



SPACE TO *think*



## EVENT PLANNING GUIDE

# 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



# TABLE OF CONTENTS

1	ABOUT DARWIN CONVENTION CENTRE .....	5
2	EVENT PLANNING .....	6
2.1	Event Planner.....	6
2.2	Delegate Numbers.....	6
2.3	Additional Orders .....	6
2.4	Exhibition Booths.....	6
2.5	Exhibition Manual.....	6
3	PRODUCTION .....	7
3.1	Production Services .....	7
3.2	Rigging and Banner Hanging.....	7
3.3	Draping .....	7
3.4	Staging and Dance Floor .....	7
3.5	Public Address System.....	7
4	INTERNET AND COMMUNICATION SOLUTIONS .....	8
4.1	Internet and Networking Solutions .....	8
4.2	Telecommunications .....	8
5	FOOD AND BEVERAGE.....	8
5.1	Food and Beverage Policy.....	8
5.2	Event Catering .....	8
5.3	Menu Compendium.....	9
5.4	Dietary Requirements.....	9
5.5	Table Menus .....	9
5.6	Menu Tastings .....	9
5.7	Beverages .....	9
5.8	Cash Bar .....	10
5.9	Liquor Licence.....	10
5.10	Responsible Service of Alcohol (RSA) .....	10
5.11	Cafe.....	10
5.12	Stand Catering .....	11
5.13	Sampling .....	11
6	FLOOR PLANS AND ROOM SET-UPS.....	11
6.1	Floor Plans .....	11
6.2	Exhibition Floor Plans .....	11
6.3	Room Heights .....	12
6.4	Door Heights.....	12
6.5	Floor Loadings.....	12
6.6	Display Boards .....	12
6.7	Linen .....	13
6.8	Pads and Pens.....	13
6.9	Red Carpet .....	13
6.10	Table Allocations/ Guest Lists.....	13
6.11	Tables and Table Dimensions .....	13
6.12	Ushers.....	13
7	SECURITY.....	14
7.1	Darwin Convention Centre’s Responsibility .....	14
7.2	Security Services .....	14
7.3	VIP Security.....	15
8	VENUE SERVICES.....	15
8.1	Electrical Equipment.....	15
8.2	Access cards.....	15
9	DAMAGES .....	15

10	WASTE AND ENVIRONMENTAL SERVICES .....	16
10.1	Cleaning .....	16
10.2	Waste.....	16
11	ENTERTAINMENT AND THEMING .....	16
11.1	Entertainers .....	16
11.2	Welcome to Country.....	17
11.3	Animals .....	17
11.4	Balloons .....	17
11.5	Display Vehicles .....	17
11.6	Naked Flames, Flammable Materials, Pyrotechnics and Fireworks .....	18
11.7	Smoke Isolation .....	18
11.8	Promotional Material Distribution .....	18
11.9	Trade lottery and games of chance .....	18
12	CONTRACTORS .....	19
12.1	Scope of Works .....	19
12.2	Clothing and Footwear .....	19
13	LOADING DOCKS, DELIVERIES AND STORAGE.....	19
13.1	Loading Dock Marshal .....	20
13.2	Loading Dock Access .....	20
13.3	Freight and Deliveries .....	20
14	SIGNAGE AND EVENT PROMOTION .....	21
14.1	Internal Signage .....	21
14.2	Electronic Signage.....	21
14.3	Advertising and Event Promotion.....	21
14.4	Public Relations .....	22
14.5	Darwin Convention Centre Logo.....	22
14.6	Filming and Photography.....	22
15	PUBLIC ACCESS AND FACILITIES .....	22
15.1	Public Transport.....	22
15.2	Car Park.....	22
15.3	Accessibility .....	23
15.4	Wheelchairs .....	23
15.5	Business Centre .....	23
15.6	Concierge/Luggage Facilities .....	23
15.7	Fire Extinguishers.....	23
15.8	First Aid .....	23
15.9	Interpreters.....	24
15.10	Lost Property .....	24
15.11	Photography .....	24
15.12	Radios .....	24
15.13	Carpet .....	24
15.14	Air Conditioning .....	24
15.15	ATM .....	25
15.16	Smoking Policy .....	25
16	HEALTH AND SAFETY.....	25
16.1	Workplace Health and Safety (WHS) .....	25
16.2	Evacuation and Emergency Procedures .....	26
16.3	Risk Management .....	26
16.4	Incident Reporting .....	26
16.5	Noise Management .....	26
16.6	Drones .....	27
16.7	COVID-19 .....	27

