

RENDEZVOUS
HOTEL

Perth Scarborough

Exhibitor Manual



Exhibitor Manual

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General Information

This document has been produced by Rendezvous Hotel Perth Scarborough to assist you, the Client, to ensure your event runs smoothly and is a successful experience. The guidelines below outline the various procedures and requirements for exhibitors and conference organisers for your event at our hotel. It is the responsibility of the client to ensure the following is adhered to by all Exhibitors, Agents and Patrons associated with the event.

Exhibitor Venue Contact

Rendezvous Hotel Perth Scarborough (148 The Esplanade, Scarborough WA 6019)
Conference & Events Team
Telephone: 08 9340 5711
Email: meet.scarborough@rendezvoushotels.com
Website: TFEhotels.com/rendezvousscarborough

Audio Visual Contact

Audio Visual Dynamics
Contact Name: Mark Watts
Contact Title: Venue Audio Visual Manager
Telephone: 08 9340 5705
Email: rendezvousperth@avdynamics.com.au
Website: www.avdynamics.com.au

Electrical Compliance Testing & Tagging

All portable electrical equipment, appliances and leads used on site must be tested and tagged in accordance with the Occupational Safety and Health Regulations 1996 and Australian Standard 3760-2000 prior to entering the Venue.

Untested and tagged electrical equipment found on the premises must be tested and tagged prior to use or be removed immediately from the premises. Whether tested and tagged or not, Rendezvous Hotel Perth Scarborough reserves the right to demand removal from the site of any electrical equipment it deems to be non-compliant or suspect.

WIFI

Rendezvous Hotel Perth Scarborough offers complimentary Wi-Fi to guests. This can be accessed from all accommodation and function rooms. This connection is suitable for basic internet use including emails and social media.

For high-speed internet, access codes can be purchased from reception for \$9.95. This allows up to four devices to connect. This connection allows for uploading and downloading of documents and is recommended should keynote speakers or organisers require reliable and quick internet access for their event.

Car Parking

Conveniently located beneath the hotel and accessible via The Esplanade, Rendezvous Hotel Perth Scarborough underground car park has more than 300 parking bays for your convenience (see Appendix F for entry point map). The rate is \$15.00 per vehicle flat rate, however your Conference & Events Coordinator can arrange discounted \$10.00 per vehicle for delegates.

Should you wish to organise bulk billed car parking, please speak with your Conference & Events Coordinator who will arrange parking vouchers.

Car parking bays are subject to availability. There is also limited street parking available, however this parking has time limitations.

The Rendezvous Hotel car park has a 1.9m height limit. Should vehicles exceed this height, Conference organisers can pre-arrange for cars to be parked out the front of the hotel, however this is subject to availability and is not guaranteed.

Exhibitor Booth Capacity

The three main exhibitor spaces and their capacity have been detailed below. Please note that the capacity can change depending on other activities within the venue space such as audio visual and catering, a tailored floor plan can be provided specific to your event requirements. For generic floor plans please see Appendix A.

Venue Space	3m x 2m Exhibitor Booths
Grand Ballroom	32 booths
Mentelle Room	15 booths, plus 11 booths in pre-function area
Preston Room	26 booths, plus 8 booths in pre-function area

Service Entrance

There are numerous service lifts allowing back of house access to the function areas (see Appendix E for locations). Please see below for the service lift dimensions. Please ensure your Conference & Events Coordinator is aware prior to the Exhibition if you require to use service lifts.

Preston Room Service Lift - H2360, W1230, D1230 with the entrance to the lift being W890, H2000
 Grand Ballroom Service Lift (car hoist) – H1850, W2300, D5000
 Mezzanine Level Service Lift – H2100 W1000 D2030

Car Hoist and Loading Dock

Rendezvous Hotel Perth Scarborough has loading dock facilities available to our clients, ensuring a smooth bump-in for your event and easy access for your equipment. The maximum height for vehicle access to this loading area is 3.5 metres. For use of this area, please arrange with your Conference & Events Coordinator prior to use. Please see Appendix E for a map of the Loading Dock.

The loading dock also features a car hoist for the transportation of cars and other large equipment into our prestigious Grand Ballroom area. The dimensions for this space are 5m length, 2.3m width, 1.85m height, with a maximum weight of 2,500kg.

Venue Inclusions

General

- Air conditioning
- General ceiling lighting
- Mains power (3 phase power)
- Well-appointed exhibition space

Exhibitor Stands

- One clothed trestle tables, per stand
- Two banquet chairs, per stand
- 3m x 2m empty space

Cocktail tables and stools available upon request, however inventory is limited and subject to availability.

Additional Items (Exclusions)

- Audio Visual Services including but not limited to special lighting, TVs, computers and sound (please see Audio Visual Contact section)
- Shell Scheme
- Stand Graphics and Signage
- Rigging
- Additional furniture including but not limited to bar stools, cocktail tables, brochure stands, counters and lounges (this is above what banquets are already providing)

Exhibitors and production crews should ensure that they have adequate extension leads, power boards etc, as any item supplied by the Hotel will be charged for and is subject to availability only.

Where extensive electrical power supply is required for exhibition stands, other than normal mains power, (e.g. 3 phase power), the exact requirements must be sent to your Conference & Events Coordinator for approval at least one (1) month prior to move in.

