

# Exhibitor Services Guide



## Contents

Welcome.....	5
Getting to Melbourne Showgrounds .....	5
Accessibility .....	5
Parking .....	5
Move In and Move Out .....	5
Event Day.....	5
Hours of Operation .....	5
Venue Safety .....	6
Alcohol Consumption During Move In and Move Out.....	6
Children On-Site .....	6
Emergency Evacuation .....	6
Fire Awareness.....	6
Lighting .....	7
No Build Zones.....	7
Noise Emissions .....	7
Offensive or Explicit Material.....	7
Products for Sale .....	7
Prohibited and Controlled Weapons.....	7
Safety Induction .....	8
Safety Vests and Closed Toe Shoes .....	9
Smoke Isolations .....	9
Testing and Tagging.....	9
Vehicles in Buildings - Driving .....	10
Vehicles in Buildings - Display .....	10
All vehicle types:.....	10
Petrol, LPG, Hybrid vehicles:.....	10
Electric vehicles: .....	10
Event Organisers:.....	10
Exhibitor Checklist.....	10
Animals On-Site (Bio-Security).....	11
Conducting a Trade Promotion Lottery.....	11
Furniture and Equipment Hire .....	11
Gas Cylinders .....	11
Helium.....	12
Naked Flames .....	12
Plant and Equipment.....	12

Exhibitor Move In and Move Out .....	13
Damages - How to Avoid .....	13
Deliveries.....	13
Storage .....	13
Lost Property .....	13
Hard Rubbish.....	14
Event Service Suppliers.....	14
Food and Beverage.....	14
Exhibitor Stand Catering .....	14
Food and Beverage Sampling.....	14
Alcohol Beverage Sampling.....	15
Sale of Externally Supplied Food and Beverage .....	15
Food Safety .....	15
Washing facilities on stands.....	16
Utilities/Power .....	16
Telecommunication and IT Services.....	16
Wi-Fi .....	16
Free Wi-Fi .....	16
Premium WiFi.....	16
Exhibits Requiring Approval .....	17
Amusement Rides and Devices.....	17
Cooking within Buildings .....	17
Water, Fire, Moving Equipment .....	17
Structure and Stand Design.....	17
Structure and Stand Height .....	18
Stand flooring .....	18
Stand materials .....	18
Stand visibility .....	18







## Welcome

Melbourne Showgrounds is Melbourne's largest and most versatile venue, offering unique and flexible indoor and outdoor spaces designed to host a variety of events and activities including exhibitions, festivals, business events, celebrations and much more.

Please ensure you read this manual carefully as it contains key information about the venue facilities and services available to exhibitors. It provides clear information about elements that you need to consider being an exhibitor at Melbourne Showgrounds.

If you need further information, please contact your event organiser.

## Getting to Melbourne Showgrounds

Located just 7km from the Melbourne CBD and 15 minutes from Melbourne Airport.

Melbourne Showgrounds is easily accessible by public transport or car.

Please access the link below for the best way of accessing our amazing venue:

**[Getting to Melbourne Showgrounds](#)**

## Accessibility

Melbourne Showgrounds is a fully accessible venue providing inclusive access for everyone. people with disabilities to buildings and facilities, equipment, information, and trained staff, addressing the needs of all patrons to the venue.

View our accessibility features **[here](#)**.

## Parking

### Move In and Move Out

Access to site: Gate 5, Langs Road, Ascot Vale

Location of parking will vary depending on where your event is taking place and what other spaces are in operation during your event. Your event coordinator will confirm location.

Parking will be free of charge for all event staff, contractors, and exhibitors during move in and out only.

### Event Day

Melbourne Showgrounds has onsite parking and access for any event.

Access and location of parking will vary depending on where your event is taking place and what other spaces are in operation, please check with your event organiser.

Parking is charged at \$25.00 per car on arrival for all events, buses are charged \$30.00.

Parking can be payable by cash or EFT on arrival; contactless payment preferred.

Please be aware that parking in the street during event day is not advised due to significant local council restrictions

## Hours of Operation

Melbourne Showgrounds standard hours of operation are from 07:00am and 07:00pm.

Move in and out should be planned to take place within these hours, charges will apply if move in or out is required outside of these times.