# 1 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, ASM Global.

Designed to attract major national and international conferences and exhibitions, the Centre is a modern, world-class venue located in the lush tropical surrounds of the Darwin Waterfront Precinct. The Darwin Convention Centre spans 23,000 sqm and offers a range of multi-purpose and adaptable spaces to cater for a diverse range of events, including:

- an Auditorium with tiered seating for 1,236 delegates that can be divided into two equal spaces;
- four column-free halls with a total area of 4,000 square metres with capacity up to 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 400 delegates theatre style or 250 banquet style; and
- four meeting rooms which can be combined into two larger spaces. These combined rooms can cater for 174 delegates theatre style and 96 cabaret.

### 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

Website: [www.darwinconvention.com.au](http://www.darwinconvention.com.au)

Email: [admin@darwinconvention.com.au](mailto:admin@darwinconvention.com.au)

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

## 2 EVENT PLANNING

### 2.1 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:
- Managing the logistics of your event, including preparing a detailed event order for Centre staff to follow
  - Providing indicative costs in the lead-up to the event for your budget planning
  - Sharing their extensive local knowledge and contacts for contractors and services to support your event.

### 2.2 Delegate Numbers

- Twenty-five (25) business days before the start of the hiring period, you must advise the Darwin Convention Centre in writing:
  - final confirmation of the program and timetable for your event
  - approximate attendee numbers
  - estimated food and beverage requirements
- You need to give us written advice on the final numbers of attendees requiring food or beverages no later than 10 business days before the hiring period. Once final numbers are confirmed there is no guarantee that additional numbers can be accommodated, additional charges may occur for late changes.
- Late fees will apply for significant or late changes notices. Requests made from you for additional services received less than 5 business days before the start of the hiring period will attract a late fee of up to 20%.
- In addition, DCC reserves the right to substitute similar menu items (chefs' selection) to accommodate last minute requests.

### 2.3 Additional Orders

- For any goods or services ordered during an event, you must complete and sign an additional orders form. You also need to arrange payment at the time of ordering.

### 2.4 Exhibition Booths

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

### 2.5 Exhibition Manual

- As the event organiser, you are allowed to create your own Exhibition Manual for your exhibitors. This however must be sent through to your event planner for approval prior to sending this out to your exhibitors. This manual **MUST** include a link to the Darwin Convention Centre's Exhibitor Site Safety Induction.

## 3 PRODUCTION

### 3.1 Production Services

- The Darwin Convention Centre has a committed, professional AV services supplier that 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 those the Centre can't supply. If you wish to engage the services of an external audio-visual provider, you need prior written approval from Centre management.

### 3.2 Rigging and Banner Hanging

- The Centre has rigging capacity in 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.
- Rigging capacity in the Auditorium and Hall 1 is 3 tonnes with a maximum of 20 tonne over a 20m x 30m area. Rigging capacity in Halls 2, 3 and 4 is up to 5 tonne per central truss point or 1 tonne on offset points.
- Please contact your event planner no later than 14 days prior to the event and complete [Form I Application for Rigging and Banner Hanging](#).

### 3.3 Draping

- The Centre can supply theatre production wool drapes (45m x 11.5m) for the Auditorium and Halls.

### 3.4 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, we can accommodate larger stages and dance floors, this will incur extra charges.

### 3.5 Public Address System

- You can use the Centre's public address system to make announcements during your event from multiple stations around the Centre and your event planner must be notified 7 business days prior to your event commencing. Your event planner will give you instructions on how to use the system and we will ensure tests for sound levels are done prior to you and your delegates coming onsite.

## 4 INTERNET AND COMMUNICATION SOLUTIONS

### 4.1 Internet and Networking Solutions

- Our free Wi-Fi service provides limited internet access to all conference delegates, event attendees and the general public in the venue during your event at a speed of 3Mbps.
- You can upgrade to our premium Wi-Fi service for an extra fee.
- Exhibitors can arrange internet connection by completing the [Application for IT Services](#).