Although all due care will be taken, the Hotel does not accept responsibility for the loss of portable items such as laptop computers, mobile phones or cameras which are left unsecured. Please advise your Banquet Supervisor immediately if you have valuable items which should be stored under secure conditions.

Administration

Should your exhibitors or suppliers require the Reception to complete tasks on behalf of them, charges may apply. Administration charges as follows:

Service	Fee
Printing	20c per page (B&W)
Room Drops	\$5 per room (in-house conference delegates only)
Cleaning (see Waste)	Approx. \$50 per hour, a specific quote will be provided
Storage Fees (see Storage)	\$50 per hour, per delivery

Liability

It is each exhibitor's responsibility to have adequate insurance cover against loss or damage for equipment, fittings, property or materials brought onto the premises. The Hotel will endeavour to take all possible care but accepts no responsibility for damage or loss of equipment, merchandise or other property left on the premises prior to, during and after the event. The Hotel recommends that guests carry their personal valuables at all times and suggests that the organiser/client arrange an independent insurance policy to cover such damages and/or losses. It is also the responsibility of the organiser/client to provide Personal Insurance Cover for their employees or contractors.

Valuable items should not be left unattended in your event space.

The event organiser is financially responsible for any damage or loss sustained to Rendezvous Hotel Perth Scarborough venue spaces caused by their own employees, contractors or agents.

Public Liability Insurance

The Client is responsible for requesting proof that Agent/s, Exhibitor/s and their Agents provide proof of public liability and work cover. All those providing a service or product within the Hotel are required to have public liability to the value of \$10 million to indemnify Rendezvous Hotel Perth Scarborough. The Hotel reserves the right to deny access and use of any and all of its facilities to an Agent or Exhibitor who fails to provide evidence of the specified public liability insurance.

Hotel Property

Exhibitors are responsible for the upkeep of their exhibitor area for the duration of the event.

No nails, screws, staples or pins are to be driven into walls, nor are holes to be bored into any wall, door or other part of the building. No gaffer, double sided tape, blue tack or other adhesives are to be used unless approved by the Conference & Events Office. Any damage caused will be charged to the offender or organiser.

Set-Up and Pack Down

At the time of booking, the client must give full consideration to the time required for setting up and packing down the exhibition space. Access to the venue is only available during the contracted time, unless otherwise agreed with the Conference & Events Coordinator. Charges may apply for set-up and pack-down of events and must be pre-booked.

Exhibitors must be fully self-sufficient in their setup as Rendezvous Hotel Perth Scarborough does not employ any staff for this purpose. Organisers, exhibitors and production crews are ultimately responsible for the transfer of goods to and from the exhibition area or function room without obstructing the day- to-day operation of the venue. This also includes the delivery of goods by transport companies. Exhibitors and organisers must provide their own trolleys for the transportation of heavy and bulky items. The Hotel reserves the right to charge a movement fee at \$50 per hour, per team member for the movement of any pallet(s), unclaimed items, or early deliveries.

Access can be gained via the Hotel loading bay, accessible off Scarborough Beach Road. This must be pre-arranged with your Conference & Events Coordinator, and all procedures outlined in the *Loading Bay* section, adhered to.

Exhibitors are responsible for keeping their own stands clean and tidy for the duration of the event. The venue will not clean within the stands. Please see the *Waste* section for further information.

Delivery and Collection Procedure

Deliveries to the hotel must be made between 9:30AM and 3:00PM Monday to Friday. Deliveries outside these hours must be arranged and approved by the Conference & Events Coordinator, if not, the hotel reserved the right to turnaway deliveries. All deliveries must be signed by hotel team member.

Ensure that all items are addressed with the approved delivery label (see Appendix C).

All material dispatched to the hotel must be also clearly marked with the following information.

- Company name
- Contact person at exhibition.

Organisers & exhibitors should ensure airways/consignment numbers are carried with them at all times. This enables goods and equipment to be readily traced. Rendezvous Hotel Perth Scarborough does not accept responsibility for the safety of any items on or delivered to the site in the absence of the organiser, his Agent or Contractor.

Organisers, exhibitors, and production crews are ultimately responsible for the transfer of goods to and from the function room or exhibition area without obstructing the day- to-day operation of the venue. This also includes the delivery of goods by transport companies, to deliver directly to the agreed function room or exhibition area. Organisers and exhibitors must provide their own trolleys for the transportation of heavy and bulky items. **The Hotel reserves the right to charge a movement fee at \$50 per hour, per team member for the movement of any early deliveries, pallet(s), or unclaimed items.**

All equipment/materials following an event must be collected within 48 hours of the event concluding unless prior arrangements have been made with the Conference & Events Coordinator. All items for pick-up must be labeled with the approved pick-up label (see below page 3). **Storage fees of \$250 per day may apply for the storing of any goods left behind.** Any equipment/materials left on premises 7 days following the function can be disposed of.

Any equipment moved during the use of the loading bay is to be replaced into its original position upon leaving the loading bay.

Pallets that are left in the loading bay and required for pack down must be labelled with contact name, number and company.

Should a hotel representative not be present at the loading dock upon arrival, please contact the Store Clerk on 08 9340 5322.

Storage

Organiser and exhibitors are to be advised that limited storage facilities are available at the hotel.