Please speak to your event organiser to confirm timings.

## Venue Safety

### Alcohol Consumption During Move In and Move Out

Alcohol consumption during any move-in or move-out period is strictly prohibited. Anyone found in breach of this requirement will be requested to vacate the venue immediately.

Failure to do so at the initial request will result in either security or Victoria Police being requested to assist.

### Children On-Site

Any person under the age of 15 years is prohibited from accessing the venue during a move in or move out period.

### Emergency Evacuation

In the event of an emergency, it is essential all persons working on-site can understand and follow the emergency protocols provided by Melbourne Showgrounds. The "beep! beep! beep!" tone is used to alert workers that an emergency event may be about to take place. All persons must begin to prepare for a possible evacuation:

The evacuation tone **"Whoop! Whoop! Whoop!"** requires all persons to immediately cease what they are doing and begin the evacuation process.

Follow your warden to the designated emergency location and wait there for further advice.

All first-aid incidents are required to be reported to the Melbourne Showgrounds.

If an ambulance is required, please call one (by dialling 000) immediately and inform them of the situation. Stay on the phone and await their instructions.

Ask someone else to contact the venue security team on 03 9372 2744 to allow us to assist

All of our emergency procedures are contained within our venue induction, all event staff and contractors are required to be familiar with these processes before coming onsite and will need to undergo the venue induction in order to be allowed on site.

Victorian OHS legislations is very clear in that you as well as the venue have a duty of care to provide relevant and appropriate safety information to anyone working on or on behalf of you or your event.

As Melbourne Showgrounds has an agreement in place with you, it becomes your responsibility to forward this Safety Information to your clients, exhibitors, staff and volunteers. The venue induction has been set up to make this as easy as possible for you to complete this.

### Fire Awareness

Please be aware that it is illegal to:

- block or congest emergency exits
- block the access route to an emergency exit
- obscure or cover emergency exit signs
- store equipment or any other item in the fire exits.

Melbourne Showgrounds will not accept these practices and adherence to safety laws will be strictly enforced.

## Lighting

All event or exhibit lighting must be a minimum of 2.2 metres above the floor level.

High-powered lights such as floods or spots must not be placed within 500mm of flammable material.

Floor lighting is permitted if all safety precautions are taken.

All portable light fittings must have a Certificate of Suitability or a Certificate of Approval from Australian or New Zealand Electrical Safety Regulators which is to be provided to Melbourne Showgrounds upon request.

Any variations must be approved through your event organiser.

## No Build Zones

Please discuss with your event organiser to gain a better understanding of where our venue has defined no-build zones and how we can assist you in managing access to firefighting equipment during your event.

Melbourne Showgrounds can provide any building maps specific to your event. Please be aware that your final build will need approval from Melbourne Showgrounds.

## Noise Emissions

Melbourne Showgrounds is located within a residential area and is under strict noise regulations. Venue access restrictions outside of 7:00am – 7:00pm also apply. Any access outside of these hours need to be planned.

Any request for music or significant amplified noise must be made in writing to your event organiser.

## Offensive or Explicit Material

It is the responsibility of the Exhibitor to ensure the event organiser and Melbourne Showgrounds are informed of any potentially offensive or explicit display material or activity.

Melbourne Showgrounds reserves the right to refuse any items it deems to be too offensive to be sold and or displayed on site. If during an event, an offensive item is discovered, Melbourne Showgrounds reserves the right to remove item and or exhibitor from the venue.

## Products for Sale

All products sold from exhibition stands at Melbourne Showgrounds must comply with the Australian Competition & Consumer Commission (ACCC), definitions and guidelines.

## Prohibited and Controlled Weapons

Melbourne Showgrounds understands that during some specific events, the display, possession and even sale of any weapon may take place.

This includes but is not limited to:

- knives/daggers
- spear guns
- batons
- machetes
- axes/tomahawks
- swords
- imitation firearms.

Any requests to include weapons as part of a display must be submitted in writing to your event organiser for approval. This submission must include:

- Pictures of the intended items
- Reference to the size and material the weapon is made of.

This includes but is not limited to replica weapons and or costume style weaponry.

These may also be subject to both inspection and approval from the Victoria Police who may request that some type of identifier be placed on replica or costume play weapons to indicate that it is not real.