### 4.2 Telecommunications

- We offer an in-house service to connect telephone, internet and fax lines to your exhibition stands or ports around the Centre. Your event planner will give you an [Application for IT Services](#) to make arrangements. Payment is required before installation.
- Telephone and fax line usage are charged at daily flat rates.

## 5 FOOD AND BEVERAGE

### 5.1 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 premises. The terms of licence do not allow for the external supply of alcohol.
- In special circumstances only, we will consider sponsored product. If permission is granted, a beverage service fee will apply.
- If you wish to distribute food or beverage samples, you need prior written approval from Centre management. Your event planner will also give you a form to complete.

### 5.2 Event Catering

- Our team of catering professionals takes great pride in the quality and professional delivery of our food and drinks. Our menus feature fresh local and regional produce and carry a modern Australian theme with some other flavours from the Asia Pacific area and some modern favourites from the Mediterranean. Our large wine selection reflects the rich wine heritage of Australia.



### 5.3 Menu Compendium

- See a full list of our menus on the Darwin Convention Centre website at <https://www.darwinconvention.com.au/plan-an-event/culinary/>
- We can tailor menus for your event and will work with you to design menus that fit your delegates' tastes and your budget. We offer banquet menus and beverage packages as well.

### 5.4 Dietary Requirements

- Our chefs are experienced at catering for special dietary needs. Please provide written advice of any dietary requirements with full details on the type of dietary requirements at least seven (7) business days before your event.
- Kosher meals cannot be provided by the Convention Centre but we are able to store, heat & serve Kosher meals ordered by the Event Organiser from another food supplier (interstate). The meals need to be fully prepared and packed by the supplier, ready to be served to the clients. The supplier must be a credited Kosher supplier.

### 5.5 Table 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 seven (7) business days prior to an event. Please contact your event planner for more information. Re-prints due to changes will incur a charge.
- If you are printing your own menu, you must send a copy for approval seven (7) business days prior to the event.

### 5.6 Menu Tastings

- Menu tastings, also known as Chef's Table, is a service we offer for bespoke menus once your event is confirmed and contracted. The tastings will include three guests and one event planner. Any extra guests will incur a per-person charge.
- During the Sales Process Menu tastings may be required, these tastings will be arranged by the Business Development team and will be charged at the Compendium Cost. Once the Event has been confirmed the cost of the tasting will be refunded on the final account.

### 5.7 Beverages

- The Darwin Convention Centre reserves the right to supply all beverages for any event. All beverages 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 we serve their products exclusively.

- In special circumstances only, we will consider sponsored product. If permission is granted, a beverage service fee will apply.
- Corkage charges will apply for wine-tasting events.

### 5.8 Cash Bar

- We can provide limited cash bar facilities so your guests can pay individually for their beverages during your function. Additional charges apply.

### 5.9 Liquor Licence

- A copy of the Darwin Convention Centre's liquor licence is kept on the premises at all times. Please ask your event planner if you would like to see it.

Liquor Licence Number: 80817894  
 Licensee: ASM Global (Darwin) Pty Ltd  
 Nominee: Peter Savoff, Drosos Tavlarios & Abigail Bayliss  
 Name of Premises: Darwin Convention Centre  
 Lot 7578 Kitchener Drive  
 DARWIN NT 0800

- Liquor may be served from 07:00 until 23:59 to any person of legal age attending a pre-booked event. Proof of identification must be produced on request or the sale of alcohol may be withheld. Alcoholic beverages are not to be served after 23:59.
- Eight (8) weeks' notice is required if your event calls for variations to the terms of the Darwin Convention Centre's liquor licence. Requests need to be made in writing to the Centre. All requests are subject to the approval of the NT Government Liquor Commission and the Darwin Convention Centre. An application fee of \$400 applies.

### 5.10 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 in the Centre must have current RSA certification.

### 5.11 Cafe

- The Centre's cafe is in the ground level foyer. Operating times will be at the discretion of the Darwin Convention Centre.
- A pop-up cafe can be arranged for an additional cost. Please ask your event planner about this option.

## 5.12 Stand Catering

- The Centre provides a stand catering service to help entice guests to an exhibitor's stand. The catering selection is diverse.
- If you'd like to have stand catering, your event planner will arrange for you to complete an [Application for Stand Catering](#).

