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EXPERIENCE



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WATERFRONT



outstanding
DINING



strategic
LOCATION



world class
VENUE



EVENT SERVICES MANUAL

AMENDED 20 APRIL 2017
VERSION 1.0

A PLACE LIKE NO OTHER

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1. WELCOME

Thank you for choosing the Darwin Convention Centre to host your event.

At the Darwin Convention Centre, our first priority is the success of your event. Our experienced and passionate team is here to support you in delivering your vision. We will be there every step of the way to ensure this happens.

This manual provides you with important information that you will require to plan and manage your event. It contains key details about the Darwin Convention Centre and the facilities and services available to you. We encourage you to contact your event planner at any stage through the planning and delivery process with any questions that can't be answered by this document or you are unsure about.

We look forward to partnering with you to create and deliver your successful event.

Yours sincerely,

Darwin Convention Centre Team



2. ABOUT DARWIN CONVENTION CENTRE

The Darwin Convention Centre is a project of the Darwin Cove Consortium and the Northern Territory Government and is proudly managed by international venue management specialist, AEG Ogden.

We are a facility designed to attract major national and international conferences and exhibitions. The Centre is located within the Darwin City Waterfront Precinct and can accommodate a variety of events, gala dinners, concerts, conferences and much more.

- The Centre spans 22,900 square metres and offers a range of flexible event spaces including:
- an Auditorium with tiered seating for 1,200 delegates that can be divided into two equal spaces;
- four column-free halls with a total area of 4,000 square metres with capacity for 225 exhibition booths, 2,740 delegates' banquet style or 3,660 delegates' theatre style;
- three top-level Waterfront Rooms that can cater for up to 560 delegates theatre style or 330 banquet style; and
- four meeting rooms that can accommodate up to 170 delegates.

CONTACT DETAILS

Name:	Darwin Convention Centre
Street Address:	Stokes Hill Road, Darwin NT 0800, Australia
Postal Address:	GPO Box 735, Darwin NT 0801, Australia
Telephone:	+61 (0)8 8923 9000
Facsimile:	+61 (0)8 8923 9199
Website:	www.darwinconvention.com.au
Email:	admin@darwinconvention.com.au

AEG Ogden (Darwin) Pty Ltd. is trading under Darwin Convention Centre as agent of Darwin Cove Convention Centre Pty Ltd. ABN 14 112 960 808



3. EVENT PLANNING

3.1 Event Planner

When you confirm your event, an Event Planner will oversee its planning and delivery.

The Event Planner will be your main point of contact during the planning stages and will assist in the following:

- Manage the logistics of your event including preparation of a detailed Event Order for Centre staff to follow;
- Provide indicative costs in the lead-up to the event for budgetary purposes
- Share their extensive local knowledge, providing contacts for contractors and services to support your event

3.2 Delegate Numbers

- Twenty Five (25) business days before the start of the Hiring Period the Client must advise Darwin Convention Centre in writing:
 - final confirmation of the program and timetable for the Event
 - approximate attendee numbers
 - estimated food and beverage requirements
- Final numbers of attendees requiring food or beverages are to be advised in writing no later than ten (10) business days prior to the commencement of the Hiring Period.

3.2 Additional Orders

- For any goods or services ordered during an event, the Hirer is required to complete and sign an Additional Orders Form, with payment arrangements to be made at the time of ordering.

3.4 Exhibition Booths

- All temporary structures including booths and theming displays must be approved and comply with the Centre's regulations.

3.5 Exhibition Manual

- Prior to the event and its distribution to exhibitors, the Hirer must forward a draft copy of any Exhibition Manual developed for the event to the Event Planner for review. This will ensure the accuracy of all information and relevant rules for exhibitors in relation to the venue.