All providers must comply with a request like this if made.

## **Safety Induction**

The Victorian Occupational Health & Safety Act 2004 holds Melbourne Showgrounds management to a duty of care, requiring all event organisers, (& where applicable their contractors, subcontractors, commercial exhibitors, and other persons intending to engage in work practices within venue precinct) to register with the Contractor Management System (CMS).

It is mandatory for all event organisers to complete the Contractor Registration process before they or any other persons under their duty of care, commence any work at Melbourne Showgrounds.

If you fall into any of the following categories, you are required to complete the online site induction module prior to arriving at the Melbourne Showgrounds:

- Event organisers directly managing event contractors.
- Event contractors prior to completing any works at the venue.
- Exhibitors building or constructing their stand during the exhibition build.
- Exhibitors installing equipment or using equipment for demonstration purposes.
- General exhibitors.

Please click **[here to complete the OHS Induction.](#)**

Once you have registered your organisation in the induction system, you will have the capacity to send the induction link to all staff, exhibitors and any volunteers directly via email.

Individual passwords are not required with the induction system. Access is via an email sent from the event organiser to their teams and not from Melbourne Showgrounds.

Each contractor will need to register individually. Your event organiser can provide you with step by step guides to completing the induction process.

Melbourne Showgrounds staff will randomly check names for proof of induction completion and reserve the right to remove persons from the venue should they be found to have not completed the induction.

***Please ensure all your staff, contractors, exhibitors, and volunteers understand this requirement BEFORE arriving on site.***

Melbourne Showgrounds will work with any client for specific inductions and specific induction requirements should the need arise.

If you require any technical assistance, please contact the Melbourne Showgrounds Risk and Safety Team at **[RiskandSafety@melbourneroyal.com.au](mailto:RiskandSafety@melbourneroyal.com.au)** and we will get back to you as soon as possible.



## Safety Vests and Closed Toe Shoes

During a move in and move out period, it is always mandatory for everyone onsite to wear closed toe shoes and safety vests.

The nearest outlets for safety vests and personal protection equipment are:

- Home Timber & Hardware, 182-184 Union Rd, Ascot Vale VIC 3032
- Bunnings Maribyrnong, Cnr Rosamond Rd &, Williamson Rd, Maribyrnong VIC 3032

Both of these stores can provide you with the necessary garments to ensure a safer workplace.

## Smoke Isolations

Each building has its own requirements for isolation during your event (inclusive of move-in and out periods). The alarms and detectors are required to be isolated for any:

- Cooking indoors
- Food trucks indoors
- Smoke machines/Haze
- Significant heat generation appliances
- Vehicle movements
- Pyrotechnic displays
- Live flames (candles, centrepieces, etc)
- Flutter fetti.

Please confirm with the Melbourne Showgrounds before scheduling any activity requiring smoke isolation.

A risk assessment and detailed schedule will need to be provided to your event organiser for your intended activities. These will need to be provided no later than 72 hours prior to the event taking place.

During all smoke detector isolations, a Fire Warden must be in attendance within the isolated area. Melbourne Showgrounds will provide a suitably qualified Fire Warden. The cost for a Fire Warden must be paid for by the event organiser or exhibitor (minimum of four hours).

Failure to inform the Melbourne Showgrounds of your isolation requirements may result in the activation of the alarms. If the alarms are activated and the MFB attend the venue, any costs associated with this will be passed on directly to the client for immediate payment.

## Testing and Tagging

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use.

Any equipment not tested and tagged correctly will be addressed in one of the following ways:

- Exhibitors can arrange for the electrical item to be tested and tagged through their event organiser.
- Melbourne Showgrounds Safety or Operational teams will remove the item from the stand to store whilst the exhibition is on. It can be collected at the close of the event or day whichever is sooner.
- Exhibitor can remove the item from the exhibit. It is not allowed to be stored within the stand or exhibit; it must then be taken from the building.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

## Vehicles in Buildings - Driving

- Drivers of vehicles that wish to enter buildings must gain permission from Melbourne Showgrounds.
- All buildings have floor load limits that restrict vehicle access. Please discuss with your event organiser.
- All vehicles within buildings must turn on hazard lights, travel at walking pace, be accompanied by a spotter and limit dry turns.
- To reduce fumes within buildings, drivers should limit the amount of time vehicles are left to idle.