Organisers are responsible for arranging in advance, a dedicated storage area for exhibitor material and packaging if required. Service corridors must be kept clear of all such materials at all times so as not to impede service flow and/or pose a safety hazard. The Hotel does not have a designated storage area, however, additional banquet space, pending availability, may be made available at a nominal charge of \$250 per day.

Waste

Rubbish, such as boxes, pallets and printed material must be removed from the Hotel completely by the client, exhibitor or contractor or a fee will be charged for the removal of said items.

Waste paper basket rubbish may be placed in the aisles at the conclusion of each day's event and will be emptied.

Safety and Security

Please ensure that your stand and display materials are of sound construction and will not cause harm or injury to staff or attendees. The operation or use of machinery, equipment or substances likely to be hazardous to the health or safety of any person is prohibited.

While every reasonable precaution is taken, Rendezvous Hotel Perth Scarborough accepts no responsibility for any loss or damage occurring to persons or property at our Hotel. Valuable items should not be left unattended in your event space.

Our hotel has a sophisticated security framework to provide a secure and controlled environment. Additional security guards can be arranged by your Conference & Events Coordinator for an additional fee.

Food & Beverage

Under no circumstances are exhibitors or delegates permitted to provide food and beverage in their stand unless it is provided or approved by Rendezvous Hotel Perth Scarborough. Small items such as lollies/chocolate do not fall under this ruling.

Failure to follow this will result in confiscation of the product until the conclusion of the exhibition.

Exhibitors can opt to order catering for their exhibition stands directly with the Hotel. Please contact your Conference & Event Coordinator for more details. All catering requirements for exhibitors and the event must be arranged with your Conference & Events Coordinator prior to the event. These requirements can be settled in the following ways:

1. Full pre-payment 1 week prior,
2. Settlement by credit card – authorisation in writing on company letterhead to be provided 1 week prior,
3. Charge to your guest room account – authorisation in writing on company letterhead to be provided 1 week prior,
4. Settlement for beverages on consumption to be signed at close of the event, with permission to charge to a credit card provided prior to the event.

Emergency Procedures

Rendezvous Hotel Perth Scarborough recognises it has a responsibility to provide for the health and safety of Clients, Patrons, Exhibitors and Agents. In support of this, the following comprehensive Emergency Plan has been implemented.

The Hotel is equipped with fire detection equipment in the form of smoke and thermal detectors located throughout the building. The Fire Board will also automatically send an alarm signal to the Fire Brigade should these be set-off.

In the event of a fire, the system will sound an alert tone throughout the Hotel, which is a continuous beeping sound. This is an indication of a possible emergency, visitors should be prepared to take action and evacuate once advised. Upon investigation, should a fire or risk exist, the tone will change to the evacuation sound which is a whooping tone. At this time an announcement will be heard advising that it is not a drill, and for everyone to evacuate. Emergency exits are indicated by the green illuminated exit signs and should then be used to evacuate the building in an orderly fashion.

In the event of a fire, do not use lifts and please do not run.

The main assembly point for Rendezvous Hotel Perth Scarborough is the lower level of the public open carpark to the northwest of the Hotel, along the Esplanade.

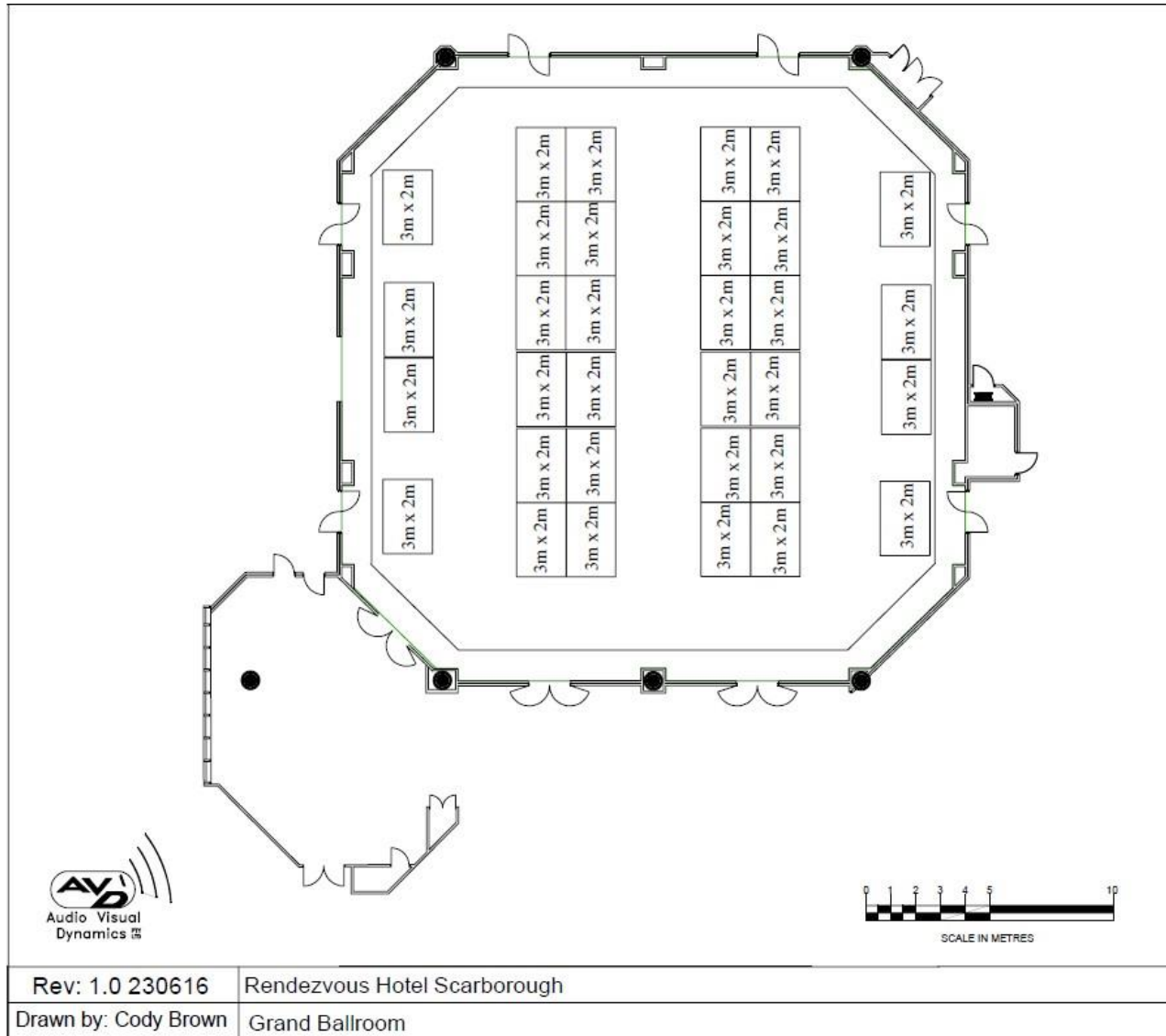
Exhibitors are prohibited from blocking or congesting the emergency exits, obscuring or covering emergency exit signs and storing equipment or other items in the fire stairs or exists.

