to the name of your event and email remittance advice to accounts.receivable@adelaidecc.com.au

Alternatively please contact the Accounts Receivable Officer on 08 8210 6712.

Bank	Westpac Banking Corporation
BSB	035 502
Account Number	380 007

Protecting your privacy and personal information is important to the Adelaide Convention Centre. The collection, use and disclosure of all personal information is compliant with the requirements as detailed in the Information Privacy Act 2000.

FORM 2

Car park order



Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Preferred Car Park	<input type="checkbox"/> Riverbank Car Park

24 hour access Value Parking Tickets is available at the Riverbank Car park only for \$18.00 per day. Please indicate the number of car park cards required per day in the relevant box below.

Date Car Park Required From	Date Car Park Required To	Quantity of Passes	Total
IE 01 / 12 / 08	03 / 12 / 08 (3 Days)	3	9 x \$18.00 = \$162.00
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
/ /	/ /		
TOTAL			\$

SERVICE INFORMATION

Please indicate your requirements and return this form along with Form 1 to the Adelaide Convention Centre.

Car park cards will be available for collection from the nominated car park office, seven (7) days prior to the event.

Operating instructions and maps will be enclosed with the Car park cards.

All prices are current at the time of printing and may be subject to change.

Prices are GST inclusive.

FORM 3

Incentive catering



ADELAIDE CONVENTION CENTRE

The hire charges of cappuccino, milk shake and popcorn machines are fully inclusive of all condiments, equipment and labour. Cappuccino, milk shake and popcorn machines are provided with one Adelaide Convention Centre staff member per machine.

All incentive catering must be contained within your stand area and not protrude into the surrounding aisles.

Number	Item	Unit	Cost (\$)
	Cappuccino Machine		
1.	Hire of Machine – flat fee for up to 5 days		400.00
	In addition a minimum charge applies on a daily basis:		
	100 cups per day @ \$3.00 per cup	Minimum...	300.00

When building the machine into a custom stand, please allow for the following access and measurements:

- Bench dimension - 1000mm wide x 600mm deep x 700mm high (minimum).
- 15 Amp power access
- A 60mm hole at the rear left hand corner of the bench is required to accommodate access to under-bench storage for the provision of water, waste and power.
- The cappuccino machine does not require water to be plumbed into it from a service pit.
- Please notify the ACC of any flooring to be installed on your stand.

Number	Item	Unit	Cost (\$)
	ASSORTED BEVERAGES		
	Hire of beverage dispenser – flat fee for up to 5 days		75.00
	In addition a minimum charge applies on a daily basis:		
2.	Smoothies (Mango, Banana, Strawberry)		
	7 Litre dispenser (Serves between 20 - 25 people)	Minimum...	55.00
3.	Fresh Fruit Juices - Selected fresh fruit		
	7 Litre dispenser (Serves between 20 - 25 people)	Minimum...	55.00
4.	Iced Tea		
	7 Litre dispenser (Serves between 20 - 25 people)	Minimum...	55.00
5.	Iced Coffee		
	7 Litre dispenser (Serves between 20 - 25 people)	Minimum...	55.00
	SLURPEE MACHINE		
6.	Hire of Machine – flat fee for up to 5 days		175.00
	In addition a minimum charge applies on a daily basis:		
	100 cups per day @ \$3.25 per cup	Minimum...	325.00
	POPCORN MACHINE		
7.	Hire of Machine – flat fee for up to 5 days		150.00
	In addition a minimum charge applies on a daily basis:		
	100 bags per day @ \$3.00 per bag	Minimum...	300.00

FORM 3

Incentive catering

Number	Item	Unit	Cost (\$)
	ICE CREAM (Cornetto, Magnum, etc)		
8.	Hire of Freezer – flat fee for up to 5 days		150.00
	In addition a minimum charge applies on a daily basis:		
	100 ice creams per day @ \$3.50 each	Minimum...	350.00
	CHOCOLATE FOUNTAIN		
9.	Hire of Fountain: per day		500.00
	Inclusive of 1kg marshmallows and chocolate		
	100 fruit skewers per day @ \$2.00 per skewer	Minimum...	200.00
	Additional Marshmallows	50 pieces	25.00
	Additional Chocolate	1kg	30.00
	WATER COOLER		
10.	Ceramic water well – flat fee		25.00
11.	Cooler unit – flat fee		90.00
12.	1 x 11 Litre bottle of Spring Water	Each	12.00
	(inclusive of cups)		

In addition, the Adelaide Convention Centre is happy to source any other incentive catering item on your behalf. To view the various menu selections please tick the appropriate box on the Exhibitor Catering Order (Form 4) or alternatively please contact our event services department to discuss your needs.