4. PRODUCTION

4.1 Production Services

- The Darwin Convention Centre has a committed and professional AV services supplier which provides a range of exclusive services and support services, depending on the event type.
- Centre Management restricts the provision of audio visual and production equipment and services by external individuals or organisations to equipment and services that cannot be supplied by the Centre. If the Hirer wishes to engage the services of an external audio visual provider, prior written approval from the Centre Management must be obtained

4.1.1 Rigging and Banner Hanging

- The Centre has rigging capacity within the Auditorium and Exhibition Halls 1 to 4. Rigging and banner hanging in the Centre must be carried out by the Centre's AV Services Supplier.
- Please contact the Event Planner no later than 14 days prior to the event.



4.1.2 Draping

- The Centre can supply theatre production wool drapes (45m x 11.5m) for the Auditorium and Halls, and we have a mobile push up velveteen drape kit (15m x 6m) for the Waterfront Rooms.

4.3 Staging and Dance Floor

- A standard stage and dance floor is included free of charge in the room hire as part of the set up. Depending on availability, the Centre can accommodate larger stages and dance floor, however charges are applicable for extra stage units and dance floor pieces.

4.4 Public Address System

- The Darwin Convention Centre controls a paging system from multiple stations around the Centre for dedicated areas to make announcements during events. Instructions on how to use this system are available from your Event Planner.

4.5 Lectern

- A lectern with fixed microphone is included in the room hire. The Darwin Convention Centre has two styles of lecterns that can have customised signage attached.

5. INTERNET AND COMMUNICATION SOLUTIONS

5.1 Internet and Networking Solutions

- Our free Wi-Fi service provides limited internet access to all conference delegates, event attendees and general public in the venue during your event at a speed of 256kbps.
- Upgrades to our Premium Wi-Fi service are available, charges apply. The Centre can provide bandwidth of 2MBPS – 20MBPS.
- Exhibitors can arrange internet connection by completing the Application for Temporary Communications Form.

5.2 Telecommunications

- The Darwin Convention Centre offers an in-house service to Hirers or Exhibitors for the connection of telephone, internet and fax lines to exhibition stands or ports around the Centre. A Temporary Communication Service Form can be supplied for Hirers or exhibitors and payment for these services must be received prior to installation. Please contact your Event Planner for more information.
- Call charges for telephone usage will be charged after the event.

6. FOOD AND BEVERAGE

6.1 Food and Beverage Policy

- The Darwin Convention Centre has sole rights for the sale and distribution of any article of food or beverage for consumption on-site.
- The Centre is a licensed premise. The terms of the licensing arrangement do not allow for the external supply of alcohol.
- In special circumstances only the Darwin Convention Centre will consider sponsored product. If permission is granted a beverage service fee will apply.
- Any exhibitors wishing to distribute food or beverage samples must complete the required form have prior written approval of Darwin Convention Centre Management.



6.2 Event Catering

- The Darwin Convention Centre Team of catering professionals takes great pride in the quality and professional delivery of its food and beverage product. Our experienced team have developed menus that feature fresh local and regional produce, creating a modern Australian theme that also incorporates the flavours of the region including Asia Pacific and some modern favourites from the Mediterranean. The large wine selection reflects the rich wine heritage of Australia.
- The Darwin Convention Centre can provide a range of innovative and tailor-made menus for your particular food and beverage requirements. We will work with you to design menus according to your conference delegate tastes and budget requirements. A wide variety of banquet menus and beverage packages are available.

6.3 Centre Menus

6.3.1 Menu Compendium

- A full listing of our menus are available online. We can assist in selecting a menu for your event, please contact your Event Planner.

6.3.2 Dietary Requirements

- The Darwin Convention Centre team of catering professionals are able to prepare a variety of menus to cater to specialised dietary needs. Any dietary requirements should be specified in writing with full details on the type of dietary requirement at least seven (7) business days prior to the event.
- Kosher or Halal meals will incur an additional charge due to the special preparation required.