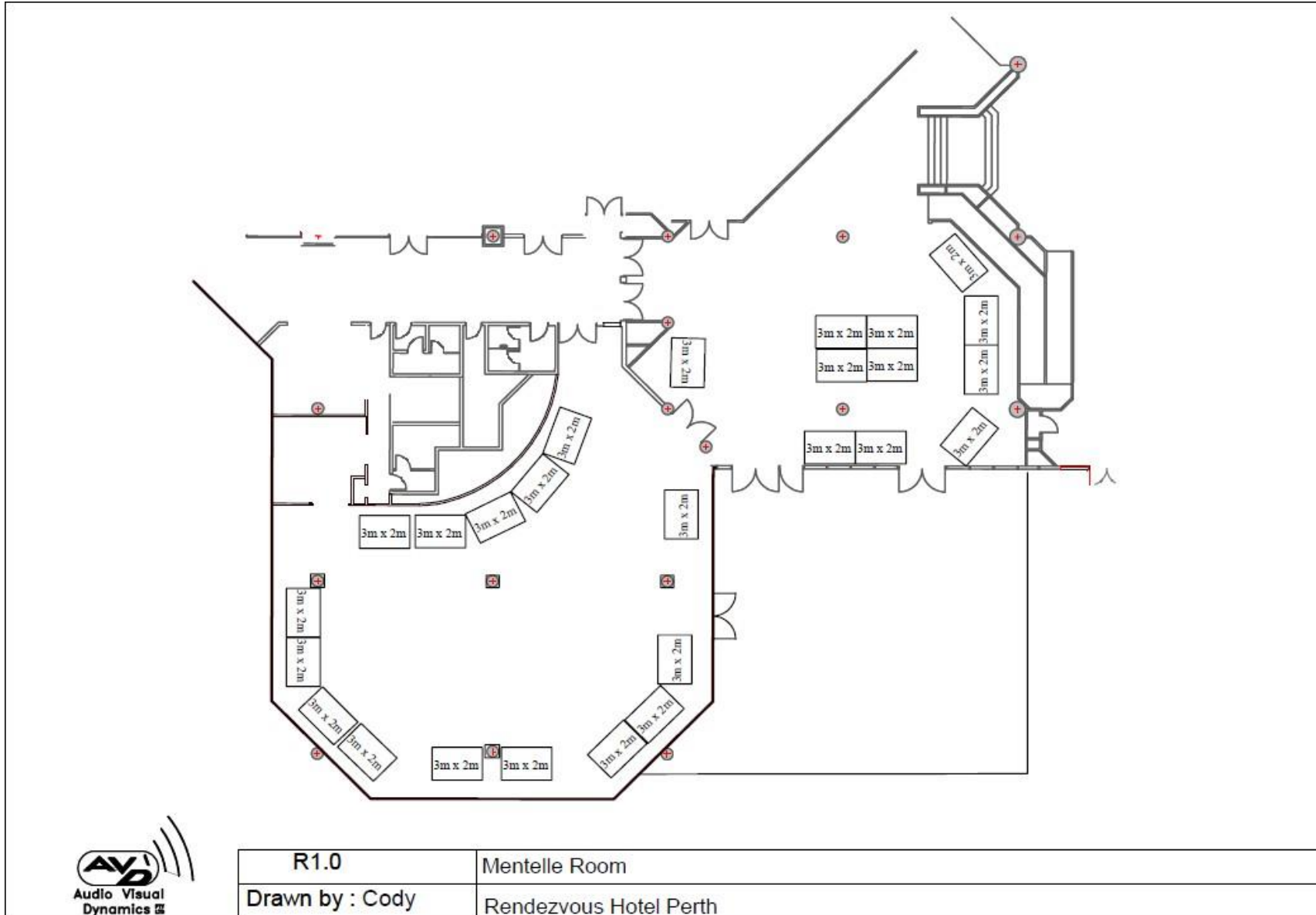
Further information on emergency procedures can be seen in Appendix B. For a emergency procedure script, please ask your Conference & Events Coordinator.