Number	Item	Unit	Cost (\$)
	SERVICE STAFF		
13.	Adelaide Convention Centre staff member	per hour	40.00
	(minimum 3 hour charge applicable)		

FORM 4

Exhibitor catering order



ADELAIDE CONVENTION CENTRE

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile

In addition to the full range of incentive catering items, the ACC is able to provide an extensive range of food and beverage. Please tick the following box and return this form to the ACC no later than 7 days prior to the move in of your event, to view the various menu selections.

<input type="checkbox"/> Please forward full exhibitor catering menu

The ACC has sole catering rights to all food and beverage products consumed and distributed within the venue and does not allow clients or exhibitors to bring any item of food or beverage into the venue without prior written approval.

Item	Quantity *	Delivery Date	Delivery Time	Total (\$)
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
TOTAL				\$

* All items are listed as minimum quantities and should be ordered in multiples of these numbers.

Credit card details must be provided for all exhibitor stand catering.

Accounts will be charged to your credit card at the conclusion of the event.

Please indicate your requirements and return this form along with Form 1 to the Adelaide Convention Centre.

All prices are current at the time of printing and may be subject to change.

Prices are GST inclusive.

FORM 5

Food and beverage sampling request



ADELAIDE CONVENTION CENTRE

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile

Description of handling and sampling	

ACC permits the distribution of foodstuffs used as a means of demonstrating any plant or equipment forming part of an exhibition or product manufactured or supplied by the exhibitor.

The sale of these items is not permitted.

Exhibitor sampling guidelines

Guidelines for the distribution of sample servings of food and beverage are as follows:

- Samples must be given away free of cost to the patron;
- Samples must be items the registered exhibitor wholesales in the normal conduct of their business or are produced by equipment used in the normal conduct of their business;
- Portions **MUST** be of a tasting style and size only:
 - Food – bite size.
 - Beverage – alcoholic and non-alcoholic liquid portions must be no larger than 50ml; corkage charges may be applicable.
- All tasting utensils and vessels provided by the exhibitor **MUST** be single use items and disposed of immediately after use.

FORM 6

Utilities order



Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Raised temporary floor in stand	Yes No (please circle)
Installation Date	Removal Date
Installation Time	Removal Time

Water & Drainage	Compressed Air	Purpose of use/ requirements

Compressed Air Services: Pit access only - \$100.00

Required pressure _____ Kpa

Required flow rate _____ Litres per second

Water & Drainage: Pit access only - \$30.00

SERVICE INFORMATION

Should you require continuous water and drainage during the exhibition you will need to notify the nominated exhibition contractor and ensure a service pit is located within your site. Services will not be run over aisle ways.

It is the responsibility of the exhibitor to provide the connection and subsequent equipment from the service pit.

Please refer to the specific connection information for these services in the Exhibitor Handbook.

Please indicate your requirements and return this form along with Form 1 to the Adelaide Convention Centre.

All prices are current at the time of printing and may be subject to change.

Prices are GST inclusive.

FORM 7

Audio Visual equipment order



ADELAIDE CONVENTION CENTRE

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Delivery Date	Removal Date
Delivery Time	Removal Time

Audio Visual Equipment	Daily Rate	Quantity
17" LCD VGA/ S-Video monitor (black) with 5m VGA cable	\$ 80.00	
21" VHS/ VCR Combo unit with stand	\$ 60.00	
29" Sony PVM Monitor with stand and DVD or VHS player	\$ 140.00	
42" Sony Plasma monitor with stand and VGA cable or DVD or VHS player	\$ 380.00	
50" Sony Plasma monitor with stand, speakers, VGA cable or DVD or VHS player	\$ 460.00	
Sony PX10 Data Projector and 7'x7' hanging screen	\$ 425.00	
	TOTAL	\$

SERVICE INFORMATION

Please indicate your audio visual requirements and return this form along with Form 1 to the Adelaide Convention Centre and we will be pleased to provide a detailed itemised quotation for you.

Should you require stock that is not listed above, please contact the Technical Services Department.

Services will be delivered and charged as per your delivery and removal requirements. Labour is provided complimentary for all of the equipment packages listed above.

All prices are current at the time of printing and may be subject to change. Prices are GST inclusive.

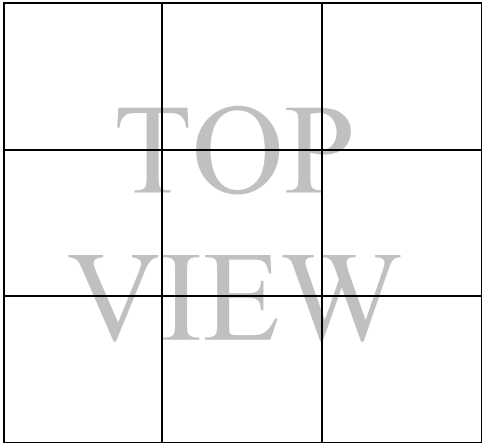


FORM 8

Rigging request

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Rigging Date	Removal Date
Rigging Time	Removal Time

Item to be rigged (banner/ sign/ other)	Quantity	Width (mm)	Drop (mm)	Weight (kg)	Double Sided (Y/N)	Type of material (vinyl/ cotton/ etc)



FRONT OF STAND

Please indicate where you would like your item/ banners rigged above your stand in relation to the north point on your exhibition floorplan. A banner can be indicated on the plan by drawing a single line.