6.3.3 Menus

- Complimentary table menus (two per table) are supplied by the Darwin Convention Centre for all sit down functions. Menus can be tailored to include your corporate logo, if images are supplied in jpeg format no less than five (5) business days prior to an event. Please contact your Event Planner for more information. Re-prints due to changes will incur a charge

6.3.4 Menu Tastings

- Menu tasting, also known as Chef's Table, is a service that we offer once the event is confirmed and contracted and will include three (3) guests and one (1) Event Coordinator, any additional guests will incur a charge per person.

6.4 Beverages

- The Darwin Convention Centre reserves the right to supply all beverages for any event. They must be consumed on-site and are not to be removed from the premises at any time.
- The Centre has preferred and exclusive arrangements with selected companies and therefore, serves their products exclusively.
- In special circumstances only the Darwin Convention Centre will consider sponsored product. If permission is granted a beverage service fee will apply.
- In the case of a wine tasting event corkage charges will apply.

6.5 Cash Bar

- The Darwin Convention Centre can provide cash bar facilities to allow guest to pay individually for beverages during all, or part of a function. Additional staff may be required to operate a cash bar – charges apply.



6.6 Liquor Licence

- A copy of the liquor licence is kept on the premises at all times and shall be made available for inspection by any person.

Liquor Licence Number: 80817894
 Licensee: AEG Ogden (Darwin) Pty Ltd
 Nominee: Janet Hamilton
 Name of Premises: Darwin Convention Centre
 Lot 7578 Kitchener Drive
 DARWIN NT 0800

- Liquor may be served from 07:00 until 23:59 pm to any legally aged person attending a pre-booked event on any day a function is identified. Proof of identification must be produced on request or the sale of alcohol may be withheld. Alcoholic beverages are not served after 23:59.
- Six (6) weeks' notice is required for variations and/or extensions to the liquor licence. Requests are to be in writing to the Centre. All requests are subject to the approval of the NT Government Liquor Licence Commission and the Darwin Convention Centre. Charges may apply.

6.7 Responsible Service of Alcohol (RSA)

- The Darwin Convention Centre supports the responsible sale and service of alcohol and maintains strict compliance with the Liquor Act.
- All people serving alcohol within the Centre must have current RSA certification.

6.8 Cafe

- The Centre's Cafe is situated in the Ground Level foyer. Operating times will be at the discretion of the Darwin Convention Centre.
- A pop up café can be arranged for an additional cost, please contact your Event Planner for more details.

6.9 Stand Catering and Hospitality

- Stand catering is a service provided by the Centre, which aides in enticing guests to an Exhibitor's stand. The Darwin Convention Centre provides a comprehensive catering selection for Hirers and Exhibitors.
- Exhibitors will be required to complete Form A: Application for Stand Catering.

6.10 Sampling

- The Centre has established the clear guidelines for sample servings of food and beverage not purchased from the Centre's catering facility.
- The Centre has the sole right for the sale or distribution of any article of food or drink. Therefore, no food or beverage may be brought into the Centre without prior consent.
- Any approved sampling must comply with the Centres sampling guidelines.
- NT Food Act and National Food safety standards must be adhered to at all times.
- Exhibitors will be required to complete Form F: Sampling of Food and Beverage, this form outlines all the guidelines that must be adhered to.

6.11 Health Regulations

- All Hirers that wishes to sample food within the Centre will do so under strict health and safety regulations as set forth by the NT Food Act and National Food Safety Standards. All food sampling suppliers must provide the Event Planner with a copy of NT registration at least two (2) weeks prior to the event. Any food sampling supplier that does not provide their certification will not be able to sample food in the Centre.



7. FLOOR PLANS AND ROOM SET-UPS

7.1 Floor Plans

- A floor plan will be provided by the Centre for all events, detailing positioning of tables, stage and dance floor (if applicable).