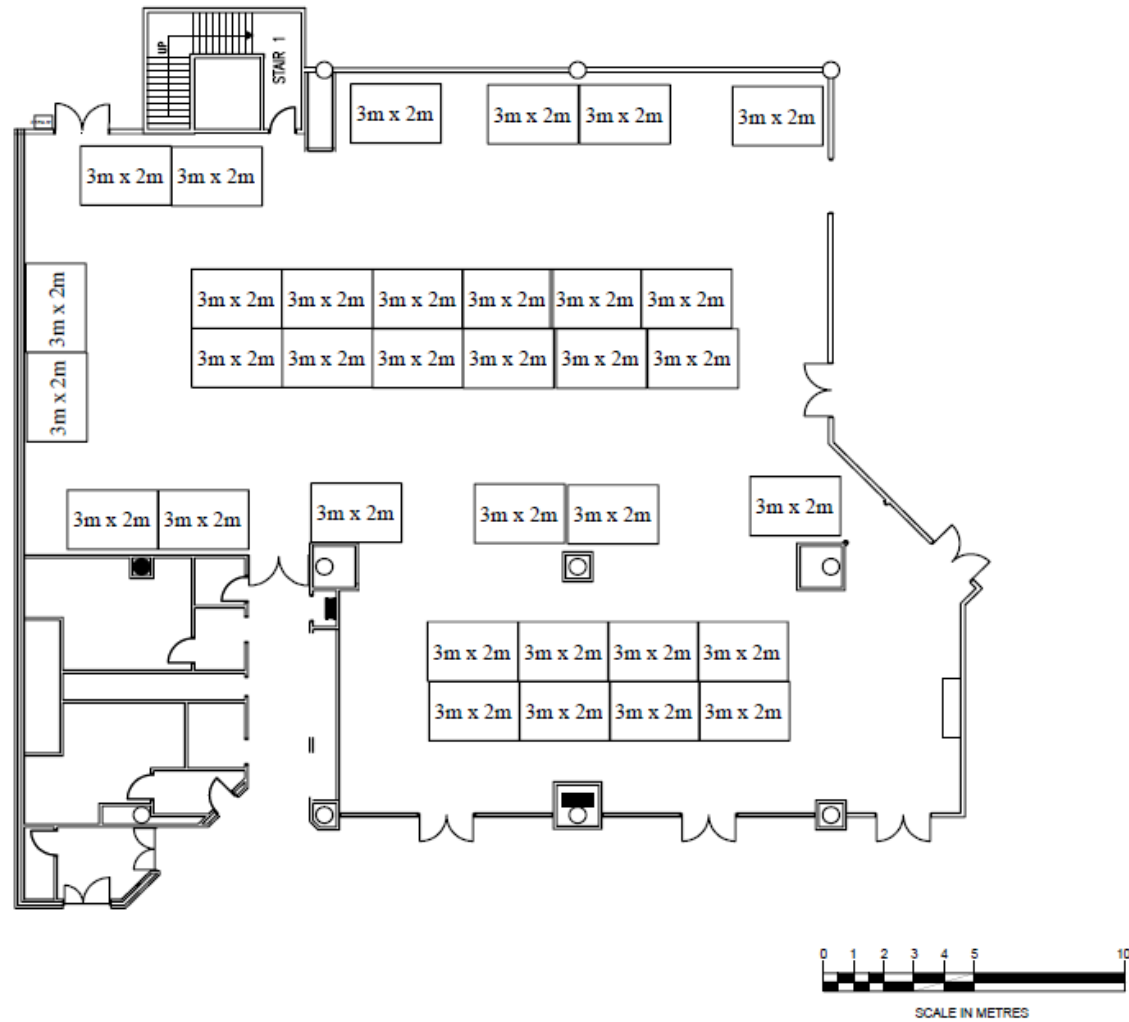
First Aid

For First Aid attendance, please report to the front reception. The Manager on duty will be able to assist.

