

Venue Services Guide



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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.

We aim to collaborate with clients to deliver amazing events and experiences. Whilst working with you to deliver a successful event, we need to ensure that everyone on site is working in a safe and efficient manner that is respectful to the venue and those onsite.

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 planning an event at Melbourne Showgrounds.

If you need further information, please contact your dedicated Melbourne Showgrounds Event Planner.

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](#)**.

A designated site map confirming gate access and parking information will be provided closer to your move in day.

Accessibility

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

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

Drop-Off / Pick-Up and Ride Share

Ride share arrangements will be made specific for each event. This will include both drop-off and pick-up arrangements recommended based on the spaces you have booked and the patron flow between buildings. The following factors will determine the exact traffic management plan for rideshare for your event:

- Opening and closing times of the event
- Estimated number of patrons using ride share/public transport
- Is any external traffic management required?

Parking

Move In and Move Out

Access to site: via Gate 5, Langs Road, Ascot Vale (*please note, this may change due to other events that may be running simultaneously with your event*).

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 Planner will provide confirmation of how parking can be part of your event.

Parking will be free of charge for all event staff, contractors, and exhibitors during move in and out only (Monday to Friday, 7am to 7pm).

Event Day

Melbourne Showgrounds has onsite parking and access for any event.

Pedestrian and vehicle access, and parking location will vary depending on where your event is taking place and what other spaces are in operation during your event. Your Event Planner will provide confirmation of how parking can be part of your event.

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.

Complimentary passes: 18 passes will be provided for you to pass onto staff if required. Please provide a list of names to your Event Planner prior to your event.

Hours of Operation

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

Event timings outside of these operating hours will be accommodated and confirmed within your contract.

Move in and out should be planned to take place within the hours of 7:00am to 7:00pm, for additional access on move in or out days, a \$350.00 per hour access fee will be charged and must be booked a minimum of four weeks in advance for rostering purposes.

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 Venue Duty Manager.

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

Ask someone else to notify 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 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 provide to Melbourne Showgrounds upon request.

No Build Zones

Please discuss with your Event Planner 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.

Your dedicated Event Planner will 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 Planner. Please refer to the Melbourne Showgrounds Noise Management Plan for more information.

Offensive or Explicit Material

It is your responsibility as the event organiser to ensure the Event Planner is 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.

Places of Public Entertainment (POPE) Permits

The City of Melbourne has a set of conditions that may require you to apply for a POPE permit. This is a condition placed by the City of Melbourne and not the Melbourne Showgrounds. Whilst we will do everything possible to assist you, the sole responsibility for applying for, meeting and obtaining the permit will be with the event organiser and not the Melbourne Showgrounds.

A *Place of Public Entertainment* is defined as an area greater than 500m² which is used for public entertainment. Additional Siting Permits may be required for any structures built or occupied prior to the issue of the POPE.

Melbourne Showgrounds has 19 buildings on site and all of these currently hold occupancy permits. However, outdoor spaces do not carry permits and therefore require a POPE if the area activated is greater than 500m². Two of the most common areas include the Main Arena and Town Square.

Please refer to the City of Melbourne website ([link](#)) to determine if your event requires a permit.

Melbourne Showgrounds will only advise you of your possible requirements to obtain a permit and will not accept any responsibility for any negative outcome should you fail to apply or comply with the permit requirements should you need one.

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 Planner 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.

Public Address System

Melbourne Showgrounds buildings and precincts are supported by a public address system. This system can be controlled individually per building or linked to cover several halls.

Please see the below breakdown of wireless and cabled microphones available, per building:

- Building 01: Wireless
- Building 03: Wireless (Access via Encore Event Technologies)
- Building 04: Cabled
- Building 07: Wireless
- Building 08: Cabled
- Building 10: Cabled
- Building 13: Cabled

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 Planner 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 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 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
- Smoke machines/Haze
- Significant heat generation appliances

- Vehicle movements
- Pyrotechnic displays
- Live flames (candles, centrepieces, etc)
- Flutter fetti

Please check with your Event Planner before scheduling any activity requiring smoke isolation.

A risk assessment and detailed schedule will need to be provided to your Event Planner 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. Testing and tagging of equipment can be pre-booked through your Event Planner, the pre-booked charge is \$10.00 per item, with \$100.00 minimum callout fee. Testing and tagging can also be organised through your stand builder.

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

- 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.