7.1.1 Exhibition Floor Plans

- Floor plans must be provided for all exhibitions, special events and registration builds. It is the Hirer's responsibility to ensure that floor plans are submitted for approval by Centre Management, the timelines for approval are dependent upon which rooms are being used for the event and the type of event. Please contact your Event Planner for more information.
- Any revisions that take place after final written approval has been given must be signed off by Centre Management prior to contractors commencing work.

7.2 Room Set-ups

7.2.1 Display Boards

- The Darwin Convention Centre can provide two mobile display boards for your event complimentary (subject to availability).

7.2.2 Linen

- White and black linen tablecloths and white linen serviettes are provided for catered functions on a complimentary basis. Coloured linen serviettes are available - additional charges will apply.

7.2.3 Pads and Pens

- Pads and pens will be made available in the room to delegates at no charge. Charges may apply for additional requests.

7.2.4 Red Carpet

- The Darwin Convention Centre has two (2) x 10 metre red carpets and one (1) x 20 metre red carpet for hire at events, subject to availability. Contact your Event Planner for further details and pricing.

7.2.5 Table Allocations/ Guest Lists

- All table allocations and guest lists are the responsibility of the Hirer. The Centre will provide a basic printout if requested.

7.2.6 Tables and Table Dimensions

- The Darwin Convention Centre has the following tables and dimensions:
 - Oval Banquet Tables 1800mm x 1500mm
 - Class Room Trestle 2400mm x 450mm
 - Buffet Trestle 1800mm x 750mm
 - Half Round Tables 1500mm Diameter



7.2.7 Ushers

- All public events held in the Centre will require a minimum number of Ushering staff, depending on the size and style of the event, charges will apply.
- The following Usher requirements are applicable for any events:
 - General Admission event
 - 1 usher per 300 guests; plus
 - 2 ushers per door; plus
 - 1 senior usher
 - Allocated seating event
 - 1 usher per 200 guests; plus
 - 2 ushers per door; plus
 - 1 senior usher

7.3 Floor loading

- Floor loading capacity in the exhibition halls and auditorium is 20kpa. In the waterfront and meeting rooms it is 4kpa.

8. SECURITY

8.1 Security Services

- The Darwin Convention Centre maintains security surveillance and regular patrols of the Centre's perimeter, common and public areas. The Centre has sole rights to provide all security within the venue and does not allow Hirers or Exhibitors to engage external security firms to operate within the venue, without prior approval. While the Darwin Convention Centre will endeavour to maintain the venue as a safe and secure place, it is the responsibility of the Hirer to ensure items are not left unattended and are secure at all times.

8.1.1 Crowd Control

- Crowd control staff are required for events that attract a large volume of guests, or where alcohol is served. Trained and licensed crowd controllers are provided by the Centre at a cost to the Hirer (minimum four hour change). The Darwin Convention Centre determines staffing levels based on legislation and risk assessment.

8.1.2 VIP Security

- The Darwin Convention Centre requires prior notification for VIP escort security needs.

8.2 Darwin Convention Centre's Responsibility

- It is the Centre's responsibility to:
 - Provide perimeter security for the venue.
 - Reserve the right of control over the opening, closing and securing of any or all doors.
 - Determine the level of security required during the event for loading dock traffic control and road management.
 - Determine the level of security required during an event where there is service of alcohol to comply with NT Liquor Licensing laws.
 - Provide Hirer's with a detailed minimum security requirement for the event, including any additional costs incurred. Refer to hiring agreement



9. VENUE SERVICES

- All electrical, compressed air and lighting services connections must be carried out by a certified electrical service provider, approved by Centre Management. The Centre will undertake all hard wire connections on behalf of the Hirer and charges will apply.
- The Centre's will provide the Hirer's nominated electrical sub-contractor with advice detailing the capacities of the Centre's power availability.

9.1 Power Availability

- Power consumption, standard house lighting and single-phase access to electrical points are included in the room hire.
- Charges apply for all electricity consumed during exhibition and live entertainment events.

