



INTRODUCTION

Welcome to Sea World Resort and Conference Centre.

This manual has been designed to assist exhibitors when planning an event at Sea World Resort and contains information and guidelines that we are sure you will find useful.

Any of the below is subject to COVID regulations applicable at the time of the event

CONTACT DETAILS

The Sea World Resort's Conference and Banquet teams look forward to working with you to create a memorable exhibition.

Our contact details are below:

- **Telephone:** +61 7 5591 0020
- **Email:** conferencesandevents@vrtp.com.au
- **Fax:** +61 7 5591 0078
- **Address:**
- Sea World Resort
- Sea World Drive, Main Beach, QLD 4217
- or
- PO Box 190, Surfers Paradise QLD 4217

ANIMALS

No animals, birds, insects or pets are permitted on site with the exception of seeing-eye or companion dogs. Any requests relating to the display of animals for an exhibition will have to be presented in writing for approval by the Sea World Resort.

BALLOONS

Where helium filled balloons are being used as part of a display in the exhibition area, approval must be given by Sea World Resort. There will be a charge incurred for the retrieval of loose balloons from the ceiling. Balloons are not permitted in any outdoor venues.

CAR PARKING

Car parking is complimentary for self-parking or Valet Parking is available through Concierge at our the Hotel Reception for \$20.00 per car per stay (subject to change without notice)
Parking is also available on Sea World Drive, where permitted

DELIVERIES

Sea World Resort has one loading dock; Goods will not be accepted at any other point.

Loading Dock is attended from **9am-1pm Monday-Friday and 7am-12pm on Saturday and Sunday.**

Please note: Arrangements outside these hours would need to be organised with your event manager or event coordinator. A labour surcharge may apply.

It is the responsibility of the contractor or sub-contractor to supply sufficient team members for unloading of transport vehicles in the loading bay in a timely, safe and non-disruptive manner.

LABELS

A delivery & Collection label must be affixed to each item sent to and from Sea World Resort.

Please refer to the Delivery/Collection Label Forms which are attached.

All labels must be marked with the name of event, room/hall and date of event.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. **Goods must be collected within 24 hours after the conclusion of your event.** Please refer to "Collection of Goods" below.

STORAGE

As Sea World Resort has limited storage facilities, **delivery of items earlier than 48 hours prior to the event will require prior approval** from your event manager.

Goods accepted and stored on an all care but no responsibility / liability basis.

All items will be placed into the appropriate area prior to client access on the first day of the event.

Additional storage and labour charges may be incurred for goods stored or relocated by Sea World Resort outside the contracted booking period.

Crate or pallet storage is not guaranteed and must be arranged prior to arrival.

COLLECTION OF GOODS

Goods must be collected from the loading dock within 24 hours after the conclusion of the event. Storage charges will apply for goods remaining after this time.

Sea World Resort reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

ELECTRICAL APPLIANCES (Equipment)

All electrical appliances must be tested and tagged in accordance with AS/NZS 3760 prior to arriving on-site.

BUMP IN AND BUMP OUT PROCESS

All goods are to be collected by organisers / exhibitors from the resort loading dock during operating hours.

- Banquet team will be on duty in designated arrival zone to assist with any requirements
- Limited numbers of trolleys and pallet jacks available.
- Forklift is available at loading dock only. It needs to be pre-booked and is subject to availability. This service is only during normal loading dock operating hours and is not exclusive use. Please contact your Event Coordinator if you require a forklift.
- EWP is available for hire from our preferred AV providers Staging Connections.

Incoming Conference groups must not attempt to access the centre and commence bump in prior to the organised time/date indicated by Sea World Resort without prior permission from Sea World Resort Management.

- Maximum weight allowed in Convention Centre is 1.5 tonnes over 3 metre intervals –
- The main conference door entry allowance size is 2.3m wide x 2.6m high
- The veranda door entry allowance size is 2m wide x 2.8m high
- Consideration must be given to the moving in/out of heavy equipment to the Conference Centre with regard to carpet and wall damage.
- Charge will apply for any damage caused to any Resort's property (inside and outside)
- Please liaise directly with your courier company to collect your equipment directly from the Loading Dock during operating hours..
- Please ensure that you have marked all boxes accordingly and completed your "con note" for the courier as hotel staff will not complete or sign courier documents.

If your courier is unable to collect your boxes on the bump out day please liaise with convention staff who will advise and direct you to the storage area where your boxes can be stored. Please note your equipment will be kept on an all care but no responsibility / liability basis and will only be stored for a maximum of 24 hours

WIRELESS INTERNET

- All Sea World Resort's guests are able to connect to the free internet throughout the Resort for limited speed and bandwidth usage.