All vehicle move-in and out must be discussed with your event organiser and approved by Melbourne Showgrounds.

## Vehicles in Buildings - Display

All motor vehicles (including Electric, Hybrid and LPG fuelled cars) that come on-site for display require prior approval from Melbourne Showgrounds and must adhere to the following safety guidelines:

### All vehicle types:

- Display vehicles must be stationary for the duration of the event day/s until all public patrons have vacated the venue.
- Vehicles cannot be started and run without prior permission from Melbourne Showgrounds.
- Ignition keys must not be left in the vehicle.
- A protective layer, such as carpet / mats, must be placed under each tyre.
- Every vehicle must carry at least 1 x 2.5kg A:B:(E) dry powder fire extinguisher. The extinguisher can be stored inside the vehicle, however all staff for the relevant stand must be aware of the extinguisher's location and the extinguisher must remain easily accessible when inside the vehicle.
- Tyre shine may only be applied in outdoor areas. When applying tyre shine, the vehicle must be located away from buildings / venue infrastructure. Exhibitors must take necessary precautions to prevent overspray damage to asphalt and concrete surfaces throughout the Melbourne Showgrounds.

### Petrol, LPG, Hybrid vehicles:

- Flooring must be protected by drip trays under each vehicle.
- Under no circumstances is fuel to be decanted without prior approval of Melbourne Showgrounds.
- All fuel tanks must be locked / secured, particularly when the vehicle is unattended. Any additional fuel must be stored outside of buildings at all times.

### Electric vehicles:

- Vehicles may only be charged while inside a building with prior approval of Melbourne Showgrounds.

### Event Organisers:

- Melbourne Showgrounds will supply fire extinguishers throughout the venue via a combination of wall-mounted and portable trolley-mounted units. Event organisers must ensure that the floorplan has provision for trolley-mounted units within vehicle display areas (typically spaced every 10 – 15 meters). Note that charges may apply for the provision of trolley-mounted units.

## Exhibitor Checklist

Please use the checklist below as a guide for what information and risk assessments need to be provided at a minimum of 30 days before your event commences for review.

Task or Item
Amusement Rides Plan
Animal Management Plan (Bio Security)
Cleaning Requirements
Dangerous Goods Plan and Register
Food and Beverage Requirements
Furniture Requirements
Internet and Wi-Fi Requirements
Motor Vehicles on Display
Plant Hire and Delivery Plan

Task or Item
Plumbing Requirements
Power Requirements
Public Liability Insurance Certificate
Rigging Plans
Stand / Exhibit Builders
Stand Certification
Water Requirements
Weapons Displayed or Sold
Work Cover Insurance Certificate

### Animals On-Site (Bio-Security)

Melbourne Showgrounds is the perfect venue to incorporate animals into an event, where our venue maintains a high level of bio-security. Melbourne Showgrounds has the capability to display agricultural animals from around the country.

As such any domestic animals or pet will not be permitted within the Melbourne Showgrounds, except for Seeing Eye Dogs and companion animals.

In some circumstances, approval may be granted to approve exhibitors for an activity or performance where the use of an animal is legitimately required.

In these circumstances, an Animal Management Plan will be required which will include but not be limited to:

- How animals will be safely transported to and from the venue
- Provide proof of some specific vaccinations (animal dependant)
- Provide Veterinary health checks of the animals
- Housing of animals onsite
- Management of all animal waste.

This plan will need to be approved by the OHS manager at least 14 days prior to the event

### Conducting a Trade Promotion Lottery

A Trade Promotion Lottery includes any scheme that gives away prizes by any means that include an element of chance at any stage. Even if partially skills-based, the scheme will still have to be conducted in accordance with the regulations.

A full list of the conditions that currently apply to trade promotion lotteries can be found at the Victorian Commission for Gambling and Liquor Regulation trade promotion lotteries FAQs page: [click here](#)

### Furniture and Equipment Hire

Melbourne Showgrounds has a range of indoor/ outdoor furniture and equipment for hire. Please see the attached [link](#) for our venue furniture and equipment hire capability.