9.2 Electrical Equipment

- Prior to use at the Centre, please ensure that all electrical equipment has been tested and tagged in accordance with Australian Standards.
- The Centre reserves the right to remove any electrical equipment/appliances, power boards or extension cords it deems to be non-compliant or suspects not to have a current test and tag sticker.

9.3 Access cards

- Access cards control access to back of house and control doors and lifts. Access cards may be issued to allow entry to designated areas or lifts
- Replacement of access cards is \$35 per card

10. WASTE AND ENVIRONMENTAL SERVICES

10.1 Cleaning

- The Darwin Convention Centre provides cleaning services to rooms booked, external common areas, foyers, catering areas and toilets as part of daily room hire prior to your event bump in.
- Additional cleaning charges will be incurred for use of items such as glitter bombs, paint, sand, straw, confetti etc.

10.2 Waste

- Waste disposal is charged on a per skip basis. This includes the use of bulk bins (static compactors, 27 metre bins etc.) and the subsequent disposal of waste. Additional charges may apply for excessive waste removal.
- The costs to dispose of any regulated waste including any toxic or bio-hazardous materials – during event bump in, operation, and bump out is the Hirer's responsibility .
- Discarding toxic chemicals or waste through the venue's drainage system, or in general waste, is not permitted and may incur significant remedial costs. Hazardous waste is not to remain at the Venue after bump out.



11. ENTERTAINMENT AND THEMING

11.1 Entertainers

- The Centre is not responsible for booking any form of entertainment on behalf of a Hirer, however, can provide a list of entertainment options.
- The Darwin Convention Centre has two small green rooms with shower facilities, full length mirror, two chairs and a rubbish bin available for entertainers. Towels are also provided for entertainers to use and must not be taken off site.
- Crew/ band catering requirements must be included in the Event Order and details are to be given to the Event Planners 10 days prior to the event.

11.1.1 Welcome to Country

- The following acknowledgement is acceptable by the Larrakia people:
- "I would like to acknowledge the Larrakia People, the traditional owners of the land on which we stand, I respectfully acknowledge the past and present Traditional Custodians of the land on which we stand, the Larrakia people. We are honoured to be able to use this site with the approval of the Traditional Custodians"
- Contact your Event Planner for a list of suggested speakers.

11.2 Displays and Entertainment Activities

11.2.1 Animals

- No animals are permitted in the Centre except for guide or hearing dogs, unless otherwise approved. Written approval must be sought from Centre Management if animals are to form part of an activity or performance legitimately requiring the use of animals. Please contact your Event Planner for more information.
- A minimum of three-metre distance from animals is required to be maintained in all food and beverage service areas, along with provisions of hand sanitation facilities.

11.2.2 Balloons

- Balloons containing helium are not permitted in the Exhibition Halls 1 to 4 or Auditorium without the prior written consent from Centre Management. The cost of removing any balloons suspended or trapped in the ceiling will be charged to the Hirer.

11.2.3 Display Vehicles

- Details of any large items, equipment or vehicles on display in the Centre are to be lodged with a Form H: Application for Display Vehicles Form

11.2.4 Naked Flames, Flammable Materials, Pyrotechnics & Fireworks

- Exhibition stands will only be permitted to have naked flames where it is part of their product range for the demonstration of their product. Prior approval is required by the Centre Management. The naked flame must be positioned so that it cannot be knocked over or come into contact with any person or flammable item. An appropriate fire extinguisher must be positioned at the stand.
- All flammable materials used in displays or theming must be sprayed with a fire retardant material.
- Materials used in exhibition stand construction must not cause dampness or stain or be readily ignitable or be capable of emitting toxic fumes should ignition occur.
- Hirers must advise their Event Planner if pyrotechnics and fireworks will be used for an event as charges will apply to isolate the fire system if they are indoors. Prior approval is required by the Centre Management.
- The appropriate permit will need to be sourced by the Hirer from WorkSafe NT and a copy provided to the Darwin Convention Centre.



