

Exhibitor Manual

Institute of Healthcare Engineering (IHEA) National Conference 2025

Important Dates:

Event dates: 27 – 28 May 2025

Bump in for exhibition builder: 26 May 2025 From 07:00 – 14:00

Bump in for exhibitors: 26 May 2025 From 14:00 – 17:00

Bump out for exhibitors: 28 May 2025 From 13:30 – 14:30

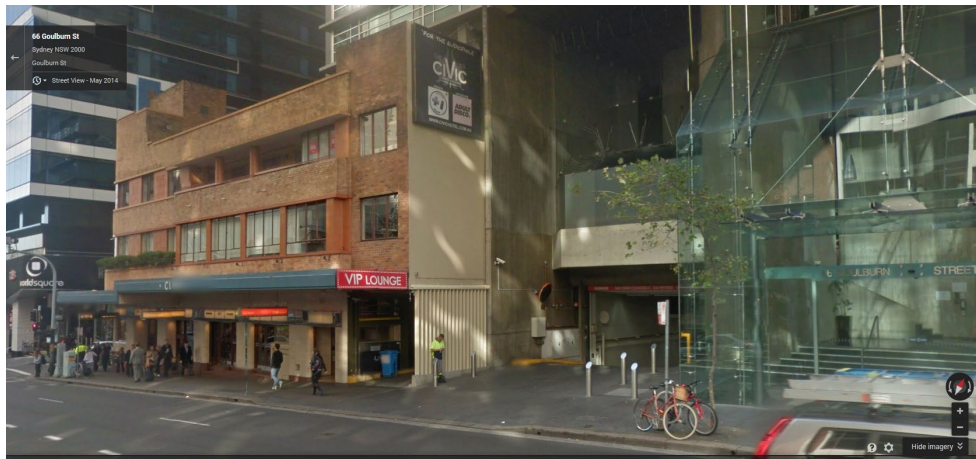
Bump out for exhibition builder: 28 May 2025 From 14:30 – 20:30

Venue:

The exhibition will be held in the Banquet Hall and the Marble Foyer.

Access:

Main vehicle access to the loading dock area at the Sydney Masonic Centre is 66 Goulburn Street, Sydney. The driveway is located between SMC's Goulburn St entrance and the Civic Hotel.



The address is Upper Basement Loading Dock, 66 Goulburn St, Sydney NSW 2000.

The loading dock at the Sydney Masonic Centre is for loading and unloading only.

Please note there is a 2.9m height restriction and there is no pallet jack or fork lift on site.

If you have larger items to be delivered using the loading dock, please contact SMC for more information.

Vehicles above 2.9 meters should consider loading and unloading from Goulburn or Castlereagh Streets either early in the morning or late at night. Please contact your event manager to arrange a quote for this out-of-hours access to ensure the venue is open. Any parking fines are the responsibility of the driver.

If you are personally delivering your materials, please use The Upper Basement Loading on 66 Goulburn Street (driveway between SMC and the Civic Hotel).

The SMC does have a goods lift available to assist with the bump in and out process. Please see below for the specific dimensions of the lifts:

Heavy goods lift:

Heavy goods lift door: Height: 200 cm | Width: 160 cm

Heavy goods lift car: Height: 270 cm | Width: 230 cm | Depth: 170 cm

Max load 1814 kg

Hall way from goods lift to Banquet Hall 123cm (w)/ 2m (H)

Passenger lifts (round lifts):

Width 170cm

Depth 170 cm

Door 100cm

Max weight 1360kg

The Sydney Masonic Centre will not take delivery of any goods on behalf of exhibitors without the appropriate label. All deliveries must come with adequate manpower or equipment to unload. If delivery boxes are over 20kgs please contact SMC to discuss delivery options

Damages:

When building exhibitions and bumping in to the Sydney Masonic Centre Banquet Hall and Marble Foyer, extreme care must be taken to protect the timber dance floor and marble floors respectively.

Particular care must be applied when handling heavy objects (aluminium trusses, uprights, road cases, pallets etc) that they do not damage (ding or scrape) the floors.