Contact your event organiser to discuss what is included with your booth and for additional furniture requests.

### Gas Cylinders

Clients or exhibitors must ensure all gas installations are safe and certified as complying with current Regulations and Safety Standards.



LPG cylinders shall not exceed 9kg in size with a maximum of two cylinders allowed per 3m x 3m stand.

All cylinders must be removed from the building at the end of each day and stored within a designated storage cage. The exhibitor is responsible for moving the cylinders to and from the gas cage.

This does not apply to cylinders that are empty and are for display purposes only.

Gas cylinders delivered on-site will be refused if the delivery was made without prior approval or if the representative of the exhibition stand is not present to accept the cylinders.

The installation and use of gas appliances and gas cylinders shall be undertaken by licensed plumbers only and can be arranged by your event organiser.

## **Helium**

Please be advised that helium balloons are not permitted.

## **Naked Flames**

Any activity requiring the use of a naked flame including but not limited to candles and cooking demonstrations requires approval from your event organiser and the Melbourne Showgrounds prior to the event.

Our buildings have sensitive fire and smoke alarms, any naked flame, smoke or heat source will require the building to be isolated.

If an isolation is required, Melbourne Showgrounds will appoint a qualified person to complete this task, additional charges will apply. Please speak to your event organiser to obtain a quote from the Melbourne Showgrounds.

If any smoke or fire alarm is activated and Melbourne Showgrounds has not been informed in writing of the activation, and the Melbourne Fire Brigade issue any costs associated with their attendance, these costs will be passed directly to the client and will incur an additional 25% administration fee.

## **Plant and Equipment**

- All mobile plant equipment must have white or non-marking tyres and a spotter to operate within the confines of RASV buildings; no forklifts or Elevated Work Platforms (EWP) with black tyres will be allowed within the buildings. Any damage caused by these machines will be paid for by the event.
- All plant equipment and vehicles operating within Melbourne Showgrounds must be registered with a registration plate affixed or an unregistered vehicle permit, have working indicators and headlights where fitted and have third party insurance cover.
- If seatbelts are fitted, the operator must wear them whilst the plant is in operation.
- All operators must carry with them their current motor vehicle and forklift licences along with EWP Permits and Victoria WorkSafe "Licence to Perform High Risk Work" cards (and interstate equivalents), if applicable.
- Melbourne Showgrounds staff will undertake random spot checks of compliance with these requirements during the licensing period.
- All forklifts and EWP operators must always wear a Hi Vis vest whilst operating the forklift or EWP.
- All vehicles must have the drivers phone number displayed on a parking pass provided by the Melbourne Showgrounds in case the vehicle requires to be moved. Must be displayed on the dashboard at all time.

## Exhibitor Move In and Move Out

To ensure a smooth event build, organisers, exhibitors and contractors must adhere to the scheduled move-in times.

Please liaise with the event organiser directly if you have queries about specific access times.

## Damages - How to Avoid

Most damages that occur at Melbourne Showgrounds can be avoided through good management of exhibitors, staff and contractors.

The following are commonly found issues;

- Surface damage due to fixing items to building walls, pillars and/ or ceilings
- Oil spills from forklifts, generators and or vehicles
- Trucks/ EWP hitting building beams or gates
- Forklifts and pallet jacks trying to fit through doorways
- Unprotected floor and grass surfaces
- Speed causing crash and or injury
- Unnecessary driving on grass areas
- Window damage from loose items or poorly placed exhibits.

We recommend you familiarise your event team and contractors with the above common issues prior to arriving on site.

All parties are responsible for reporting damage during the venue hire period and the event organiser will be liable for any damage within your utilised area regardless if it was staff, contractors, exhibitors or patrons at fault.

## Deliveries

Deliveries may only be made to the venue during the scheduled or approved Move-in times for your event.

Goods will not be accepted on behalf of clients or exhibitors at Melbourne Showgrounds. Contact your event organiser for more details on how we can help you to manage this aspect of your event.

Melbourne Showgrounds is a large venue with many spaces. Your event organiser can provide a delivery and collection label for any items moving in and out of Melbourne Showgrounds.