## 5.13 Sampling

- The Centre has clear guidelines for sample servings of food and beverages not purchased from our 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 Centre's sampling guidelines outlined in the [Application for Sampling Food and Beverage Products](#).
- The [NT Food Act](#) and [National Food Safety standards](#) must be adhered to at all times.
- Exhibitors will need to complete the [Application for Sampling Food and Beverage Products](#) to serve samples.
- All food sampling suppliers must give the event planner a copy of their [NT registration](#) at least two weeks prior to the event. Any food sampling supplier that does not provide their registration will not be able to sample food in the Centre.

# 6 FLOOR PLANS AND ROOM SET-UPS

## 6.1 Floor Plans

- The Centre will provide a floor plan for your event, which shows the position of tables, stage and dance floor (if applicable). The floor plans must be signed & approved 2 weeks prior to your event.

## 6.2 Exhibition Floor Plans

- Floor plans must be provided for all exhibitions, special events and registration builds. It is the hirer's responsibility to ensure floor plans are submitted for approval by Centre management. The timelines for approval depend on which rooms are being used for the event and the type of event. Please contact your event planner for more information.
- Any revisions after final written approval has been given must be signed off by Centre management prior to contractors commencing work.

### 6.3 Room Heights

Location	Ceiling Height
Auditorium	12m clear
Exhibition Hall 1	12m clear
Exhibition Halls 2, 3 & 4	9.3m clear
Waterfront Rooms (Level 2)	3.15m clear
Meeting Rooms (ground floor)	3.65m clear

### 6.4 Door Heights

Location	Door	Door Height	Door Width
Ground Floor Foyer	Glass door entry	2400mm	1750mm
Waterfront Rooms	Entry	1970mm	1550mm
	Service entry	2000mm	1550mm
Meeting Rooms	Entry	1970mm	1550mm
	Service entry	2000mm	1550mm
Auditorium	Ground level entry	2390mm	1940mm
	Level 1 entry	2000mm	1550mm
	Operable wall entry	2140mm	1870mm
Exhibition Halls	Entry	2400mm	1920mm
	Operable wall entry	2140mm	1870mm
	Loading dock roller door	3950mm	5000mm
	Hall 4 sliding door	6000mm	6070mm

### 6.5 Floor Loadings

Location	Floor Loading
Auditorium	20kPa (2000kg/m <sup>2</sup> )
Exhibition Halls	20kPa (2000kg/m <sup>2</sup> )
Waterfront Rooms (level 2)	4kPa (400kg/m <sup>2</sup> )
Meeting Rooms (ground floor)	4kPa (400kg/m <sup>2</sup> )
Foyers	4kPa (400kg/m <sup>2</sup> )

### 6.6 Display Boards

- We can provide two mobile display boards for your event at no charge (subject to availability).

## 6.7 Linen

- We provide white and black linen tablecloths and white linen serviettes for catered functions at no extra charge. Coloured linen serviettes are available—additional charges will apply.

## 6.8 Pads and Pens

- We will supply pads and pens in the room for your delegates at no charge. Charges apply for additional requests.

## 6.9 Red Carpet

- We have two 10-metre red carpets and one 20-metre red carpet for hire at events, subject to availability. Your event planner can give you more information and pricing.

## 6.10 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.

## 6.11 Tables and Table Dimensions

- The Darwin Convention Centre has the following tables and dimensions:
  - oval banquet tables: 1800mm x 1500mm
  - classroom trestles: 2400mm x 450mm
  - buffet trestles: 1800mm x 750mm
  - Meeting Room” trestles are 1800mm x 600mm
  - half round tables: 1500mm diameter

## 6.12 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.
- These usher requirements are applicable for all 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 SECURITY

### 7.1 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 to comply with NT Liquor Licensing laws during an event where there is service of alcohol.
  - Provide hirers with a detailed minimum security requirement for the event, including any additional costs incurred (please see the hiring agreement for more information).
  
- In accordance with responsible service of alcohol (RSA) legislation, security or crowd controllers are required for events where alcohol is served. Two controllers are required for the first 100 patrons, and one additional crowd controller is required per 100 patrons thereafter.
  
- Trained and licensed crowd controllers are provided by the Centre at a cost to the hirer (minimum four (4) hour charge).
  
- The Darwin Convention Centre determines staffing levels based on legislation and risk assessment.