I require the lowest point of the rigged structure/ item to be hung _____m above ground level.

Upon receipt of this form, the Adelaide Convention Centre will contact you to further discuss your requirements. Please forward any additional photographs, images and information which may assist our riggers.

While the Adelaide Convention Centre will endeavour to rig your goods as accurately as possible, some locations within the venue are not able to accommodate any rigging. Should this be the case a representative from the Adelaide Convention Centre will contact you to discuss alternative options.

FORM 9

Phone line order

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Connection Date	Disconnection Date
Connection Time	Disconnection Time

Purpose	Access (Please place a single tick in the appropriate box below)				Quantity
	Local	Mobile	STD	International	
Telephone Line					
Facsimile Line					
Modem Line					
EFTPOS Line					

ISDN Service	ETSI Compatible - On Ramp 30 (2 x 64K)	
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TELEPHONE SERVICES

Each communications line is subject to an installation fee of \$50.00.
Each phone line is charged at \$15.00 per day plus metered calls.

ISDN SERVICES

The Adelaide Convention Centre also offers a basic rate "ETSI" Compatible ISDN service.

Each ISDN service is subject to a once off installation fee of \$50.00.
Each ISDN line is charged at \$100.00 per day plus metered calls.

SERVICE INFORMATION

- All communication lines provided by the Adelaide Convention Centre are via a PABX system.
- The Adelaide Convention Centre does not provide internet provisioning with these services.
- All call charges will be added to the total communication charges applicable at the conclusion of the event.
- All prices are current at the time of printing and may be subject to change.
- Prices are GST inclusive.

Please indicate your requirements and return this form along with Form 1 to the Adelaide Convention Centre.

FORM 10

Broadband internet order



ADELAIDE CONVENTION CENTRE

Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile
Raised temporary floor in stand	Yes No (please circle)
Connection Date	Disconnection Date
Connection Time	Disconnection Time

Service	Daily rate	Quantity
512kbps Broadband internet Includes first connection Maximum of 5 connections per service	\$150.00	
2mbps Broadband internet Includes first connection Maximum of 10 connections per service	\$350.00	
10mbps Broadband internet Includes first connection Maximum of 20 connections per service	\$850.00	

Once-off charges	Rate	Quantity
Additional connections One connection per service is included within each service hire charge	\$100.00	

SERVICE INFORMATION

- All services utilise the Dynamic Host Configuration Protocol (DHCP) which allows most computers to connect to the service automatically.
- Services will be installed and charged as per your connection and disconnection requirements.
- The ACC does not provide onsite computer support. The ACC assumes clients booking this type of service are able to configure their own computer if required.
- These services are not provided with any type of firewall. The ACC accepts no responsibility for any viruses or computer security breaches a client may encounter while connected to the internet. The security of the service remains the responsibility of the end user at all times.
- Prices are GST inclusive.

Please indicate your requirements and return this form together with Form 1 to the Adelaide Convention Centre.

FORM 11

Stand cleaning order



Event Name	Site No
Company Name	ABN
Address	
	Post Code
Contact Name	Mobile
Phone	Fax
Email	
Onsite Contact	Mobile

Size of stand	metres x	metres	Total in square meters	sqm
Type of floor surface in stand (please circle)	Carpet	Melamine	Other (Specify)	
Special requirements				

Day Cleaning Required	Date Cleaning Required	Time (Optional)
Sunday	/ /	
Monday	/ /	
Tuesday	/ /	
Wednesday	/ /	
Thursday	/ /	
Friday	/ /	
Saturday	/ /	

SERVICE INFORMATION

- The ACC's cleaning staff will clean all public areas within an exhibition during operational hours ie – aisles, foyers and amenities. This does not however include the cleaning of exhibitor stands.
- Standard exhibitor stand cleaning will include mopping or vacuuming of your stand, spot cleaning and dusting of glass counters and removal of rubbish from your stand at the closure of the exhibition each day.
- This service is charged at \$5.00 per square metre. Additional charges may be applicable should your cleaning requirements be deemed in excess of the quoted service.
- Care will be taken in the cleaning of exhibitor stands, however the ACC will not be held responsible for any damage to an exhibitor or their contractors stand, furniture, product or signage.
- Prices are GST inclusive.

Please indicate your requirements and return this form together with Form 1 to the Adelaide Convention Centre.