

Exhibitor Guide

MCEC Exhibitor Services

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Essential Links

MCEC Exhibitor Services	https://www.mcec.com.au/exhibitor-resources
MCEC Exhibitor Services Contact	Phone: (03) 9235 8110 Mobile: 0403 913 239 Email: exservices@mcec.com.au
MCEC Operations Manual	https://www.mcec.com.au/event-planning-resources/operations-manual
MCEC Site Induction	https://mcec.com.au/site-induction **

** All exhibitors and contractors must complete the short induction before arriving onsite.

Key Safety Information

Emergency and First Aid

- First aid is available through event security.
- In an emergency, call 6666 from any internal phone. MCEC Security will coordinate emergency services.
- For non-urgent security matters, dial ext. 8333 (or 9235 8333 from any phone).

Move-in and Move-out

- Closed-toe shoes and high-vis vests must be worn at all times.
- Hi-vis vests are available from vending machines on the MEC concourse.
- No one under 15 years is allowed in loading docks or event spaces during move-in or move-out.
- Trolleys are not permitted in front-of-house spaces between 7:00 and 19:00.
- All goods must be removed at move-out and collected by the appointed freight provider.

Testing and Tagging

- Power access is arranged through the event organiser.
- All electrical equipment, including new items, must be tested and tagged before being used onsite.

Operational Approvals

- Planning something big—like vehicles on the show floor, open flames, or balloons? MCEC approval is required.
- Check the [MCEC Operations Manual](#) for full details.



Useful Information for Exhibitors

Getting to MCEC

- Need a loading dock map, delivery labels, or access info? [Find it all online.](#)
- Public transport and parking details are available on the [MCEC website.](#)

Storage

- MCEC does not provide storage, so be sure to arrange it through the appointed freight forwarder.

Furniture / Equipment Hire

- No onsite storage is available for exhibitors. Contact your event organiser for details.

Stand Cleaning

- We'll take care of general stand cleaning (vacuuming and mopping) each night.
- Additional cleaning can be booked through IKON Cleaning Services.
- Download the [Exhibitor Stand Cleaning Request Form here.](#)

Freight Forwarding

- Exhibitors should use the appointed freight forwarder to manage transport.
- MCEC does not sign for or accept deliveries on behalf of exhibitors.
- Ensure a representative is onsite to receive deliveries.
- Deliveries must only arrive during scheduled move-in times.
- Any uncollected freight will be disposed of unless managed by a freight forwarder.

Forklifts

- Any exhibitors requiring forklifting assistance should book their requirements with the appointed freight forwarder.

Rigging

- Only approved rigging companies are permitted to perform rigging at MCEC.
- See list of [Accredited Rigging Companies here.](#)

Custom Stands

All custom stand builders must complete MCEC site induction.

MCEC Approval Required for Custom Stand Plans

If you're building a custom stand, it needs to be submitted to MCEC for approval. Your plans must include:

- Safe work method statement (SWMS)
- Detailed, professional drawings (no hand sketches) with side elevations.



- Construction materials and full measurements.
- Flooring type and dimensions.
- Heavy equipment/moving machinery details, including:
 - Weight (kg)
 - Length (m)
 - Width (m)
 - Operational details (e.g., moving parts, amusement structures, mechanical elements)

Some stands require engineering approval, including:

- Multi-level structures
- Stands using steel/trusses
- Grandstands or temporary seating
- High-risk activations as identified by MCEC Operations

If required, exhibitors and stand builders must provide engineering documentation and risk assessments.

Site Induction: Who Needs to Complete It?

Before working at MCEC, the following people must complete the [site induction](#):

- Event organisers managing contractors
- All event contractors before starting work at MCEC
- Exhibitors building or constructing stands, including custom stand builders, food truck operators, and those handling hazardous materials
- Exhibitors displaying products or anyone onsite during bump-in or bump-out, even if not constructing a stand

Exhibitor Orders

- [MCEC's exhibitor services](#) offers on-stand catering, personal internet packages, and more.
- Orders must be placed at least 7 business days before the event begins.

Food & Beverage

- MCEC has sole catering rights. If you're planning to bring in external food or drinks, you'll need prior approval from Exhibitor Services, and an external supply charge may apply.

Stand Catering

- Offering food and drinks at your stand? Organise it through MCEC.
- View our [Exhibitor Stand Menu](#)

Sampling & Selling

Exhibitors providing food and beverage samples must:

- Follow MCEC's Sampling & Selling Guidelines.



- Submit a [Sampling & Selling Approval Request](#).
- Meet handwashing compliance requirements—City of Melbourne regulations strictly require access to plumbed hot water facilities for food sampling.

Other Food and Beverage Services

- Want coffee at your stand? [Book a coffee cart](#) through MCEC.
- Custom catering orders are non-refundable and must be placed at least **4 weeks** before the event.

Account Cards

Need an easy way to manage your team's food and beverage expenses? Set up a centralised account with an [Account Card Request form](#).

Internet and Audio-Visual Equipment

Exhibitors can [book internet access](#) and [audio-visual requirements](#) directly with MCEC.

Utilities

To arrange access to water, compressed air, or gas for your stand, contact MCEC's licensed plumber, F. Wood & Sons, at 03 9459 6628 or admin@fwoodplumbing.com.au