Cable covers should be used on the Banquets Hall wooden floor where possible. Gaff tape must only be used when there is no alternative means of securing cables then need to be covered. If gaff taping to the floor is required, extra care must be taken when removing the tape so it does not peel up the wooden floor varnish when removed. Only light weight cloth type tape should be used. Any residue left by the tapes must also be removed.

There have been instances where the floors have been damaged either through careless handling of heavy equipment or careless removal of tape(s). Any costs incurred to rectify damages will be on charged back through the primary client as per the terms and conditions of hire.

Parking:

Secure World Square Car park – 50 Goulburn Street

<https://www.secureparking.com.au/en-au/car-parks/australia/new-south-wales/sydney/sydney-cbd/world-square-car-park>

Secure Goulburn Street Car park - 101 Goulburn Street

https://www.secureparking.com.au/en-au/car-parks/australia/new-south-wales/sydney/sydney-cbd/goulburn-street-car-park?utm_source=business.google.com&utm_medium=organic&utm_campaign=Google+My+Business+NSW+Goulburn+Street+Car+Park

Deliveries:

All Deliveries must be labelled with the completed Delivery Form (last page of this document).

All deliveries must come with adequate manpower or equipment to unload. If delivery boxes are over 20kgs please contact SMC to discuss delivery options.

Arrangements should be made for goods to arrive no earlier than 3 days prior to the event. Venue staff will deliver all exhibitor goods correctly labelled to the corresponding stand number/name in time for bump in.

Please ensure that you make arrangements in advance for couriers to pick up exhibitor goods at the end of the exhibition. It is the exhibitor's responsibility to pack, seal, label and arrange shipment for goods at the conclusion of the event. All goods must be packed and labelled with consignment notes and delivery address ready for pick up no later than 3 days post event.

All consigned packages can be left at your table and a staff member from SMC will take them from the table to the loading dock. Please be aware any goods not packed securely or without a consignment note may be considered rubbish.

Security:

During set up and take down times and exhibition opening times, the area will be open and SMC suggest that exhibitors take care of their goods. Please do not leave any valuable items on your table. Whilst every precaution is taken, the Sydney Masonic Centre cannot accept any responsibility for loss or damage, which may occur to persons or property at the exhibition from any cause whatsoever.

Stand Catering:

No exhibitor or person shall distribute or give away any item of food, drink or tobacco, not supplied by the Sydney Masonic Centre, to members of the public or trade exhibition visitors without the express written consent of the Sydney Masonic Centre.

The Sydney Masonic Centre reserves the right to remove any food and beverage not authorised by the Sydney Masonic Centre.

SMC asks all exhibitors to get in touch with us first to approve any food and beverage items served on the day. Alcoholic beverages may be served and corkage will be charged by SMC of \$35.00 per bottle.

Food samples may be allowed for individual packaged items.

Insurance:

It is recommended that exhibitors have Public Liability Insurance for the period of the exhibition.

Cleaning:

Exhibition areas will be cleaned nightly and this is included in the cost of participation. Please place all rubbish in the aisles at the end of each day, after the exhibition has closed. For security reasons rubbish left on any stand will not be removed. Please ensure no item is affixed to the venue doors, glass, floors etc. Any infractions will create a removal, cleaning and/or resurfacing cost charged to the exhibitor.

If you have any specific waste requirements, especially toxic, grease, oil etc. please contact SMC to discuss correct disposal methods

Contacts Details:

Venue Contact:

Nat Jirattikanchote

Senior Sales & Events Manager

02 9284 2815

nat@sydneymasoniccentre.com.au

Delivery Instructions for SYDNEY MASONIC CENTRE

Event or Client Name: _____

Event Date: _____

Conference Room/Stand No.: _____

Sender's Name: _____

Sender's Mobile: _____

Number of items: _____



Attach this label to the item/s. Address to send to:

SMC, Upper Basement Loading Dock

66 Goulburn St, NSW 2000

Accepted between 7 am and 5 pm, Monday to Friday

Driveway located between SMC Goulburn St doors and Civic Hotel

2.9m height restriction. No pallet jack or fork lift on site.

No delivery accepted more than 72 hours prior to start date.

Postal Address is PO Box A259 Sydney South NSW 1235

Sydney Masonic Centre

P: 02 9284 2888 | W: www.sydneymasoniccentre.com.au | E: info@sydneymasoniccentre.com.au