**Please Note:** Melbourne Showgrounds staff are not authorised to sign for delivery of any goods, packages or other materials on behalf of any client or exhibitor. Melbourne Showgrounds will not be liable for any delivery that is not received, damaged or delivered outside of the schedule.

Delivery drivers and couriers must comply with all posted or verbal speed restrictions and directives of Melbourne Showgrounds staff or appointed representatives.

## Storage

There is no on-site storage at Melbourne Showgrounds. Please contact the event organiser in order to work through how storage can be managed for the event.

## Lost Property

Melbourne Showgrounds will not accept responsibility for any goods left on the premises after the license period. Items found will be retained at the Melbourne Royal administrative office for 60 days. After this date, usable items will be donated to the local Opportunity Store and any items of value such as mobile phones, smartwatches etc will be given to Flemington Police Station for their follow up. Lost Property enquiries can be submitted [here](#).

## Hard Rubbish

Any hard rubbish or broken items left at the end of an event will be disposed of accordingly and charged to the event organiser at \$30 per item.

## Event Service Suppliers

The Melbourne Showgrounds have some exclusive supply arrangements in place across the grounds and particularly within the Victoria Pavilion, including Audio Visual and Catering.

Please ensure you provide details of any suppliers that you intend to engage to your event organiser so that we can help coordinate the best possible service and logistics for your event.

## Food and Beverage

Melbourne Showgrounds has sole catering rights for the sale and/or distribution of any food or beverage product that will be consumed on-site.

Melbourne Showgrounds will work with you to ensure the appropriate catering service is delivered for your event. Hirers are not authorised to engage caterers directly. Melbourne Showgrounds has a wide range of catering options available to suit all event styles.

## Exhibitor Stand Catering

Here at Melbourne Showgrounds, we have extensive menu offerings tailored to cater for events of any size and style. If any of your exhibitors wishing to order food & beverages for their stand, please ask your Event Planner to provide you with the Melbourne Showgrounds Exhibitor Stand Catering Menu.

## Food and Beverage Sampling

Use of any external food and beverage products, including for sampling must be approved by both the event organiser and the Melbourne Showgrounds in writing prior to the event and external supply charges may be applicable. Exhibitors without prior approval will be unable to provide food or beverage onsite.

It is the responsibility of each exhibitor to be fully self-sufficient in terms of storage and service equipment specific to their food and/or beverage that is being sampled or sold. Please note that there will be charges for extra cleaning in case of spillage or for the removal of food or wet waste incurred at your stand.

To conduct food sampling at the Melbourne Showgrounds, you must always adhere to the following conditions:

- Sample portions must be of tasting size only, no larger than 50g or 50ml (if the portion is larger it will fall into the Selling category listed on page 2)
- Samples must be directly related to your core business either demonstrating a food product or equipment.
- Samples must be offered free of charge.
- There may be additional charges for extra cleaning in case of spillage or for the removal of food or wet waste incurred at your stand.
- In Victoria, all food premises are required to have a Food Act registration before selling or sampling food.
- Any exhibitor wishing to supply food samples must be registered on FoodTrader 21 days prior to the event.
- A copy of the FoodTrader Certificate must be provided to the venue for approval a minimum 2 weeks prior to the event.
- Businesses that hold a previous Streetwork account can transfer their information to a new FoodTrader account. Please visit FoodTrader User Guide for further information.



- The Victorian State Government food and liquor regulations require stands handling and serving food or beverage to have washing facilities on their exhibition stand. The basin must always be accessible, be equipped with soap and paper towels, and a bin provided for disposal of used paper towels.
- If you are unable to supply your own basin, they can be hired from the Melbourne Showgrounds for \$395 inc GST.
- For further information, please request your Event Planner to send you the Melbourne Showgrounds Food and Beverage Sampling and Selling Request document.

Please note, there will be a fine if the exhibitor fails to lodge a SOT. For more information, please visit **Temporary and mobile food premises - City of Melbourne**.

