

AGEING AUSTRALIA CONFERENCE

18-22.05.2026

KEY DATES

EARLIEST DELIVERY: 15.05.2026

POST EVENT PICK UP BY: 24.05.2026



PULLMAN MELBOURNE ALBERT PARK
65 QUEENS ROAD
MELBOURNE VIC 3004

HOTEL CONTACT

PLEASE SEE YOUR HOTEL EVENT PLANNER'S CONTACT INFORMATION BELOW:

JOHANNA HALL
EVENTS EXECUTIVE
+613 8554 2818
JOHANNA.HALL@ACCOR.COM

LOADING DOCK

**LOADING DOCK ADDRESS:
PULLMAN MELBOURNE ALBERT PARK**

**65 QUEENS ROAD
MELBOURNE VIC 3004
VIA LOADING DOCK (OFF QUEENS LANE)**

OPENING HOURS FOR DELIVERIES

All items arrive at the Receiving Bay between the hours of
**0700 - 1500
Monday - Friday**

Deliveries outside of these hours will need to be arranged before delivery. Please contact your event planner to arrange delivery with all relevant information.

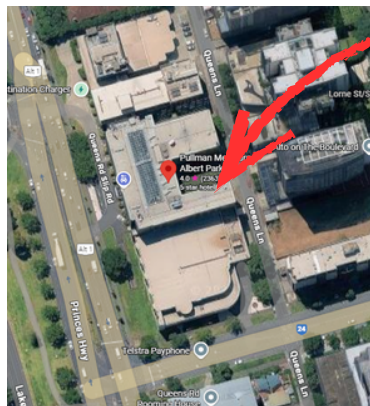
QUEENS LANE CURFEW

The Hotel is located in a mixed commercial/residential area and as such has to restrict heavy vehicular activity in Queens Lane.

The use of trucks, forklifts, and such with reversing beeper tones will not be permitted in the lane between

**2000pm – 0800am, Monday to Saturday
2000pm – 0900am on Sundays**

*This curfew applies to the use of the Grand Ballroom goods hoist, Grand Ballroom loading bay and State Loading Area.



PULLMAN RECEIVING BAY

DELIVER DELIVERY AND COLLECTION INSTRUCTIONS

To safely and efficiently deliver and collect goods from our site it is requested you arrive and park in the southerly-facing direction on Queens Lane.

- From Lorne Street get to St Kilda Road and turn left.
- Remain on the inner lane and then turn left into Beatrice Street.
- At the next street turn left down Queens Lane
- Our Loading dock is located at the far end of Queens Lane.

DELIVERIES AT LOADING DOCK

Vehicles may temporarily remain at the loading dock for loading and unloading purposes.

However once unloaded they must be removed from this area, paid onsite parking is available at the hotel. Entrance to Car Park is located on Lorne street.

CONFERENCE DELIVERY DATES AND STORAGE OF GOODS

Deliveries can only be accepted **no more than 2 working days prior** to the event commencement date.

Deliveries will not be accepted earlier than this date without prior arrangement.

Should weekend access for deliveries be required, please arrange prior to delivery.
Pallets

Any items delivered on pallets must be taken post event. Should any pallets not be removed post event, additional charges for disposal apply.

MIMO

When organising bump in and bump out schedules with your exhibitors we recommend spacing out the exhibitor's timings.

By doing so there will be less people working in one area and ensures you have a socially distanced set up.

Any external suppliers that have a bump in schedule must be approved by the hotel with 3 weeks of the event.

EXHIBITOR RESPONSIBILITIES

PULLMAN MELBOURNE ALBERT PARK: IMPORTANT POLICIES FOR EXHIBITORS

The Pullman Melbourne Albert Park is not liable for any loss or damage to goods brought to the hotel before, during, or after an event. It is the responsibility of exhibitors to secure adequate insurance to cover potential loss or damage. Please note that the conference facilities at Pullman Melbourne Albert Park are classified as public access areas; therefore, personal belongings should not be left unattended.

