



# Royal International Convention Centre – Information for Exhibitor Manuals

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## The Royal International Convention Centre

**600 Gregory Terrace, Bowen Hills, Brisbane, Queensland 4006 Australia**  
**Locked Bag 1010, Albion, Queensland 4010 Australia**  
**ABN 41 417 513 726**

The Royal National Agricultural and Industrial Association of Queensland (RNA), owns and manages the operations of the Brisbane Showgrounds and Royal International Convention Centre – Brisbane Australia (Royal ICC).

The Royal ICC's facilities have been created to provide a boutique venue, perfect for events of every size and style. Our role is to work with you to use these facilities to achieve the best possible result for your event.

## Getting Here

### **Parking**

The Lower Royal ICC car park is accessed via Gregory Terrace and has 120 car parks. The access to the convention centre and lift is at the back right hand corner (from the driveway entrance), just next to the pay station.

The Pavilion car park is accessed via O'Connell Terrace (Gate 5) and has over 600 car parks available. Both car parks have number plate recognition and you must pay for your parking at the pay station before you exit

*Please note, both car parks are not always open and available for use. All guests, exhibitors, suppliers and contractors are required to pay for parking. More information on parking, pricing and alternate parking locations can be found at our website -*

<https://www.brisbaneshowgrounds.com.au/information/parking/>

### **Public Transport**

**Trains:** Bowen Hills and Fortitude Valley railway stations are less than a ten minute walk from the Brisbane Showgrounds and Royal ICC. For further information phone TransLink on 13 12 30, or visit [www.translink.com.au](http://www.translink.com.au)

**Buses:** Buses access the surrounding streets regularly. For further information phone TransLink on 13 12 30, or visit [www.translink.com.au](http://www.translink.com.au)

**Taxis:** The main taxi companies in Brisbane are Black and White Cabs (ph. 13 32 22), or Yellow Cabs (ph. 13 19 24). Taxis can drop off and pick up guests from the Porte Cochère at the front of the venue which is accessed off Gregory Terrace.

**Coaches:** Passenger coach services will set down and pick up conference delegates, visitors and guests attending events at Royal ICC in the set down and pick-up bus zones designated along Gregory Coach parking is not permitted within the Porte Cochère.

## Loading Dock

**600 Gregory Terrace, Bowen Hills QLD 4006, Australia – refer to MAP 1**

Entry to the loading dock is via Gregory Terrace, Bowen Hills, Queensland 4006. Goods will not be accepted at any other location. It is the senders' responsibility to ensure the delivery address and recipient details are clearly stated and upon parcel drop off.

Street entrance dimensions are 5m high by 6.68m wide. Large vehicles (semi-trailers) must enter the loading dock from the east (travel via Gregory Terrace direction Bowen Bridge Road). Traffic flows in a one-way direction in from and out to Gregory Terrace.

A 15 minute unloading limit applies to all vehicles in this area. Times for larger vehicles are at the loading dock marshal's discretion. There is no parking available for contractors or exhibitors on the loading dock during move in and move out times.

Vehicles and contents are the responsibility of the owner while on the loading dock. The loading or unloading of equipment is only permitted within the boundaries of the designated loading area as loading within the common areas of the building may impede or cause risk to others sharing the lot. In the case of an accident and/or damage, the RNA will take no responsibility for equipment during the move in, operational and move out periods.

High vis vests are required to be worn by all clients/suppliers/contractors when on the loading dock. High vis vests or clothing will need to be brought with you, they are not available for purchase or hire.

Children are not permitted unaccompanied on the loading dock

Smoking is not permitted on the loading dock or surrounding areas and must be undertaken in the designated smoking area located at the rear of Royal ICC via the Plaza

Exhibitors are permitted onsite to bump in on the date and time specified by the exhibition organiser. Please follow the instructions of the floor supervisor and loading dock marshals to ensure the smooth flow of traffic during this time.

**B-Double vehicles are NOT able to access the dock.** If transporting with a B Double, the freight company must arrange to detach a trailer and deliver in two separate loads. The RNA is not able to offer parking for B Doubles

### **Delivery of Freight**

All incoming items for events will be accepted via the Loading Dock 24 hours prior to access - **No delivery will be accepted prior to this time**

Please use the Delivery Label (sent to the client by the Planner) to send any item(s) to the venue with all the details filled in on the label to put on your package.

All deliveries will be stored on the Loading Dock for exhibitors to collect during bump in.