Appendix A. Exemplar Floor Plans







RM01.27	Rendezvous Hotel Perth
Drawn by : Cody Brown	Preston Room

Appendix B. Emergency Plans

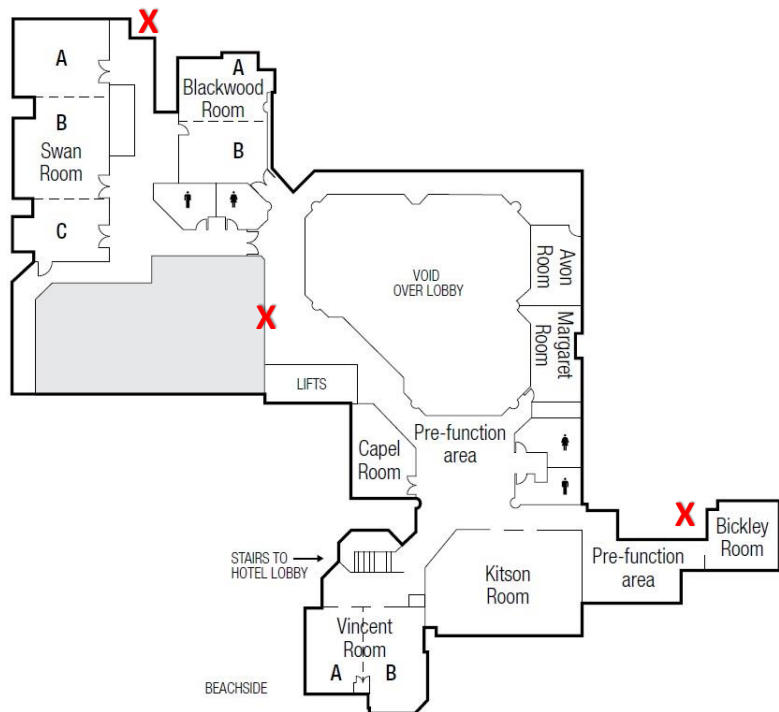
Emergency Plan – Mezzanine Level

Unless unsafe to do so:

1. Take emergency exit stairs down to Esplanade Level (ground) and make your way out of the Loading Dock area and exit onto Scarborough Beach Road.

- EXIT North end of passage between Swan & Blackwood room
- EXIT South near Bickley pre-function area
- EXIT near lifts centre of the Mezzanine level

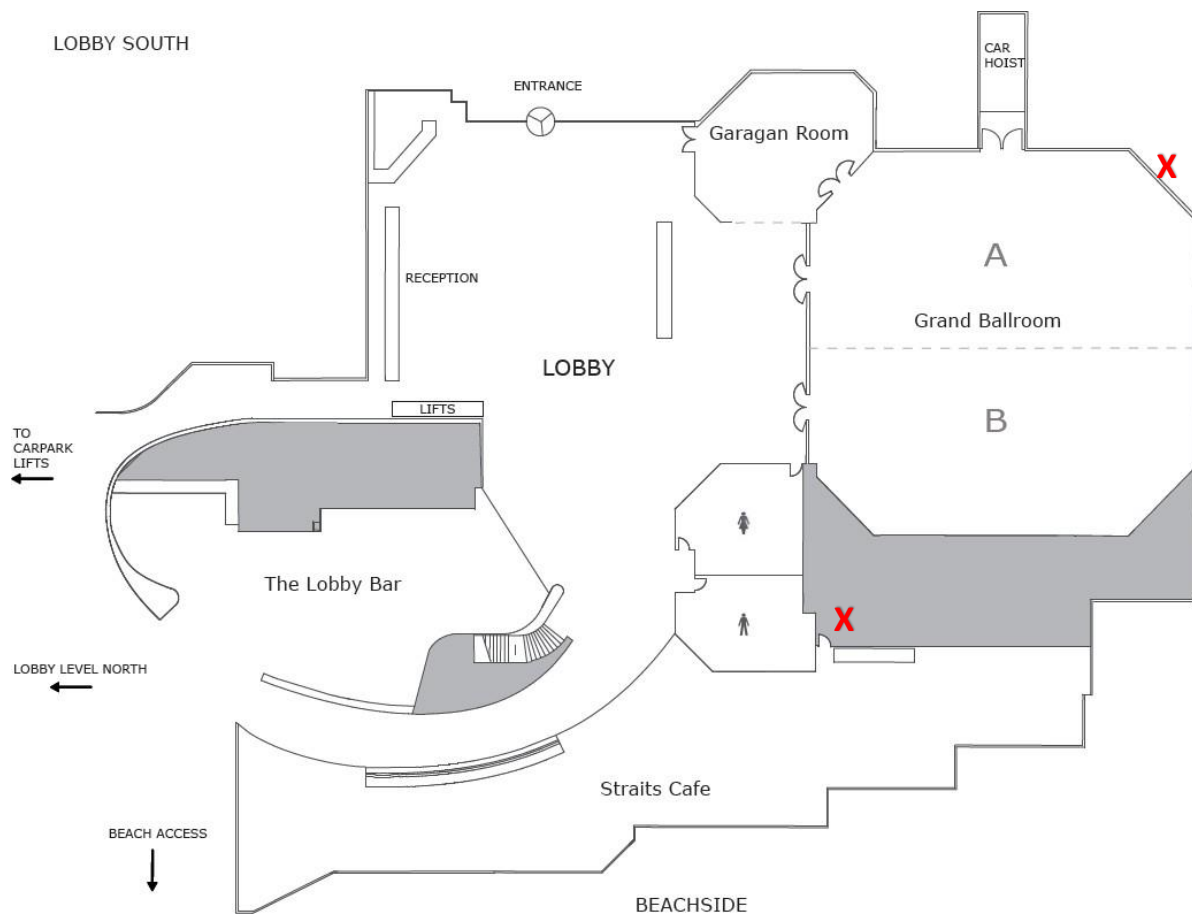
Mezzanine Level



Emergency Plan – Lobby Level South

Unless unsafe to do so:

