

# SOFITEL BRISBANE CENTRAL

## 2024 EXHIBITORS MANUAL



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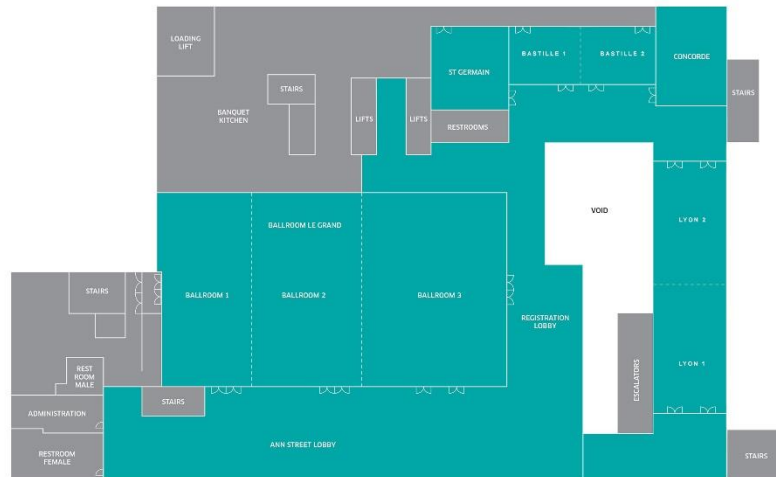
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# 1 Exhibitor Guidelines – Bump In/Out & Stand Construction

## Sofitel Brisbane Central - Level 2 Conference Floorplan

CAPACITY & FLOOR PLAN



### 1.1 Contracting Stage

#### 1.1.1 Bump in/out time allocation

Bump in and bump out timings are to be agreed upon signing of the contract. Client is required to specify their Exhibition requirements and the company appointed. Our Preferred Suppliers are Pyramid Displays, Moreton Hire, Expo Event & ExpoNet.

Example of Bump-in/out Required Time

Hotel Venues



| Quantity     | Contractor - Required Time |           | Exhibitor - Required Time |            |
|--------------|----------------------------|-----------|---------------------------|------------|
|              | Move In                    | Move Out  | Move In                   | Move Out   |
| 10-20 stands | 5-6 hours                  | 2 hours   | 3 hours                   | 30 minutes |
| 20-30 stands | 7-8 hours                  | 3-4 hours | 4 hours                   | 1 hour     |
| 30-60 stands | 9-10 hours                 | 3-4 hours | 6 hours                   | 2 hours    |





THE EXHIBITION AND DISPLAY SPECIALISTS

P. (07) 5522 1133 | F. (07) 5522 0744 | W. [www.pyramiddisplays.com.au](http://www.pyramiddisplays.com.au) | 8 Industrial Ave Molendinar Qld 4215

| Booth Numbers | Bump In  | Bump Out  |
|---------------|----------|-----------|
| 10 booths     | 4 hours  | 3 hours   |
| 20 booths     | 5 hours  | 4 hours   |
| 30 booths     | 7 hours  | 5.5 hours |
| 40 booths     | 8 hours  | 6 hours   |
| 50 booths     | 9 hours  | 6.5 hours |
| 60 booths     | 10 hours | 7 hours   |



| Booth Numbers  | Bump In | Bump Out |
|----------------|---------|----------|
| 10 – 30 booths | 5 hours | 3 hours  |
| 30 – 60 booths | 8 hours | 4 hours  |

### 1.1.2 Preferred bump in/out time

Our loading dock operates from 7:00am to 13:00pm. Bump in/out time is preferred from 4:00am to 7:00am or after 13:00pm to avoid obstruction with various incoming/outgoing deliveries.



## 1.2 Extra Storage Space

Extra storage space is required for any exhibition with more than 20 booths (4 pallets+). If client is unsure about exhibition layout at the time of contracting the Exhibition, extra storage space will be added during the planning stage by your dedicated Event Executive. Please note charges will apply for an additional function room, subject to availability.

## 1.3 Additional Ambassador Assistance

Should the client require assistance for additional labour for the Exhibition Bump-in/out, charges will apply at \$55.00 per ambassador per hour for a minimum of 3 hours.

## 1.4 Delivery of goods and storage

Due to the limited storage facilities at the Sofitel Brisbane Central, delivery of materials for your event cannot be accepted more than 48 hours prior to your event. Any goods delivered to the Sofitel Brisbane Central 48 hours prior to your event will NOT be accepted. Sofitel Brisbane Central is unable to guarantee storage of large items.

Sofitel Brisbane Central will not accept any responsibility for any items stored on behalf of the exhibitors. Please ensure each box and/or item has a delivery label attached.