### **Alcohol Beverage Sampling**

To conduct alcohol sampling at the Melbourne Showgrounds, you must always adhere to the following conditions:

- Alcohol sampling portions must be no more than 10ml for sprits and 30ml for wine, beer and cider (if the portion is larger it will fall into the Selling category listed on page 2)
- Samples must be offered free of charge.
- All sites intending to sample liquor (including wines, beer, aperitifs, and liquors), must obtain a Limited Liquor Licence for the duration of the event. Visit the Victorian Commission for Gambling and Liquor Regulation (VCGLR) website at [www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au) to apply.
- Possession of alcohol outside a licensed area is not permitted.
- Any member of staff distributing liquor for sampling must have a current "Responsible Service of Alcohol" (RSA) qualification and monitor how many samples they distribute to the same individual.
- Single-use (disposable) cups/glasses should be used and thrown away after use, they should be stored upside down and covered until required and be handled carefully to minimise the risk of contamination.
- Copies of the liquor licence and RSA qualifications are to be sent through to the Event Planner at the Melbourne Showgrounds prior to coming onsite.
- In the event that the limited liquor licence for the exhibitor sampling stipulates that RSA guards are required, then charges for the guards will apply.

For further information, please request your Event Planner to send you the Melbourne Showgrounds Food and Beverage Sampling and Selling Request document.

### **Sale of Externally Supplied Food and Beverage**

Should you have bespoke vendors that you would like to engage, they must sign up to be a Melbourne Showgrounds vendor and comply with site and government regulations. Use of suppliers must be approved by Melbourne Showgrounds in writing prior to the event, charges are applicable.

If you have any exhibitor requests on selling/full sized promotional giveaways, please request your Event Planner to send you the Melbourne Showgrounds Food and Beverage Sampling and Selling Request document for more information.

### **Food Safety**

- If preparing food samples onsite you need to provide facilities to clean and sanitise food utensils and equipment like cutting boards etc. and for the disposal of wastewater.
- Food should be served to customers by a member of your staff and disposable gloves, tongs and utensils used to minimise direct handling of food.
- Protective barriers must be provided to minimise the likelihood of contamination by customers and ensure that any food on display is effectively supervised.

- Tastings are to be served on clean plates with single serve toothpicks already in the individual food pieces.
- Only display small amounts of food. Never allow customers to “double dip” or to touch food with their hands.
- High risk foods must be chilled, keep quantities to a minimum and throw out food that has been out of refrigeration for more than 4 hours

Please visit these links for more information on Food Safety in Victoria: [FoodTrader](#), [Food Act 1984](#), [The Department of Health](#).

### **Washing facilities on stands**

The Victorian State Government food and liquor regulations may require stands handling and serving food or beverage to have washing facilities on their exhibition stand.

All exhibitors or vendors supplying and displaying food will be responsible for complying with relevant standards, including determining the need for washing facilities, which may include the need for separate food washing and hand washing facilities.

### **Utilities/Power**

For connection to any water, gas or electrical service, please liaise with your event organiser. for assistance to ensure this is done.

Power for your stand can be organised through your event organiser/stand builder.

### **Telecommunication and IT Services**

Melbourne Showgrounds has over 180 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our pavilion fibre connections.

Melbourne Showgrounds also has over 150 CCTV cameras positioned throughout the grounds to ensure patron safety and security. Whatever your IT needs we're confident we can provide a great experience.

### **Wi-Fi**

Melbourne Showgrounds has over 200 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our fibre connections. Whatever your IT needs Melbourne Showgrounds is confident to provide a great experience.

All our plans have unlimited data allowance.

#### **Free Wi-Fi**

At the Melbourne Showgrounds, we have over 200 WiFi Access Points providing 1-day free WiFi at 1 Mb/s. This service is available all year round, either for use by your contractors, or patrons. Perfect for light Internet browsing and checking emails.

**How to:** When you onsite at Melbourne Showgrounds, use your device's WiFi settings login to 'Showgrounds Free WiFi', then accept the terms and conditions.

**Note:** As this system uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.

#### **Premium WiFi**

Melbourne Showgrounds is proud to offer a premium WiFi service using our extensive WiFi infrastructure. This service is perfect for single pavilion functions, or your Exhibitors.

You can opt to purchase a premium WiFi package for a single device, using just your phone and credit card to complete the process.

**How to:** When you are onsite at Melbourne Showgrounds, use your device's WiFi settings to log in to 'Showgrounds Premium WiFi'. Follow the prompts to choose your plan and enter a credit card.