### 7.2 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 in 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.

### 7.3 VIP Security

- The Darwin Convention Centre requires notification for VIP escort security needs no less than seven (7) days prior to the event.

## 8 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.
- We will give your electrical sub-contractor advice on the capacities of the Centre's power availability.
- 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.

### 8.1 Electrical Equipment

- Prior to use at the Centre, please ensure 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.

### 8.2 Access cards

- Access cards control access to back-of-house, doors and lifts. We may give you access cards to allow you to enter designated areas or lifts.
- The cost to replace an access card is \$35 per card.

## 9 DAMAGES

- The organiser will be responsible for costs associated with any damage to the Darwin Convention Centre caused by their event or contractors during their hire period. Darwin

Convention Centre will undertake a Building Inspection Report prior to the licensee commencement of hire, to identify any existing building damage.

- This Building Inspection Report is required to be co-signed by the licensee prior to the event commencing. At the conclusion of the hire, a Building Inspection will be undertaken and any damage that has occurred during the event will be documented and photographed. Repair of damage will be charged to the licensee.

## 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, gel balls, 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 Centre 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, we can provide a list of entertainment options.
- The 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 these must not be taken off site.
- Crew/band catering requirements must be included in the event order. Details need to be given to your event planner seven (7) days prior to the event.

## 11.2 Welcome to Country

- The Darwin Convention Centre is located on Larrakia land. The following acknowledgement is acceptable by the Larrakia people:

“I would like to acknowledge that this meeting is being held on the traditional lands of the Larrakia people, and pay my respect to elders both past and present.”

- Contact your event planner for a list of suggested speakers.

## 11.3 Animals

- No animals are permitted in the Centre except for guide or hearing dogs unless otherwise approved. Written approval is needed 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.
- If animals are approved for your event a minimum of three metres distance from animals is required to be maintained in all food and beverage service areas. You must also provide hand sanitation facilities.
- A letter of indemnity and PBL for \$20 million is to be sent through to your Event Planner.

## 11.4 Balloons

- Balloons containing helium are not permitted in the exhibition halls 1 to 4, Waterfront rooms or auditorium without prior written consent from Centre management. The cost of removing any balloons suspended or trapped in the ceiling will be charged to the hirer.

## 11.5 Display Vehicles

- Details of any large items, equipment or vehicles on display in the Centre are to be lodged with an [Application for Display Vehicles](#).

## 11.6 Naked Flames, Flammable Materials, Pyrotechnics and Fireworks

- You can only have naked flames at your exhibition stand where it is part of the product range for the demonstration of the product and your exhibition stand is outside the venue. Prior approval is required by Centre management. Naked flames are strictly prohibited inside the venue.
- 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.
- Please tell your event planner if fireworks will be used for your event. Prior approval is required by the Centre management. Pyrotechnics and fireworks are strictly prohibited inside the venue.
- You will need to obtain a permit from Worksafe NT and provide Centre management with a copy.

## 11.7 Smoke Isolation

- Fire alarm/smoke detectors need to be isolated in situations such as when cooking indoors or using vehicles or machinery.
- Charges apply for smoke isolation.

## 11.8 Promotional Material Distribution

- The distribution of material such as brochures, catalogues, leaflets and pamphlets is restricted to the licensed event premises only. Distributing these materials in all Darwin Convention Centre common areas must be approved by Centre management.
- Showcasing and promoting hair products in any area at the Convention Centre must be approved by the Centre management and exhibitors must follow specific health & hygiene instructions provided by the Centre management.

## 11.9 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](#). Approval of Centre management for such promotions is also required and, where approved, a copy of the permit must be provided to the Centre.

## 12 CONTRACTORS

- All suppliers, contractors and 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
  - Not show harassing and intimidating behaviour.
  - Complete Safety Induction

### 12.1 Scope of Works

- All suppliers, contractors and subcontractors are required to complete the Darwin Convention Centre's online induction prior to arriving on site.
- All suppliers, contractors and sub-contractors must submit their scope of works to the Centre no later than 14 days prior to the event.
- The following 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
  - Other requirements, e.g. smoke/haze etc.

### 12.2 Clothing and Footwear

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

## 13 LOADING DOCKS, DELIVERIES AND STORAGE

### 13.1 Loading Dock Marshal

- Loading Dock Marshals are required for bump in and bump out for Exhibitions and will be supplied by the Centre (charges apply).