11.2.5 Smoke Isolation

- Fire alarm/smoke detectors need to be isolated in situations such as when cooking indoors, the use of vehicles or machinery, smoke machines, candles or pyrotechnics are in use.
- Charges apply for smoke isolation

11.2.6 Promotional Material Distribution

- The distribution of material such as brochures, catalogues, leaflets and pamphlets is restricted to the licensed event premises only. The distribution of these materials in all Darwin Convention Centre common areas must be approved by Centre Management

11.2.7 Trade lottery and games of chance

- A permit is required to conduct free-entry trade promotion lotteries and games of chance where prizes total more than \$5000. For more information visit the NT Government website.

12. CONTRACTORS

12.1 Scope of Works

- All suppliers/contractors/subcontractors are required to complete the Darwin Convention Centre's online induction prior to arriving on site.
- All suppliers/contractors/sub-contractors are obligated to submit to the Darwin Convention Centre their scope of works no later than fourteen (14) days prior to all events. The following key requirements must be addressed:
 - detailed timelines – bump in, operation/production and bump out;
 - documentation of licensed personnel;
 - detailed electrical requirements;
 - detailed maps with all physical dimensions; and
 - other requirements e.g. pyrotechnics, smoke/haze etc.

12.2 Clothing and Footwear

- All suppliers/contractors/subcontractors are expected to present in clothing that is clean, of the correct size and in good condition. Make sure all shirts, jackets, vests, jumpers etc. have clearly identifiable company name or logo. Offensive slogans or images are not permitted.
- High visibility vests are to worn when required.
- All footwear is to be fully enclosed, and in good repair.

12.3 Conduct

- All suppliers/contractors/subcontractors must adhere to the following standards of conduct at all times while in the Centre
 - Comply with all applicable legal requirements
 - Comply with Safe Work Method Statements (SWMS)
 - Adhere to all directions from Darwin Convention Centre staff
 - Behave in a courteous and respectful manner
 - Avoid offensive language
 - Harassment and intimidating behaviour are not permitted



13. LOADING DOCKS, DELIVERIES AND STORAGE

13.1 Loading Dock Access

- Access to the Loading Dock is through the entry gate located closest to the Wharf on Stokes Hill Road. The Centre controls access into the Loading Dock via an intercom on the right side of the gate and parking in the loading dock is strictly prohibited. The total loading dock area is 1500sqm.
- A Darwin Convention Centre Marshall is appointed during bump in and out of events to minimise delays and ensure access is controlled.
- All persons operating in the loading dock must wear high visibility vests and closed shoes at all times.

13.2 Deliveries

- Please advise your Event Planner of all deliveries, shipments, contractors and vendors who require access to the venue.
- To assist with deliveries please use the Event or Exhibitor Freight Delivery Label.
- Deliveries are accepted seven days prior to the event during business hours.

13.3 Storage

- Storage at the Venue is limited. Approval from your Event Planner is required for any storage requirements prior to items being shipped.
- Items left in the Centre post the event will be stored for up to three (3) days post the event. Items will then be destroyed with clients approval.

13.4 Forklifts

- Only licences and experienced forklift drivers may operate forklifts at the venue. People wishing to use the forklift must report to the security office to have a copy of their forklift licence scanned and kept on file. Charges apply to hire the forklift.
- Please ensure that all drivers are licensed, wear seatbelts and drive safely at all times.
- Notify your Event Planner the requirement of forklift use prior to arriving at the venue.



14. SIGNAGE AND EVENT PROMOTION

14.1 Internal Signage

- The Centre has a variety of signage opportunities which can be used for both directional and promotional purposes. Signage requirements for your event should be discussed with your Event Planner who will provide advice and confirm placement.
- Signs, banners and similar materials may not be nailed, stapled, hung or attached to the ceilings, walls, windows, sprinkler systems or other surfaces, except when permission is granted by Centre Management. Damage to Centre property resulting from installation will be charged directly to the Hirer.
- Signage must not cover artwork, air-conditioning ducts, security cameras, electrical cupboards or any other wall fixtures.