**Note:** As this system uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.

Alternatively, you can pre-arrange WiFi packages that offer faster download speeds, hard-line connections, and shared access across multiple devices. These packages must be requested at least two weeks prior to the event date.

You will find more information about our Premium WiFi options, including the order form for pre-arranged packages, via our **Internet Services Guide**. Please speak to your event organiser if assistance is needed.

## Exhibits Requiring Approval

Please refer to the following conditions for items being displayed while at Melbourne Showgrounds:

### Amusement Rides and Devices

Melbourne Showgrounds has significant contacts within the amusement ride industry and your Event Planner will be able to assist in outlining various ride options for your consideration. Melbourne Royal can provide organisers with details of a range of industry contacts, who have previously demonstrated compliance with the stringent requirements to operate rides at Melbourne Showgrounds, as they have previously participated at the famous Melbourne Royal Show.

Whilst this doesn't preclude you from using an alternative operator, should you wish to bring in a different amusement ride operator, please inform the venue. Your Event Planner will send through an Amusement Rides Checklist, which outlines the details you should seek from the operator in accordance with the relevant standards (AS3533 Amusement Rides & Devices).

No mechanical or inflatable amusement rides or devices are to be used at an event without the prior approval of the venue. If you intend to use such amusement equipment, approval must be sought in writing no less than 28 days prior to your event.

### Cooking within Buildings

The cooking of food inside our buildings is possible, however some restrictions apply and prior approval must be obtained from Melbourne Showgrounds. Please speak to your Event Planner for further information.

### Water, Fire, Moving Equipment

- Displays involving moving equipment, fire or heat, machinery and water likely to injure a member of the public, must always be separated from the public by physical barrier and trained personnel be in attendance
- Risk analysis and injury mitigating measures are to be provided, inclusive of but not limited to a detailed risk assessment and crowd separation measures.
- Displays using water must gain approval from your event organiser and the Melbourne Showgrounds OHS Manager
- Adequate provision must also be made to protect flooring and prevent any water leakage

### Structure and Stand Design

As a rule, the Melbourne Showgrounds will endeavour to inspect all stands and structures to ensure that they are safe and do not pose a hazard to any user at the venue.



Melbourne Showgrounds does reserve the right to request modification or close any stand which is deemed to be a safety hazard.

All multi-story stands and structures require both engineered plan and sign off build by an engineer.

Custom stand plans and upgrades will need to be approved by the Event Planner. For more in-depth information around Stand Design please liaise with your Event Planner directly. Again, we strongly suggest using one of the exhibition build companies that know our site thoroughly.

### **Structure and Stand Height**

Any stands or structures with a height greater than 2.7m requires a Regulation 126A 'Certificate of Compliance' for Proposed Building Work (issued by a BLA Registered and Endorsed Building Engineer in the category of Civil (Structural)).

Once built, a Regulation 126B 'Certificate of Compliance' for Building Works undertaken will need to be issued prior to the event opening. Alternatively, an Engineer's Report can be provided on site, which may be preferred where there are multiple builds to assess.

### **Stand flooring**

Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle. All flooring that exceeds 115mm in height is deemed to be a step. If the stand is to be occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.

### **Stand materials**

- Must not cause dampness, stain or be readily ignitable.
- Must not be capable of emitting toxic fumes should ignition occur.
- Crepe paper, corrugated cardboard, straw, hay, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) requires prior approval from Melbourne Showgrounds
- Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, with the below considerations:
  - A protective membrane is laid first and chips are always kept slightly moist.
  - A fire extinguisher must be placed in a prominent location on the stand. This can be provided by Melbourne Showgrounds, so please contact your event organiser for costs.
- Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. Proof of treatment will be required.
- Moving machinery or equipment likely to injure a member of the public or a swimming pool or spa containing water, must always be separated from the public by a physical barrier and supervised.
- Fountains, aquariums, spas, rock pools and swimming pools can be displayed, provided suitable provisions are made to prevent water leakage onto the floor.
- No core drilling or fixing into any floor or wall is permitted.

### **Stand visibility**

Melbourne Showgrounds will conduct regular stand visual safety inspections and need to be able to sight the stand build to ensure safety compliances are being met during the event planning process.