Traffic Management

There are 2 types of traffic management required for every event:

- External plans where residential traffic flows will be affected as a result of your event, *and*
- Internal traffic management plans, inclusive of ride share arrangements

External Traffic Management Plans

Where changed external traffic conditions are necessary for an event, or significant impact upon public transport is anticipated, it is a requirement for the event organiser to create a Traffic Management Plan (TMP).

Melbourne Showgrounds preferred supplier for all external TMP's is All Roads Australia and they will assist in the development of the plan in consultation with the organiser.

Once the TMP has been drafted it will be sent to all relevant parties, inclusive of both City of Melbourne and Moonee Valley City council and Vic Roads for approval.

A Memorandum of Authorisation (M.O.A.) may also be required by VicRoads to approve the TMP. As per the Venue Hire Agreement, the cost for any traffic management plans shall be borne by the organiser. A cost estimate for Traffic Management can be provided by Melbourne Showgrounds.

The Venue Event Planner will work with you to determine the most appropriate entry and exit points for your event. If an external traffic management plan is required, it must comply with Australian Standard 1742.3-2009 "Manual of uniform traffic control devices" and detail road closures, public transport impacts, highlight all traffic infrastructure including barricades, road signs and variable message signs.

Internal Traffic Management Plans

Melbourne Showgrounds will tailor an internal TMP to your event footprint and will be provided to you by your Event Planner. This will include all access gates, gate management, travel paths, ride share areas, public transport, signage and any parking requirements.

Costs to set up, manage and pack down any internal TMP will be provided to you during the event planning process.

Driving Onsite

- The speed limit onsite is always 10kph or walking pace.
- No moving vehicles can be used during the event, unless permission has been given by the Melbourne Showgrounds OHS Manager.
- Please beware of pedestrians and other vehicles whilst onsite. Hazard lights must also be on whilst driving.
- Failure to comply with this requirement will result in the removal of the person and vehicle from the venue.

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 Planner.
- 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 Planner 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.

Event Checklist

Please use the checklist below as a guide for what information and risk assessments need to be provided at a minimum of 60 days before your event commences for review.

Task or Item	Task or Item
Amusement Rides Plans	Plant Hire and Delivery Plan
Animal Management Plan (Bio Security)	Plumbing Requirements
Audio Visual Plans	POPE Request
Building Isolation Requests	Power Requirements
Cleaning Requirements	Public Liability Insurance Certificate
Dangerous Goods Plan and Register	Pyrotechnics Plan
Drones/UAV's Submission to CASA	Rideshare Requirements
Emergency Evacuation Plan	Rigging Plans
Event Risk Assessment	Security Plan
Event Schedule	Stand/Exhibit Builders
First Aid and Health Plan	Stand Certification
Fixings and Decoration Plan	Toilet Facilities Required
Food and Beverage Requirements	Traffic Management Plan (Internal and External)
Furniture Requirements	Water Requirements
Internet and Wi-Fi Requirements	Weapons Displayed or Sold
Lighting Requirements	Work Cover Insurance Certificate
Motor Vehicles on Display	

Adhesives and Tapes

Adhesives, glues, unapproved tapes, nails, screws, staples, and other fixing materials are strictly prohibited and must not be used on any part of the venue, including the fixtures and fittings or any equipment belonging to Melbourne Showgrounds.

Damage caused using unapproved materials will be recorded during post event damage inspections and charged accordingly.

Any tapes or adhesives not listed below MUST be submitted for approval via a physical sample and specification sheet at least 7 days prior to commencement of tenancy.

- Tenacious K750 FlowMask Protective Tape YELLOW 72mm
- Tenacious K330 Double Sided Cloth Tape WHITE.

Animals On-Site (Biosecurity)

Melbourne Showgrounds is the perfect venue to incorporate animals into an event, where our venue maintains a high level of biosecurity. 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.

Contact your Event Planner to discuss requirements, availability, and charges.

Please see the attached [link](#) for some of our venue furniture and equipment hire capability.

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 Planner.

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 Planner 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 organise a fire warden on your behalf. Additional charges will apply. Please speak to your Event Planner for a quote.

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 Melbourne Royal buildings (no forklifts allowed in Building 3 or Building 10); no forklifts or Elevated Work Platforms (EWP) with black tyres will be allowed within the buildings. Any damage caused by these machines will be charged to the event organiser.
- 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 complete the Melbourne Showgrounds site induction and 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 always displayed on the dashboard.