14.1.1 Electronic Signage

- Electronic signage comprises of screens that can be utilised for plain text, scrolling graphics or video footage. Screens are located outside each room. The electronic signage is managed by the Centre's IT Manager.
- Event details will be displayed on monitors and signage stands throughout the Centre with information and directions. If you wish for your company logo and corporate colours to be used, please provide your Event Planner a copy of your logo in jpg format.
- The Darwin Convention Centre reserves the right to remove all signage of any description from the premises, which in the opinion of the Centre is objectionable.

14.2 Advertising and Event Promotion

- All references to the Centre in promotional and marketing material should read Darwin Convention Centre. Centre images for inclusion in event promotional material are available in the image gallery on the Centre website www.darwinconvention.com.au
- All promotional and marketing materials mentioning the Darwin Convention Centre require prior approval by the Marketing Manager.

14.3 Public Relations

- The Darwin Convention Centre's General Manager and Marketing Manager are the Centre's representatives for all public relation issues.

14.4 Logo

- The use of the Darwin Convention Centre logo is permitted; however, any material with this logo on it requires the prior written approval of Centre Management. Please contact the Marketing Manager for more information (08) 8923 9000.

14.5 Filming and photography

- Please obtain prior written approval from the Darwin Convention Centre for any filming, streaming, video, audio taping and photographing of all or any portion of an event for commercial purposes.
- For information on broadcast capabilities please contact your Event Planner.



15. PUBLIC ACCESS AND FACILITIES

15.1 Public Transport

- The location of the nearest bus stop is on Kitchener Drive. For information about the timetable, fares and routes, please contact Darwin Buses (08) 8924 7666 or <http://www.nt.gov.au/transport/public>

15.2 Car Park

- The Darwin Convention Centre has 233 parking spaces available underneath the Venue including disabled spaces.
- Basement parking is limited to cars only as the car park has a ceiling height of 2.3 metres.
- The cost of basement car parking is \$5.00 per car per day or part thereof.
- Additional parking is also available in the Waterfront precinct within walking distance of the Centre.

15.3 Accessibility

- The Centre has drop off points, seven (7) allocated disabled car parks in the basement and Porte Cochere. The Centres lifts and rest rooms are designed to accommodate the needs of people with access difficulties.
- Wheelchair and companion seating locations in the Auditorium
- Hearing assistance loops and infrared hearing augmentation systems are available
- Guide and hearing dogs are permitted on the premises.

15.4 Business Centre

- Business Centre services can be provided by the Darwin Convention Centre. Services include faxing, photocopying, secretarial services and the sale of selected stationery items. Charges apply for goods and services.

15.5 Concierge/Luggage Facilities

- The Centre is able to organise a concierge/luggage service for your event upon request. Charges will apply for this service. Please contact your Event Planner for more information.

15.6 Fire Extinguishers

- Extinguishers are located throughout the Darwin Convention Centre. Additional extinguishers can be sourced and supplied upon request.

15.7 First Aid

- The Centre has a first aid room located back of house on the Ground Level, near the Security Room.
- Darwin Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies. In the event of a medical emergency, the Centre's first aid attendants will be on hand implement procedures and contact external agencies as required.
- The Centre can organise a dedicated paramedic if required or quotes can be obtained from St John Ambulance NT (08) 8922 6200.

15.8 Interpreters

- Interpreters can be arranged through the Northern Territory Interpreter and Translator Service You can make a booking by contacting the Interpreting and Translating Service NT office on (08) 8999 8506 or 1800 676 254

15.9 Lost Property

- Any lost or found items should be reported or handed into Security located on the Ground Floor. The Centre will record all reported items in the register and hold any items at Reception for six months after the event. Claimed items will need to be signed for by the owner upon collection.