### 13.2 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.
- Parking in the loading dock is strictly prohibited.
- The total loading dock area is 1500sqm.
- A Darwin Convention Centre loading dock marshal will be appointed during bump in and out of exhibition events to minimise delays and ensure access is controlled (charges apply).
- All people operating in the loading dock must wear high-visibility vests and closed shoes at all times.

### 13.3 Freight and Deliveries

- It is essential that exhibitors and freight forwarding requirements are notified to the Centre two weeks prior to the event commencing.
- The Centre will accept freight seven business days prior to the event commencing.
- All event freight (deliveries or collections) should be directed to:  
Loading Dock  
Darwin Convention Centre  
Stokes Hill Road  
Darwin NT  
0801  
Telephone: +61 8 8923 9000
- Exhibitors must ensure to attach a [Delivery Note](#) to identify the freights on which event it is for.
- Loading Dock operating hours are 08:30am – 17:30pm Monday to Friday. Arrangements must be made with your allocated Event Coordinator for any deliveries or collections outside of these hours.
- Clients and Exhibitors should ensure consignment numbers and courier information is carried with them at all times. This enables goods and equipment to be readily traced at

customs and freight forwarding companies as well as through our operations team at the centre.

- To ensure a smooth departure, all freight must be packed correctly, consignment notes must be printed and signed by the onsite client / exhibitor and attached to goods.
- The Convention Centre staff will not be responsible for signing of any freight and will not be held liable for any losses or damages to goods.
- **Exhibitors must ensure transportation has been arranged for their goods with the appropriate consignment notes completed and signed and attached with three (3) business days post event. The Centre reserves the right to charge an additional storage fee of \$150 per day, or dispose of any goods after three (3) business days.**

## 14 SIGNAGE AND EVENT PROMOTION

### 14.1 Internal Signage

- The Centre has a variety of both directional and promotional signage options. Your event planner will discuss the signage needs for your event.
- 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 to the Hirer.
- Signage must not cover artwork, air-conditioning ducts, security cameras, electrical cupboards or any other wall fixtures.

### 14.2 Electronic Signage

- Electronic signage screens can be used for plain text, scrolling graphics or video footage. Screens are located outside each room. Electronic signage is managed by the Centre's IT Manager.
- Event details and directions will be displayed on monitors and signage stands throughout the Centre. If you would like your company logo and corporate colours to be used, please give 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 when it considers it to be offensive.

### 14.3 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 our website: [www.darwinconvention.com.au](http://www.darwinconvention.com.au)
- All promotional and marketing materials mentioning the Darwin Convention Centre require prior approval by the Centre's Marketing Manager.

#### **14.4 Public Relations**

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

#### **14.5 Darwin Convention Centre 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's Marketing Manager.

#### **14.6 Filming and Photography**

- You need 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 talk to your event planner.

## **15 PUBLIC ACCESS AND FACILITIES**

### **15.1 Public Transport**

- The nearest bus stop to the Centre is located on Kitchener Drive. For information about the timetable, fares and routes, please contact Buslink on (08) 8924 7666 or <https://nt.gov.au/driving/public-transport-cycling>

### **15.2 Car Park**

- The Darwin Convention Centre has 233 parking spaces available underneath the Centre, including seven 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.
- The car park has a ticketless parking system which uses number plate recognition technology to manage parking. A benefit of this technology is that it allows users to skip

the pay station queues and go straight to the exit boom gate with their credit card. Cash payments need to be made at the pay station where the vehicle's registration will need to be entered.

### **15.3 Accessibility**

- The Centre has three (3) disabled car parks in the basement and five (5) in the porte cochere.
- The Centre's lifts and rest rooms are designed to accommodate the needs of people with access difficulties.
- There are wheelchair and companion seating locations in the Auditorium.
- Guide and hearing dogs are permitted in the Centre.

### **15.4 Wheelchairs**

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

### **15.5 Business Centre**

- We can help you with business centre services such as faxing, photocopying, secretarial services and the sale of selected stationery items. Charges apply for business services and stationery.

### **15.6 Concierge/Luggage Facilities**

- The Centre can organise a concierge/luggage service for your event upon request. Charges will apply for this service. Please talk to your event planner for more information.

### **15.7 Fire Extinguishers**

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

### **15.8 First Aid**

- The Centre has a first aid room in 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 to 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 on (08) 8922 6200.