Should an unforeseen circumstance occur, client can request for the delivery to be accepted prior to 48 working hours (i.e when client is moving around the country with the same exhibition). Subject to availability, our Logistic Team can agree to accept and hold the delivery however depending on size of item charges may apply. This must be agreed in advance and it is subject to availability. Any item that comes announced prior to 48 working hours will not be accepted.

For all courier deliveries, please reconfirm with courier prior to arriving onsite; to ensure all deliveries have been actioned and delivered to Sofitel Brisbane Central within the required time frame. For special deliveries please direct inquires to the Events Executive arranging your event.

Should you require the items be returned to you by courier, **return docket/address label and consignment notes must be filled in correctly and a recognized signature approval attached to each item prior to goods being moved down to the loading dock.** Banquet team will supervise this and make sure that no items is brought to loading dock without the correct labels.

A courier must be **arranged by you or your company and charged to your company.** All items must be collected from the Hotel no more than 48 hours after your Event. (Please refer to Appendix 1. Labelling forms). **Any items still uncollected a week after you event may be discarded. (If items are labelled we will make contact to ensure collection is arranged. Unlabeled items will be discarded).** Sofitel Brisbane Central will not accept any responsibility for any items stored on behalf of the exhibitors awaiting collection.

## 1.5 Rubbish

Sofitel Brisbane Central reserves the right to charge any undisposed rubbish. \$50.00 charge per pallet applies. Crates and pallets are required to be shrink wrapped by the exhibitors/supplier.



## 1.6 Incoming items labelling form

It is paramount that all items are labelled correctly. The items labelling form is available in the last pages of this document.

Given the large size of most exhibitions, it is very important to specify the exhibitor name and booth number for where the delivery should go. **The name of the exhibition itself is not sufficient.**

## 1.7 Loading Dock - Bump in and Bump out process

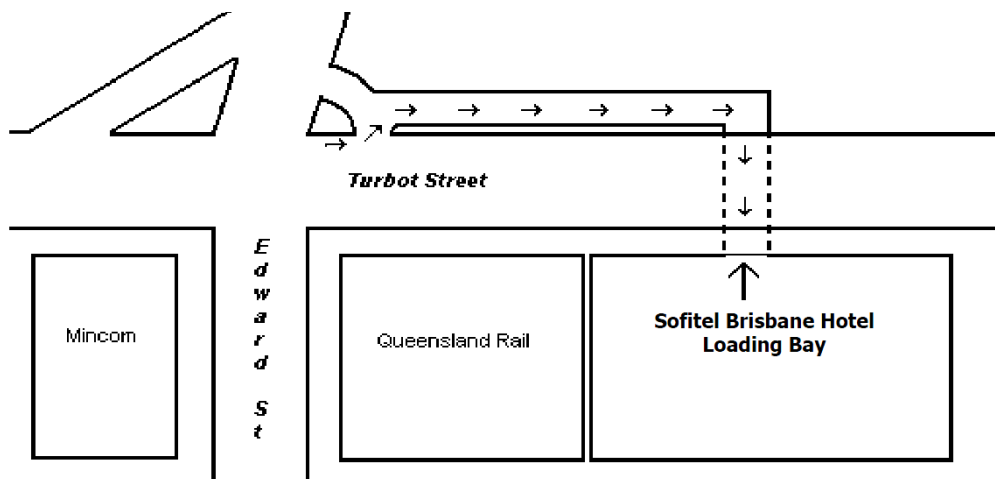
**Bump in and bump out access times, including access to the loading dock, must be approved by Sofitel Brisbane Central prior to arrival.** The loading dock area has a 15-minute allocation period per car for deliveries and keys must be left in the vehicle.

When a truck arrives at the loading dock, following steps must be followed:

- Introduction and induction with the logistic team member
- Offload everything from the truck
- Move the truck
- Prepare trolleys and pallets
- Tag all trolleys and pallets and start taking items to level 2 via goods lift

Trucks are not allowed to park in the loading dock. Sofitel Brisbane Central is not responsible to find or assist in finding a parking space for the truck.

Sofitel Brisbane Central's loading dock hours are from 7:00am to 13:00pm. Sofitel Brisbane Central's loading dock is accessible from Turbot Street. Whilst travelling on Turbot Street, stay in the left-hand lane. Entry to the loading dock is on the corner as you cross Edward Street. Follow the lane which goes under Turbot Street. Sofitel Brisbane Central's loading dock is on the right.