FIXING OF POSTERS, BANNERS AND DISPLAYS

No fixing of posters, banners are permitted on any surface in the convention centre without prior consent. The only items that are allowed on consent are:

- Window decals
- Flags/Draping from specific rigging points
- Floor Decals
- Items hung in specifically designed and built trade booths

Charge will apply for any damage caused to any Resort's property (inside and outside) due to any posters, banners and displays

EXTERNAL SUPPLIERS /CONTRACTORS

All organisers and exhibitors are to submit name, address and contact details of any external supplier or contractor wishing to carry out work at the venue.

All external suppliers are to be given a copy of this manual and comply with the components herein.

All external suppliers/contractors will need to complete an induction

DISPLAY OF HEAVY/ LARGE EXHIBITS

An exhibitor intending to demonstrate equipment on the stand:

- Must provide the resort with full details (type of machinery – dimensions and weight requirements)
- Must give proper consideration to the conditions under which the equipment will be demonstrated.
- Precautions must be taken for protection of the public, and legible sign saying "DO NOT TOUCH" must be placed on any exhibit to warn the visitor to stay a safe distance.
- Must cause no annoyance to visitors, other exhibitors or other events
- Must not bring in or use at the event dangerous or hazardous goods and equipment such as poisonous gas, fuel, kerosene, noxious materials, inflammables, and equipment using such inflammable materials as gas stoves, kerosene stoves and electric stoves without the prior written consent of Sea World . Even if consent is given it will be subject to adequate precautionary measures being taken.
- Must not carry out any fire hazardous operation work.
- The weight of all exhibit items shall not exceed floor loading limits of 1.5 tonnes over 3 metres.

USE OF MACHINERY, PLANT & EQUIPMENT

DO

- If hiring scissor lifters or work platforms it is the conference organiser/ contract to ensure that you have the appropriate **Licence or Ticket** to operate the registered plant & equipment.
- **Safe Work Practices** apply when using any machinery, plant and equipment in the Sea World Resort workplace.
- Report to Conference & Events immediately any equipment that is unsafe or defective.
- **Use safety equipment** (e.g. safety belts, outriggers etc.) associated with any piece of machinery, plant & equipment.
- Ensure the machinery, plant & equipment is safe prior to use.
- Ensure the safety of others at all times.
- Report any damage caused by or to the equipment being used.

DON'T

- Use machinery, plant & equipment that are unsafe or defective.
- Use battery powered plant from an extension lead (i.e. when the batteries are flat).
- Try to re-charge battery powered plant while it is still switched on.
- Use machinery, plant & equipment for purposes other than for which it was designed.
- Use machinery, plant & equipment in an unsafe or dangerous manner.
- Forget to return equipment to its point of origin.

SCISSORLIFTS

NO scissor lifts, work platforms or single man lifters are available at Sea World Resort. All exhibitors, contractors or suppliers will need to hire and/or have this equipment delivered if needed. The Event Coordinator must be advised of all machinery/ equipment being delivered to the Resort.

RESPONSIBILITIES:

Contractors:

All Contractors who will require the use of a EWP within the property must;

- Complete the required Liability Release and Waiver form,
- Acknowledge and agree to abide by the load bearing guidelines within the ballrooms, and

Only allow current EWP licence holders to operate the EWP's.

SMOKING POLICY

Smoking is not permitted on Resort grounds other than in the designated outdoor smoking areas.

PERSONNEL SERVICES

Team members available for following:

- Satchel Packing or brochure distribution
- Registration Assistant
- Exhibition Booth Assistant

\$39.00 per person per hour (2 hours minimum) and bookings need to be placed no later than 2 weeks prior to the event.

EXHIBITORS SERVICES

EXTERNAL SUPPLY OF FOOD AND BEVERAGE

No food and beverage may be brought onto the Sea World Resort premises.

Please contact your Events Coordinator if you require catering to be served from your trade stand.

RESPONSIBLE SERVICE OF ALCOHOL

Sea World Resort is committed to patron care and adheres completely with the Liquor Act in regards to responsible service of alcohol. The act states 'All licensees, nominees and staff of licensed premises have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner. It is also an offence to supply liquor, allow liquor to be supplied to or consumed by a person whom is under the age of 18 years, or whom is unduly intoxicated.'

Sea World Resort can trade alcohol between 10:00am – 2:00am only, unless bona fide function has been arranged prior.

FOOD AND BEVERAGE OPTIONS

It is the policy Sea World Resort not to allow outside food and beverage to be brought into the building at all times. Stand catering is available and is a great enhancement to your trade booth and is available by prior arrangement only.

Please contact your Event Coordinator for any further information.