### **Return Freight**

Please be aware that after the event there is limited storage available and any additional materials to be collected **MUST** be moved to the loading dock and labelled properly for collection. If you have organised a courier to collect goods, make sure that the consignment notice is completed and attached to secured packages. Courier companies will not collect goods unless there is a completed and authorised consignment note. Consignment notes should include:-

- o Sender Details (Exhibitor company name and contact telephone number)
- o Receiver Details (Company name and full address)
- o Signed dangerous goods declaration
- o Completion of the "tick" box indicating "Receiver" to pay for goods being dispatched
- o Method of transport i.e. road, air, express
- o All goods must be collected from the venue within 24 hours of the event concluding

\*\*\*\*\* IMPORTANT \*\*\*\*\*

*The Royal International Convention Centre accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes. All freight to be collected within 48 hours*

*The Royal International Convention Centre reserves the right to dispose of any freight remaining onsite after this time*

## **Food and Beverage**

The RNA retains sole rights for the sale, provision and distribution of any article of food or beverage for consumption on site. Samples of food and beverage may be distributed to event attendees at sample sizes only, however they are not permitted to be sold. Notification of sampling must be made in writing to your Event Planner via a Food Sampling Form a minimum of fourteen (14) days prior to the commencement of the event. Approval is at the discretion of RNA management.

Sampling also includes giveaways such as small wrapped lollies/sweets such as mentos, bottled drinks and packaged baked goods.

### **Alcohol Sampling**

If you wish to give out alcoholic beverage samples, the Office of Liquor and Gaming Queensland specifically requires the following for the sampling of alcohol:

- All exhibitors must be a holder of a current Liquor or Wine Licence in Queensland or another Australian State or Territory
- All exhibitors and their staff must hold a current Responsible Service of Alcohol Certificate (RSA) issued in Queensland or another Australian State or Territory.
- All other requirements are listed in the Beverage Sampling Form that you will need to complete and return to the RNA. Approval is at the discretion of RNA management.

### **On Stand Hospitality**

If you would like the Royal ICC to provide food and/or beverage hospitality from your stand such as a barista coffee cart, soft drinks, alcoholic beverages, muffins, canapes etc, please contact the Event Planner for options and pricing.

## **Facilities**

### **ATM**

The closest ATM is located opposite the Lower Customer Relations Desk near the ground level entry.

### **Accessibility**

Special needs parking is available in the lower Royal ICC car park and is located near exhibition area on the lower level close to the lift access to the upper level. Easy access to taxis is via the Lower Foyer to the Porte Cochère on Gregory Terrace.

Accessibility toilets are situated on the Lower Foyer (behind the lift), and also along the Concourse and the Upper Foyer. An ambulant toilet is available in all toilets situated within the Royal ICC. Please refer to MAP 2.

Accessibility access to Royal ICC is via The Plaza, Porte Cochère. To access Level 1 of Royal ICC, lifts are located within the main foyer. Additionally, brail signage is installed throughout the venue as legislated and tactile indicators are featured at all grade changes.

## **Smoking Area**

The Royal ICC is non-smoking venue. Therefore, smoking is not permitted within the confines of the venue. This includes the loading dock, the lower level car park and all fire exit pathways. Smoking is only permitted outside the venue on The Plaza in the designated smoking location. Please follow directional signage to this area.

## **Cleaning**

All excess stock and rubbish must be removed from your stand once bump in is complete. Any items left within the hall after this time will be deemed as rubbish and discarded.

Cleaning of the aisles and public areas is managed by the venue. Cleaning of the stands during the exhibition is the responsibility of the Exhibitor. Should you require cleaning of your stand, please contact the Event Planner for options and pricing.

## **Excessive Cleaning Charges**

Excessive cleaning charges may apply for items such as confetti, glitter and helium balloons. All of which are all subject to venue approval prior to the event.

## **Waste Removal**

Waste removal charges will apply for any rubbish left onsite on the conclusion of the bump out.

## **Work Place Health and Safety**

As an exhibitor at The Royal ICC, you have a duty of care to work safely and not endanger the safety of those around you. You are expected to follow all relevant legislation and applicable codes of practice. Serious breaches of safety will not be tolerated.

In the interests of safety and fairness, please keep all displays within your stand area. By keeping displays/furniture within your stand area, health and safety regulations are adhered to and you will not be blocking the visibility of your neighbours' stands. Fire regulations also require a minimum access width for all aisles. We reserve the right to remove any material located outside the designated stand area.