### 1.7.1 Loading Dock Dimensions

#### Dock Garage Door entrance

- Height 3.2m
- Width 5m
- Height from ground 1m
- Wheel Ramp Height 19cm



### 1.7.2 Lifts

**Freight Lift** - There is one (1) Freight Lift available to move in and out of Level 2.

- Width 1.9m
- Length 5.1m
- Height 2.1m
- Maximum Weight Capacity 3.15 tone

**Service Lift** - There are three (3) Service Lifts available to move in and out of Level 2

- Width 1.20m
- Length 2.12m
- Height 2.10m
- Maximum Weight Capacity 1600 kg

#### Fork Lifts

- For forklift requirements please arrange an external provider



### 1.7.3 Trolleys, pallet jacks and flat beds facilities

The Sofitel Brisbane Central has limited trolleys and pallet jacks available. The client is responsible to supply their own trolleys and pallet jack. Please contact Sofitel Brisbane Central directly if you require the use of trolleys and pallet jacks. Please note trolleys and pallet jacks are subject to availability and cannot be reserved.

## 1.8 Building or construction work

Any building or construction work must comply with relevant legislation and constructed or built according to the plans submitted to Sofitel Brisbane Central. All structures over 2.4 metres in height or where staff or members of the public access elevated levels must:

- Have a plan of the structure designed by an engineer
- Be constructed or erected to the design plans and
- Be constructed by a certified and licensed master builder

### 1.8.1.1 Stand build and design

All temporary structures, including stands built for exhibitions must comply with the 'Building Code of Australia' and all other statutory regulations current at the time of construction. This includes areas pertaining to egress, height, fire safety and flammability rating of materials. Sofitel Brisbane Central may insist that a structural engineer's certificate be obtained where it is ascertained that the integrity of the structure or compliance with the Building Code of Australia may be questionable.

#### All Exhibitor Stands

- Any barriers incorporated into a custom stand are to be designed so that they yield to pressure without toppling. NOTE: Build, contractors not to lean any equipment on walls.
- Any permanent exit signs blocked from view by a custom-built stand additional and supplementary signage must be provided
- If any halogen tube lights are to be used on any stand, the globe unit must be protected with safety glass to minimise the risk of fire. All exhibits must provide access for fire fighting equipment

#### Multiple level construction must provide:

- The design showing all features, including access/egress points and stairways, full dimensional plan, elevations and certification eight weeks prior for assessment and written approval
- A certificate from a structural engineer identifying the integrity of the structure is required. Artist's impressions are not acceptable.

#### Exhibition Stands with internal aisle-ways:

- Are to be clearly marked as such
- Minimum aisle width of three metres
- At no time can these aisles be blocked, partially or completely, during the event

#### Stand with a floor area of more than 50 (fifty) square metres:

- Must provide at least one alternative means of egress back to the walkways.



- Any door assembly in such a custom-built stand will comply with the 'Building Code of Australia' requirements.
- Any door incorporated into the stand, not providing an alternative means of egress is to have a sign affixed labelled: NO THOROUGHFARE.

## 1.9 Display of Large exhibits

Stands over 2.4 metres in height or stands designed to support weight other than light advertising material are required to be approved by submission of a design with dimensional plan, with cross-sectional and elevation views, together with details of construction materials and methods.

### 1.9.1 Shell Scheme Booths

- Recommended each shell scheme booth (3m x 2m) have two spotlights positioned on the front fascia, one 4-amp power point and signage mounted on fascia 1800mm long x 200mm deep using vinyl-letter
- Additional light requirement orders should be directed to the official contractor.
- The overall height of your booth is 2.4m
- Any internal feature must be placed within the "footprint" stand area (i.e. they must not extend into the aisle area).

### 1.10 Fixing of posters, banners and displays

No attachment, fitting, fixture or defacement is to be made to the flooring, ceilings or the internal or external walls of Sofitel Brisbane Central, nor is any ladder or other device whatsoever to be affixed to, or suspended from, any overhead structure without the prior consent of Sofitel Brisbane Central. No nails, screw or other device is to be driven into, nor are holes to be made in any part of the building.

### 1.11 Smoke Machines

The use of smoke machines, hazers, pyrotechnics or fire is not permitted.

### 1.12 Vehicle Bump In/Out

#### Ballroom Le Grand

There are strict size restrictions for bumping in and out cars which are based on the freight lift.