Pyrotechnics

All pyrotechnics planned on being discharged within the Melbourne Showgrounds must comply with a variety of requirements. Please use the checklist below on the documents required to be sent through to the venue for approval.

Provider Public Liability Insurance		Run Sheet of events for the evening	
Provider Risk Assessment		Template of letter to residents advising timings	
Map of Launch Site and Exclusion Zone		Communications Plan for the display	
Notification to WorkSafe Victoria		Clean-up Plan	
Building Isolations required		First Aid Plan	
Fire Wardens provided			

Confetti

Confetti is on a request basis for both inside and outside use. Pending the size of the confetti, how many cannons used, location, events happening after (to allow enough cleaning time), etc.

The estimated cleaning cost of 2 x confetti cannons is \$2,000 inc GST in labour and must be pre-paid (price dependant on how many cannons – the Melbourne Showgrounds Event Planner can obtain an estimate).

The application is to be emailed through to the Event Planner for venue approval.

Move In and Move Out

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

Please submit your Move In Move Out (MIMO) schedule for approval and liaise with your Event Planner if you have any queries about specific access times.

Semi-Trailers

Melbourne Showgrounds is located within a residential area and is under strict noise regulations.

If the exhibition builder is utilising a semi-trailer to move in and out, this can only be done between 7:00am-7:00pm. This is because semi-trailers are not permitted on the roads at night due to noise restrictions.

Building Hand-Over

At the commencement of your tenancy, a member of our operations team will conduct a venue handover with you to complete a condition report, ensuring that any previous damage has been captured and to give you an overview of how they can assist you during your time at Melbourne Showgrounds. The handover must take place before conducting any work within the hired space and it is highly recommended that you are first to arrive onsite to do the handover.

We encourage you to take the necessary precautions before conducting your work in the venue space. These precautions can vary depending on the activity. Please note that the event organiser will be liable for any damage found on the exit inspection, so it is critical that time is taken to complete a thorough inspection at the beginning of the hire period.

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 of if it was staff, contractors, exhibitors or patrons at fault.

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, floors 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 lose items or poorly placed exhibits

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

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 Planner 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 Planner will 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 off the schedule.

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

Safety Check – Pre-Opening

During event set-up, Melbourne Showgrounds will conduct a pre-opening safety check and may issue you with a list of areas requiring rectification to ensure the event meets venue and OH&S regulations.

As the event organiser you are required to adhere to these requests prior to the event opening. Melbourne Showgrounds staff will endeavour to assist where possible.

Once completed, Melbourne Showgrounds will notify you that the event complies with the Melbourne Showgrounds Licence Agreement, required OH&S documentation and submitted safety plan and is approved to open.

Storage

There is no on-site storage at Melbourne Showgrounds. Please contact your Event Planner 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 the 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.

Item	Provider	Exclusive Areas
Catering/Stand Catering	GEMA	Entire site
Cleaning	Cirka	Entire site
Security – Gate Guards	USAU	All gates
Event Security, RSA Guards	SecureCorp	Entire site
Non-alcoholic ready to drink beverages (Soft drinks, water)	Coca Cola	Entire site
Coffee	St Remio	Entire site
Beer	Carlton United Breweries	Victoria Pavilion
Audio Visual	Encore Event Technologies	Victoria Pavilion

Please ensure you provide details of any suppliers that you intend to engage to your Event Planner 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 are wishing to order food & beverage for their stand, please ask your Event Planner to provide you with the Melbourne Showgrounds Exhibitor Stand Catering Form.

Food Trucks

The Melbourne Showgrounds will work closely with you to ensure your event has a wide variety of food truck options. The vendors that we frequently engage for our events are efficient, of high quality and can handle high volumes.

The amount of food trucks that we will contract for your event will be determined on your estimated attendance. Please note, food trucks are required to be placed outside of buildings and are unable to be placed indoors.

Please speak to your Event Planner for further information on having food trucks at your event.

Food Truck Vendor Heat Policy

Should external temperatures surpass 35°C, it is within the discretion of the food truck vendors to determine whether to continue trade. However, it is preferred that major dining times, namely 12:00pm to 3:30pm and 5:30pm to 8:30pm, be prioritised if feasible. The welfare of staff is of paramount importance. Vendors will be provided with additional water and necessary amenities to ensure staff well-being. Furthermore, vendors where possible will use portable fans and/or air conditioners to mitigate the effects of high temperatures on staff inside the food trucks.

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 *Sale of Externally Supplied Food and Beverage* category listed below)
- 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 Streatrader 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 *Sale of Externally Supplied Food and Beverage* category listed below)
- 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 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.