## **Venue Safety Rules**

- Gas LPG bottles are not allowed inside the Convention Centre under any circumstance
- Open flames are not permitted at exhibit stands without an approved WHS Permit
- No animals or pets are to be brought on site without prior written approval from RNA – certified Guide, Hearing and Assistance Dogs exempt. Please contact the Event Planner for a permit form if required
- Consumption of alcohol or drugs while working is not permitted
- Please use ladders/safety steps when working at height. Any work carried out over 2.0m will require suitable fall protection.
- Do not block fire appliances (hose reels, extinguishers) fire exits or pathways to an exit at any time.
- Electrical equipment brought on to site is to be in safe working condition and have a current electrical test tag affixed to the power cord as per the requirements of the Queensland Electrical Safety Act. Equipment found to be non-compliant will be prohibited for use.
- Electrical cables (or any other cables) that cross walkways at floor level are to be taped down or covered with an appropriate cable tray to reduce any trip hazards.

## First Aid

The Royal ICC is equipped with a first aid room on the level 1 Concourse, 4 automated external defibrillators are located throughout the building as are a number of wall mounted first aid kits. The RNA has a number of first aid trained staff, including all security personnel.

## Emergency Evacuation

In the event of an emergency or alarm, please follow directions given by venue staff. The emergency alarm systems are two stage system with the alert tones:

- Warning Alert (beep, beep, beep) - stop what you are doing and prepare for an evacuation
- Evacuation Alert (whoop, whoop, whoop) - if an evacuation is required, RNA Staff and Fire Wardens will help direct building occupants to a safe assembly area – refer to MAP 3

## WHS Permits

The Royal ICC requires WHS permits to be completed and approved before commencing work onsite for certain types of activities such as the following:

- Aerial Acts
- Amusement Devices
- Animal Exhibits
- Demonstration of Equipment
- Drones
- Excess Weight (>500kg)
- Fire Acts
- Fog Haze
- Hazardous Substances
- Naked Flames
- Pyrotechnics & Air Cannons
- Rigging
- Structures over 2.4m High
- Vehicle Displays

Please contact the Event Planner to determine if you require a WHS Permit for your event. Permits must be completed and submitted for review at least 14 days prior to the event.

## Machinery and Vehicle Displays

Please contact the Event Planner for more details, positioning and bump in and out.

- The Event Planner will advise deadline for all vehicles being displayed during the Expo to be onsite and in position
- Vehicles must arrive with safe fuel levels (greater than 90% full for petrol vehicles, less than 25% full for diesel vehicles).
- Fuel lines should be secure and free of leaks; petrol caps must be close fitting and locked.
- A CO2 fire extinguisher must also be present (to be supplied by the Exhibitor)
- A suitable drip tray must be used at all times.
- Load bearing capacity for within the Royal ICC – 2 tonne per square meter (20kpa)
- A Vehicle Display Form is to be completed and provided to the RNA for approval a minimum of 14 days prior to your event.

## Plant Hire Equipment

The Royal ICC forklifts, scissor lifts and snorkel booms (with or without operators) may be available for hire. All items are subject to availability. Please contact the Event Planner for pricing and



availability a minimum of 3 weeks prior to the event. Trolleys and pallet jacks are not available for hire.

Should you provide your own operator(s), required licences must be provided to the RNA and presented for collection of the keys. A competent spotter wearing high vis must escort any forklift within the convention centre and loading dock.

## Rigging

All rigging of overhead items such as banners and signage **MUST** be approved by the organisers and installed by Microhire. Additional costs associated with this service will be the responsibility of the exhibitor and must be prepaid prior to the service being provided. To arrange rigging prior to the exhibition build, contact the venue no less than three weeks prior to the event date. Please note, some rigging may be subject to engineering approval. Any/all costs associated with the approval will be oncharged to the exhibitor.

## Custom Stands

If an exhibitor engages a custom stand builder (outside the client's contracted exhibition build company), the custom stand builder is also subject to the rules and regulations of the Royal ICC. Custom build designs must have venue approval and depending on the final design, permits for structures over 2.4m, rigging etc and/or risk assessment for the work undertaken onsite may be required. A venue online induction will also be required to be completed by the customer stand builder.