### **15.9 Interpreters**

- We can arrange interpreters through the Northern Territory Interpreter and Translator Service. You can make a booking yourself by contacting the Interpreting and Translating Service NT office on (08) 8999 8506 or 1800 676 254

### **15.10 Lost Property**

- Any lost or found items should be reported or handed into security located on the ground level. The Centre will record all reported items in the register and hold them at reception for three (3) months after the event. Claimed items will need to be signed for by the owner upon collection.

### **15.11 Photography**

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

### **15.12 Radios**

- The Centre will provide one complimentary two-way radio with a dedicated frequency for each day of the event to enable contact with your client services coordinator. To hire extra two-way radios two weeks' notice is required. Please contact your event planner for more information.

### **15.13 Carpet**

- Carpet is located throughout the Centre except on the ground level foyer. Carpet will be cleaned daily as part of the room hire.
- The Centre has 4000sqm of carpet tiles in the Exhibition Halls 1 to 4, which are included in the room hire.
- Any additional or special cleaning of carpet, such as for 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 except 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

- ATMs are located in the Waterfront Precinct.
- Your event planner can arrange extra ATMs with 10 days' notice, subject to availability (charges may apply).

### 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 client services coordinator or security staff on duty.
- The hirer must assign a safety manager for their event due to the major risks associated with exhibitions and many other events, particularly with loading dock operations, forklifts and rigging.
- All contractors must complete the online induction prior to entering the Centre.

### 16.1 Workplace Health and Safety (WHS)

- The Darwin Convention Centre has a duty of care for the health and safety of all people (staff, contractors and visitors) in the workplace as required under the *Work Health and Safety 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 delegates. 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.

## 16.2 Evacuation and Emergency Procedures

- All exhibitors and 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

- For all exhibitions, conference and other major events, the Event Organiser must forward a copy of their risk assessment to their Event Planner for review prior to the event.
- It is the responsibility of the hirer to assess the risk/s associated with their event. The basic process is to ask yourself, what could go wrong? The hierarchy of risk control and National Safety Council of Australia 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 hired area. All incidents and near misses should be reported to security as soon as the incident occurs.

## 16.5 Noise Management

- The following residential areas are located near the Darwin Convention Centre:
  - *Wharf 1 Apartments*
  - *Bridgeport apartments*
- The following commercial areas are located near the DCC:
  - *Medina Hotel*
  - *Vibe Hotel*
  - *Wharf Precinct*
  - *Jetty Restaurant*
  - *Indo-Pacific Marine / Pearling Exhibition*
- As noise limits have not been set in the Development Consents, relevant limits as stipulated in the VIPAC Consolidated Acoustic Advice have been applied to the DCC Noise Management Plan for External Noise Emissions generated by DCC activities as follows:

- a maximum day time (0700 – 2200) LAeq noise level of 55 dB(a), and
  - a maximum night time (2200 – 0700) LAeq noise level of 45 dB(a) and
  - a maximum noise level of the background La90 noise level at the site plus 5dB(a)
  - whichever is the greatest, at the nearest noise-sensitive premises.
- The Darwin Convention Centre Licensee ensures that noise levels do not exceed limits as stipulated under the Liquor Licence conditions. In the event of a breach, the Centre may immediately and without further notice take action as it considers necessary, including but not limited to:
    - Notification to the Hirer to immediately reduce the noise to acceptable levels if there is a requirement for noise reduction;
    - Imposing fines from a minimum of \$ 5000/ 5 minutes if there is no such reduction;
    - Should there be no acceptable noise reduction after the elapse of twenty (20) minutes from the issue of initial advise, the Centre reserves the right to withdraw operational services and terminate the licence with the hirer.

## 16.6 Drones

- For any event wanting to fly drones, the [Form J Drones Permit](#) must be completed and sent to your allocated Event Coordinator no later than two weeks prior to your event commencing. This form can be accessed via the “downloads” link on the [Darwin Convention Centre](#) website. All forms will be assessed on a case by case basis and will be dependent on all supporting documents being sent across along with the completed Permit Form.

## 16.7 COVID-19

- Centre has a thorough Statement of Commitment in place to allow events to resume. For more information on how the operations procedures have adapted, please read through our [Event Health & Safety Guideline](#).