- Bump In/Out times dependent on Ballroom availability
- Tilt Truck is required for vehicle bump in/out at client expense
- \$2000\*per car (subject to change)
- Car ramp angle 20 degrees (Turbot Street)
- Drip tray for beneath car required to prevent floor/carpet staining.
- Turbot Street parking bay reservations must be organized by the client (partial lane closure applications can be organized at the discretion of the client and Brisbane City Council (Client Expense)
- n.b. Orange cone reservation of parking bays without council authorization is illegal
- Client/Authorised representative exclusively responsible for vehicle operation at all times
- Keys to be left with Concierge whilst vehicles are on display



## Lobby

The car can be displayed in the Sofitel Brisbane Central hotel lobby, at the bottom of the escalators window side.

- Bump in 05:00am – 06:00am
- Bump out 01:00am – 03:00am
- Fee of \$500
- Car can be stored in driveway (depending on space availability) pre/post bump in hours
- Car can be stored in carpark at client expense pre/post bump in (carpark is independently operated)
- Car can only be operated by the client/authorized representative due to safety and insurance policies
- Drip tray for beneath car required to prevent floor/carpet staining

### 1.13 Electrical supply

All electrical equipment must comply with the Australian Electrical Standards and may be subject to inspection by Sofitel Brisbane Central technical staff in accordance with requirements set out in the Occupational Health, Safety and Act

- Official contractors must install the electrical supply to all exhibition sites
- Main power board installed by contractors needs to be accessible in case staff need it during session
- Additional orders should be directed to the official contractors
- Should electrical power boards be required a \$10.00 per board + extension cord fee will be charged for the duration of your exhibition.



## 2 EMERGENCY POLICIES AND PROCEDURES

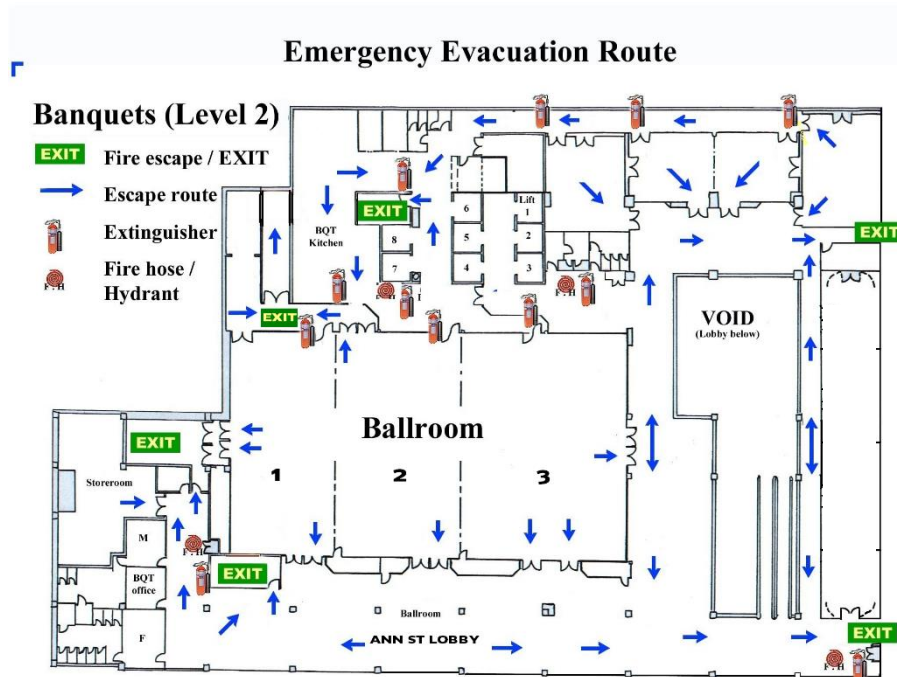
### 2.1 Evacuation procedure

The Sofitel Brisbane Central has an emergency evacuation plan that enables the successful evacuation of staff, guests and visitors in the case of a fire or any other emergency situation. All Sofitel Brisbane Central staff will assist in the evacuation process. It is important for all occupants entering the venue to be aware of the emergency evacuation plan:

- Raise the alarm by activating the nearest Manual call point or by dialing '2000' on the in-house telephone and advising the operator of the fire.
- If there is a fire you will first hear ALERT tones of "BEEP BEEP", followed by EVACUATION tones of "WHOOOP WHOOOP".
- An evacuation may also be announced on the Public Address System or by banquet staff.
- Evacuate the building via your nearest Fire Exit and follow staff directions. Do not use the lifts under any circumstances.
- Once safely out of the building the Assembly Area is located at the south end (city end) of the hotel in the Railway Plaza a hotel member will advise on development.
- Once safe to re-enter the building staff will guide you in.

NOTES: The conference organiser should advise the hotel of delegates that may require assistance, due to physical impairment, as the hotel's Emergency Response Team can evacuate these people utilising an 'EVACU-Chair'.