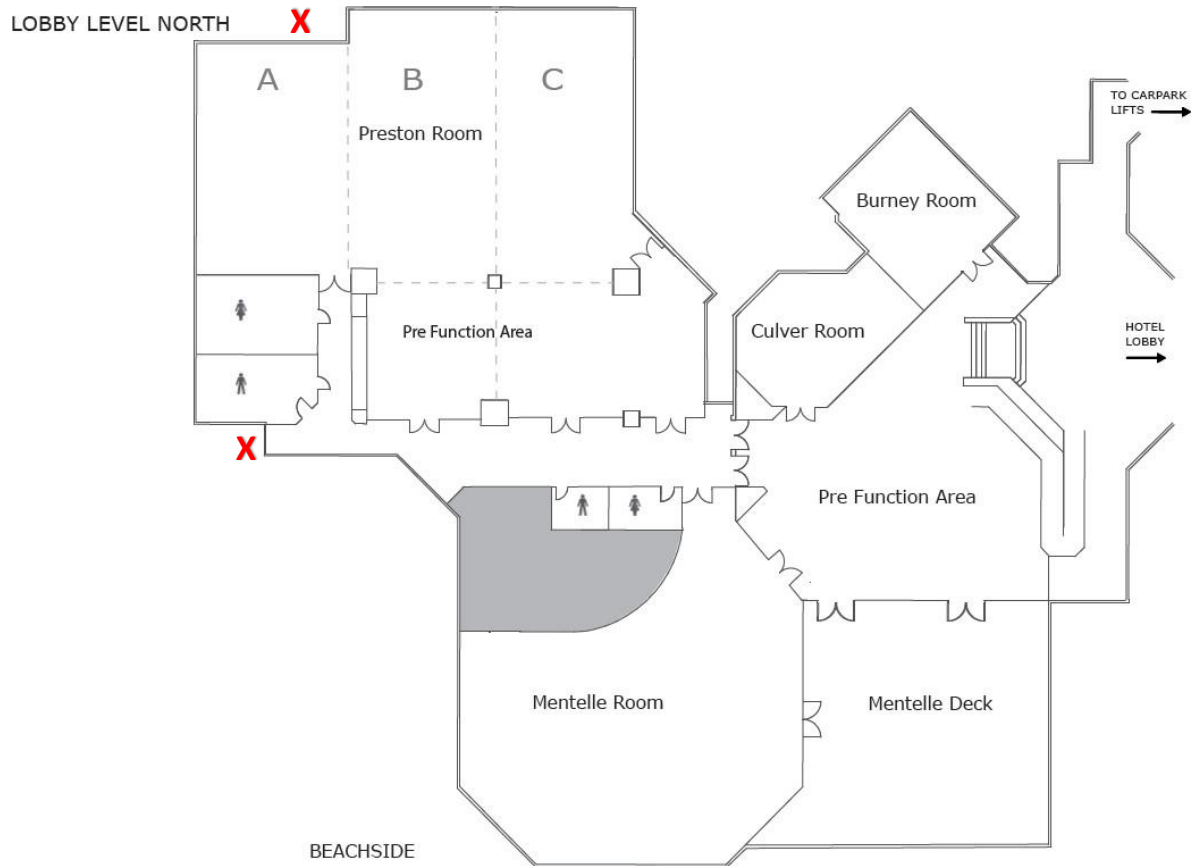
1. Take emergency exit stairs down to Esplanade Level (ground) and make your way out of the Loading Dock area and exit onto Scarborough Beach Road.
 - EXIT South/East of Ballroom East
 - EXIT North/West of Ballroom East
 - EXIT South/East rear of Straits Café



Emergency Plan – Lobby Level North

Unless unsafe to do so:

1. Take emergency exit stairs down to Esplanade Level (ground) and exit onto The Esplanade.
 - EXIT adjacent to Preston Room North toilets
 - EXIT North in Preston Room