Electrical Access: Switchboards

Any electrician engaged by clients that requires access to the Melbourne Showgrounds switchboards must report to the facility manager, BGIS prior to accessing them for inspection, or connection.

The Melbourne Royal Operations Team will facilitate any introductions, and the electrician must complete the log/tag out register with BGIS prior to any activity taking place.

Advertising and Promotion of Event

Event organisers may use the Melbourne Showgrounds logo for event marketing, subject to approval from the Event Manager.

As the event organiser, you are required to:

- Refer to the venue as Melbourne Showgrounds (not Showgrounds, Royal Melbourne Showgrounds, The Melbourne Showgrounds) in all event marketing and communication.
- Supply the Event Planner with a copy of marketing and communication material where the venue is mentioned, for approval prior to production and distribution in the marketplace.
- Melbourne Showgrounds offers several promotional opportunities including website listing, social media features, local area letterbox drops and newspaper advertising. Should you have interest in these promotional opportunities please contact your Event Planner.

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 Wi-Fi Access Points providing 1-day free Wi-Fi 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 Wi-Fi settings login to 'Showgrounds Free Wi-Fi', 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.

Pre-Arranged Internet Plans

Melbourne Showgrounds has a wide range of Wi-Fi 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 package options, including the order form via our [Internet Services Guide](#). Please speak to your Event Planner 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.

Drones and UAV flights

Any drone or UAV flight at our venue requires permission from the Civil Aviation Safety Authority (CASA).

As we are in the flight path of 2 airports (Essendon and Tullamarine) CASA requires notification and permits to be applied for by the event owner BEFORE any flight commences.

Melbourne Showgrounds will not accept any responsibility for unauthorised drone or UAV flights. We will request that any unauthorised or unplanned flight be immediately ceased. CASA website will provide you with all the required information you will need to manage your requirements – please refer to the following links for further information:

[CASA Drone Rules](#)

[Flying in public spaces rules](#)

[CASA Download sheets](#)

Piercings and Tattoos

Exhibitors wishing to offer tattoo and / or body piercing services must provide us with a copy of their permit from the City of Melbourne. City of Melbourne requirements may include that the stand includes a functioning

sink, access to hot water, and no carpet. Please confirm these requirements with the City of Melbourne directly. We have sinks and small hot water units available for hire via our [Furniture Hire](#) page. Additional plumbing costs may apply, particularly where the stand is located far from a water point. Note that any additional furniture / equipment requested once your venue access has commenced will incur a 20% surcharge.

Any stands using ink-like substances, such as tattoo artists, will need to provide a water-proof protective floor covering under their stand. This could be:

- Black plastic or some form of waterproof drop sheet on the ground. Fixed with low adhesive tape, or speciality exhibitions tape designed to be removed from flooring such as the one listed in the Tape Guidelines.
- Carpet tiles on the exhibitor stand area covering their workspace. These tiles should have a rubber backing to prevent liquid soaking through.
- Rubber tiles / matting underneath their display, with the edges taped to prevent seepage in the join.

Any stands using sharps will need to arrange their own sharps disposal.

Note that any additional cleaning / damage repair costs from exhibitors will be included in your Post-Event Invoice.

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 the Melbourne Showgrounds OHS Manager.
- Adequate provision must also be made to protect flooring and prevent any water leakage.

Emergency Exit Signage

In the interest of site safety and the safety of all our stakeholders, it is a mandatory requirement that temporary luminescent emergency exit signage is provided for all events (as necessary) to ensure such exit signs indicating an exit door, or part of an egress path to an exit, are clearly visible to patrons in the event of an emergency.

This service can be organised directly through your contracted shell builder, or you can discuss further options with the Showgrounds as required.

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 1:14.

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 Planner 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/concrete 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.

Stages

Should you wish to include a stage as part of your event, the following requirements will need to be met:

- Stages greater than 190mm in height will require steps to access the stage. Step heights must be between 115mm and 190mm, and consistent in height.
- Ramps are required for any stages that may be accessed by attendees with accessibility issues. Ramps must be of 1:14 angle, with no lip at the transitions.
- Handrails are required for any steps accessing the stage except for when a landing is included as part of the stage. The landing must be a minimum of 750mm x 750mm, with any steps to be between 115-190mm.

It is important to consider accessibility for your stages to ensure a safe, dignified, and enjoyable experience for all attendees.