## ICT – Internet

**Royal ICC GUEST** is a free low speed connection for web-based email and web browsing. The actual bandwidth will be influenced by the number and density of concurrent users.

To connect – Select **Royal ICC GUEST** from the available wifi list, once connected, your internet browser will open at the Brisbane Showgrounds Wifi login page, and you will be directed to the select *the I accept the terms of use* button, followed by clicking on CONNECT Button. The page will refresh quickly to the user details web page requesting the following details, First name, Last name and Email address. Once this information is entered press the CONNECT Button and the wifi connection will be activated.

Cabled broadband internet access and private wifi connections are also available – please contact the Event Planner about options and pricing.

## Onsite Security

The RNA has a fully licenced in-house security department with personnel onsite 24 hours a day and contactable on **0499 900 161**. Please note, these are general site security not dedicated event security. Should you require dedicated security personnel for your stand, please contact the Event Planner for option and pricing.

## Insurance

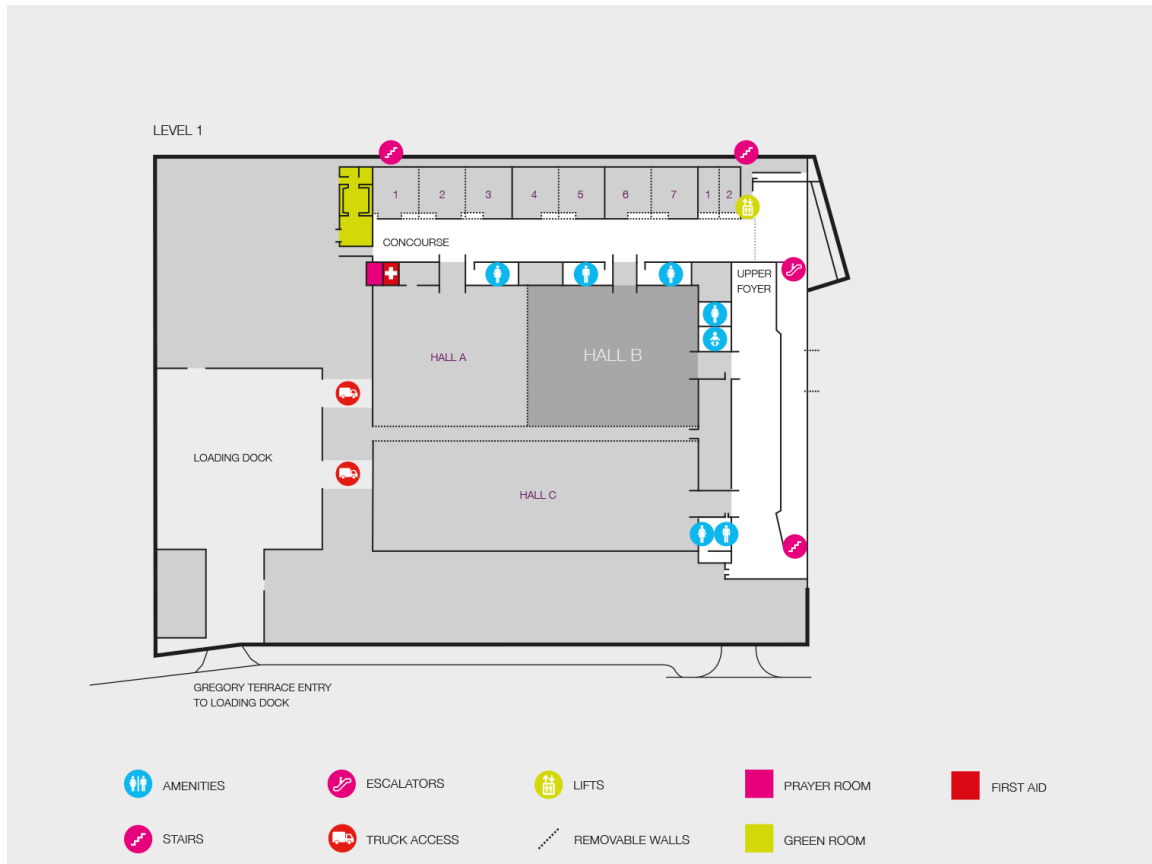
It is the responsibility of the Exhibitor to maintain full public liability & property insurance cover throughout the duration of the Expo.







## MAP 2 – Royal International Convention Centre Level One





### MAP 3 – Brisbane Showgrounds Evacuation Assembly Areas