### 2.2 Emergency Evacuation Route



## 2.3 Fire and Safety

Any user of the Exhibition Area and any person acting on their behalf or in their employ must not do or require to do anything that is contrary to the laws and regulations with respect to the Occupation Health Safety and Liquor Licensing Laws of Queensland.

All equipment, fittings or materials that any user of the Exhibition Area brings into the Exhibition Area must be fire proof or made of fire-resistant materials. Users of the facilities may not bring anything of an explosive nature into the Exhibition Area.

Exit signs must not be masked or obstructed in any way. Traps, service openings in floors, fire prevention outlets etc. must be left accessible at all times. No equipment, fittings or materials may be placed in any aisle way or in such a position that the access to designated exit is in any way obstructed.

All equipment, fittings or materials to be brought into the Exhibition Area will be free of any defects that might cause damage to the Exhibition Area.

\*\*Sofitel Brisbane Central retains the right to prohibit entry or continued presence of any such equipment, fittings or materials are deemed not to be safe for any reason whatsoever. They shall be removed at the expense of the offending persons/groups\*\*

## 3 ACCEPTANCE AND UNDERSTANDING

### 3.1 Signature confirmation

By signing and returning this document, you have agreed to adhere to the abovementioned items. Failure to return this form may result in non-admittance to the Sofitel Brisbane Central and non-compliance will see immediate removal from the Hotel.

This form must be received fourteen (14) days prior to event start date.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
NAME (PRINT): \_\_\_\_\_  
POSITION: \_\_\_\_\_ MOBILE: \_\_\_\_\_  
COMPANY NAME: \_\_\_\_\_  
EVENT NAME: \_\_\_\_\_  
EVENT DATE: \_\_\_\_\_

Please email signed copy to [your](#) dedicated Event Executive noting the event attending in the subject bar.



## 4 APPENDICES

### 4.1 Appendix 1. - Incoming Items Labelling Form

Sofitel Brisbane Central loading dock hours are from 7.00am to 1.00pm. Please ensure each box and/or item has this incoming items label.

#### Receiver Details

|  |  |
|--|--|
| <b>Sofitel Brisbane Central<br/>Conference &amp; Events Department</b>     |  |
| Loading Dock<br>Sofitel Brisbane<br>249 Turbot Street<br>BRISBANE QLD 4000 | Direct Phone: 07 3835 4766<br>Direct Fax: 7 3832 1964<br>Email: <a href="mailto:H5992-SB@sofitel.com">H5992-SB@sofitel.com</a><br>Event Executive Email: |

#### Function Details

|  |  |
|--|--|
| Function Name:                                     |  |
| Function Date:                                     |  |
| Sofitel Event Contact:                             |  |
| Function Room or Exhibitor:                        |  |
| Booth Name & Number:                               |  |
| Date item is to be delivered to the function room: |  |

#### Sender's Details

|                    |  |
|--------------------|--|
| Name/Company Name: |  |
| Address:           |  |
| Telephone:         |  |
| Email:             |  |

#### Item Details

|  |  |
|--|--|
| Description of Items<br>e.g. 1 box and 2 banners |  |
| Total Number of Items:                           |  |

Item \_\_\_\_\_ of \_\_\_\_\_



**4.2 Appendix 2. - Outgoing Items Labelling Form**

Sofitel Brisbane Central loading dock hours are from 7.00am to 1.00pm. Please ensure each box and/or item has this outgoing items label as well as a signed courier consignment note. A courier must be arranged by you or your company and charged to your company. All items must be collected from the Hotel no more than 48 hours after your Event

**Receiver's Delivery Details**

|                   |  |  |  |
|-------------------|--|--|--|
| Name/Company Name |  |  |  |
| Address:          |  |  |  |
| Telephone:        |  |  |  |
| Email:            |  |  |  |

**Courier Details/ Pick-up details**

|                        |  |                  |  |
|------------------------|--|------------------|--|
| Courier Company/ Name: |  |                  |  |
| Consignment / Ref no:  |  | Collection Date: |  |

**Sender's Details**

|                     |  |                |  |
|---------------------|--|----------------|--|
| Name of Sender:     |  |                |  |
| Function Name:      |  | Function Date: |  |
| Sender's Address:   |  |                |  |
| Sender's Telephone: |  |                |  |
| Sender's Email:     |  |                |  |

**Item Details**

|  |  |  |  |
|--|--|--|--|
| Description of Items<br>e.g. 1 box and 2 banners |  |  |  |
| Total Number of items:                           |  |  |  |

Item \_\_\_\_\_ of \_\_\_\_\_