15.10 Photographer

- The Darwin Convention Centre reserves the right to photograph or film any event held at the Centre for its own historical records and publicity purposes.

15.11 Radios

- The Centre will provide one (1) complimentary two way radio, with a dedicated frequency, for each day of the event to enable contact with the Supervisor. Additional two way radios are available to hire upon request with two (2) weeks' notice. Please contact your Event Planner for more information.

15.12 Wheelchairs

- The Centre has one (1) wheelchair available for guests during events. Additional wheelchairs can be hired through the Australian Red Cross (08) 8981 9470.

15.13 Carpet

- Carpet is located throughout the Centre, excluding the Ground Level foyer, and will be cleaned daily as part of the room hire.
- The Centre has 4000sqm of carpet tiles within the Exhibition Halls 1 to 4 which are included in the room hire.
- Any additional or special cleaning on carpet e.g. paint, glitter, confetti, sand, straw or replacement of damaged carpet tiles may incur charges.

15.14 Air Conditioning

- All areas of the Darwin Convention Centre, excluding the basement car park, are air conditioned. The cost of air conditioning is included in the room hire as required during the operational days of the event. The control temperature is set at 23 degrees Celsius for operational days.

15.15 ATM

- Supplementary ATM's can be arranged by the Event Planner upon request with 10 days notice.
- An ATM is located in the foyer of the Darwin Convention Centre.
- Additional ATM's are located in the Waterfront Precinct.

15.16 Smoking Policy

- The Darwin Convention Centre is a non-smoking venue. Smoking is strictly prohibited in all enclosed public spaces of the Centre.



16. HEALTH AND SAFETY

- Safety is the responsibility of everybody. Anything that is unsafe should be reported to the Supervisor or Security staff on duty.
- A Safety Manager will be assigned by the Hirer to each event due to the major risks associated with exhibitions and many other events, particularly with loading dock operations and forklifts and rigging.
- All contractors must complete the online induction prior to entering the Centre.

16.1 Workplace Health and Safety

- The Darwin Convention Centre accepts a duty of care for the health and safety of all people (staff, contractors and visitors) in the workplace as required under the WHS Act and Regulations. Implementing this duty of care requires everyone in the workplace to be aware of potential hazards and to take steps to prevent workplace accidents, injuries and illnesses.
- The Hirer is the person in control of the workplace as specified under WHS Act and Regulations and must fulfil their obligations under this Act. The Darwin Convention Centre is not responsible for the Hirer's contractors and subcontractors or the Hirer's invitees. The Hirer is responsible for everything done on, or to the Darwin Convention Centre by its representatives.
- All Hirers must adhere to the Centre's WHS Policy, have their own WHS Policy and adhere to the WHS Act and Regulations. The Hirer must appoint a WHS manager/contact upon commencement of the Licence Period.

16.2 Evacuation and Emergency Procedures

- All exhibitors, contractors (including employees, subcontractors and other associated staff) are to comply with all Workplace Health and Safety requirements in place at the Darwin Convention Centre. All Hirers are issued with an Emergency Procedures Document at the commencement of the Licence Period.

16.3 Risk Management

- All events with risks associated with them must forward a copy of their Risk Assessment to the Event Planner for review prior to the event. Examples of risks that require assessment include major construction, hanging of materials from above, and handling of dangerous or hazardous materials.
- It is the responsibility of the Hirer to assess the risk associated with their event. This basic process is to ask yourself what could go wrong. The hierarchy of risk control and NSCA risk assessment calculator assists in assessing hazards:
 - Eliminate the hazard
 - Isolate the hazard
 - Develop a safe system of work
 - Use of personal protective equipment

16.4 Incident Reporting

- It is the Hirer's responsibility to manage risks and incidents within their Licenced area. All incidents and near misses should be reported to Security, as soon as the incident occurs.