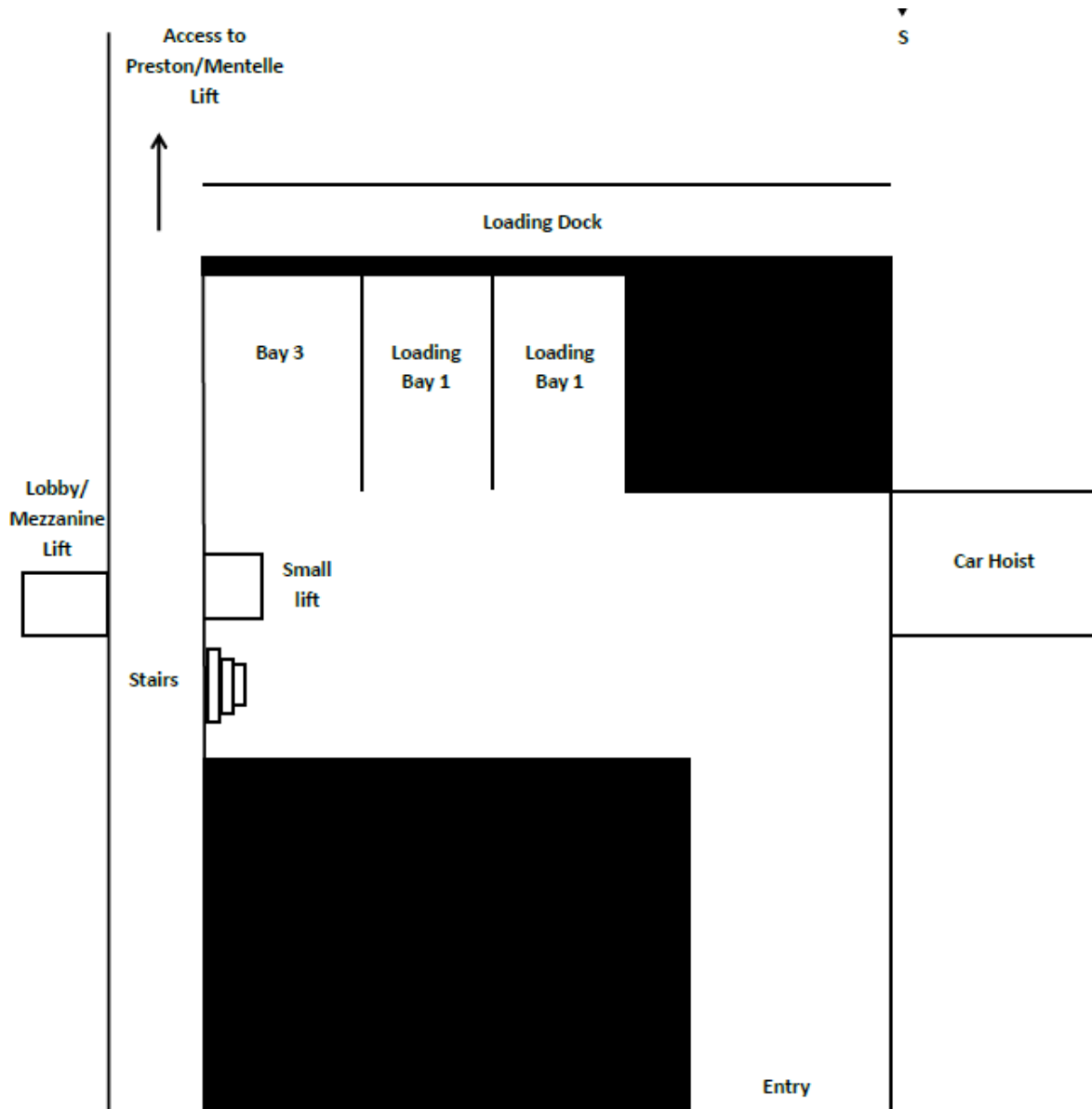
Appendix C. Delivery Label

TO	FROM
<p>Rendezvous Hotel Perth The Esplanade SCARBOROUGH WA 6019</p> <p><u>Delivery Note:</u> Deliver to Loading Bay – Scarborough Beach Road – next to <i>The Local Shack</i>)</p> <p>The hotel may refuse to receive items not labelled with this document</p>	<p>Company:</p> <p>Contact Name:</p> <p>Contact Number:</p> <p>Event Name:</p> <p>Event Date: / /</p> <p>Event Coordinator:</p> <p>Item #: of</p>
<p><u>DELIVERY CONDITIONS</u> (refer to the Exhibitor Kit for more information)</p> <p>Opening Hours: The loading dock is open for deliveries and collection between 0930 to 1500, Monday to Friday</p> <p>Loading Dock Max Height: 3.5 metres. Delivery Pre Event: Items for events can be delivered no earlier than 2 days prior to the event. Collection Post Event: All deliveries brought into the hotel must be collected no later than 2 days after the event. Storage fees of \$250 per day may apply for the storing of any goods left behind. Any equipment left on premises 7 days following the function can be disposed of. Unloading: Exhibitors must be fully self-sufficient in their setup as Rendezvous Hotel Perth Scarborough does not employ any staff for this purpose. The Hotel reserves the right to charge a movement fee at \$50 per hour, per team member for the movement of any pallet(s), unclaimed items or early deliveries. Car Hoist: Length 5m, Width 2.3m, Height 1.85m. If using the car hoist lift, trucks must have a tailgate as there is a 1 metre gap between the lift and a safety barrier. The maximum weight for the car hoist is 2500kg.</p>	

Appendix D. Pick-up Label

DELIVER TO	SENDER DETAILS
<p>Company:</p> <p>Contact Name:</p> <p>Contact Number:</p> <p>Item Number: of</p>	<p>Company:</p> <p>Contact Name:</p> <p>Contact Number:</p>
<p>PICK UP ADDRESS: Rendezvous Hotel Perth The Esplanade SCARBOROUGH WA 6019</p> <p>Pick up from Loading Bay – Scarborough Beach Road (next to The Shack)</p>	<p>EVENT DETAILS:</p> <p>Event Name:</p> <p>Event Date:</p> <p>Event Coordinator:</p>
<p><u>COLLECTION CONDITIONS</u> (refer to the Exhibitor Kit for more information)</p> <p>Opening Hours: The loading dock is open for deliveries and collection between 0930 to 1500, Monday to Friday Loading Dock Max Height: 3.5 metres</p> <p>Collection Post Event: All deliveries brought into the hotel must be collected no later than 2 days after the event. Storage fees of \$250 per day may apply for the storing of any goods left behind. Any equipment left on premises 7 days following the function can be disposed of. Unloading: Exhibitors must be fully self-sufficient in their setup as Rendezvous Hotel Perth Scarborough does not employ any staff for this purpose. The Hotel reserves the right to charge a movement fee at \$50 per hour, per team member for the movement of any pallet(s), unclaimed items or early deliveries.</p>	

Appendix E. Loading Dock Map



Appendix F. Parking