EXTERNAL CONTRACTORS

If exhibitors choose to hire external contractors directly, they must inform the Hotel Event Coordinator and ensure that these contractors adhere to the hotel's grooming and professional behavior standards, as well as comply with all workplace health and safety regulations. Contractors who do not meet these requirements will be asked to leave the premises. Additionally, all contractors must possess appropriate public liability insurance.

SHIPPING AND COLLECTION OF GOODS

Exhibitors are responsible for organizing clear and accurate dispatch labels, consignment notes, and couriers for collecting any goods left at the Pullman Melbourne Albert Park after the conference. The hotel will not complete or sign consignment notes on behalf of the company. Courier companies must be provided with precise information regarding the number of boxes, as well as their size and weight. It is important that courier companies are not informed that the Hotel Event Coordinator will be the contact person for these details; all necessary information must come from the company arranging the collection.

STORAGE

There is no on-site storage available at the venue unless previously arranged, and additional fees will apply, which must be fully prepaid by the exhibitor. We suggest incorporating storage into the booths or coordinating off-site storage with the freight company.

Please note that exhibitors are not permitted to leave boxes and packing materials in the exhibition display area during the event.

FURNITURE / POT PLANTS

All furniture, pot plants etc, should be ordered through the contracted the Exhibition Company. The Hotel will not provide any of these items.

PALLET JACKS / SCISSOR LIFTS

The hotel does not provide its own equipment for use during exhibitions. We suggest renting pallet jacks and scissor lifts specifically for the event to prevent any delays.

CATERING – PROVISION OF FOOD AND BEVERAGE

Important Guidelines for Food and Beverage at Exhibitor Stands

Under **no circumstances are exhibitors or delegates allowed to supply food and beverages at their stands unless they are provided by the hotel.**

- **Failure to adhere to this rule will lead to the confiscation of the items until the exhibition ends.**

All catering needs for booths should be coordinated with the Hotel Event Coordinator prior to the exhibition.

TESTING AND TAGGING

It is a legal obligation in all exhibition areas for all electrical equipment to be tested and tagged. This regulation applies to all contractors working on-site, as well as to exhibitors who bring electrical leads and appliances for their stands during exhibitions.

POST EVENT

PACK DOWN/ COLLECTION

Any pallets or boxes required to be couriered **post event, for the next working day** to ensure enough time for the hotel team to move your goods to the loading dock ready for collection.

All items must be packed and sealed and properly addressed, again with the sender's name and contact phone number and a consignment attached.

All goods must be removed from the hotel premises or storerooms by close of business 2 working day after the conclusion of the event. Should goods not be collected within 14 days post event, they will be deemed abandoned and disposed of accordingly.

INTERNET

Complimentary using Event WIFI login, provided on the day.

CAR PARKING

The hotel offers a car park beneath its premises, accessible via Lorne Street, with a rate of \$55.00 per exit or per 24 hours, whichever comes first. Rates may change without notice.

INTERNAL GOOD LIFTS AND LOADING BAY /AREA INFORMATION

Internal Good Lifts and Loading Bay /Area Information
Please find attached the service lift and loading bay specifications.

GRAND BALLROOM GOODS HOIST

***Please note the hotel needs to be advised of any items over 500kg.
Please contact your event at the hotel on the details on page 2***

HEIGHT (GROUND FLOOR TO FIRST FLOOR): 4.65 METRES

PLATFORM SIZE: 3.0 METRES (W) X 4.5 METRES (L) X 2.6 METRES (H)

ENTRY TO GRAND BALLROOM DOOR HEIGHT: 2.3 METRES

ENTRY TO GRAND BALLROOM DOOR WIDTH: 3.0 METRES

WEIGHT CAPACITY: 2,500 KG

***If the items being delivered to the hotel are larger than the above
measurements and you will require use of the Goods Hoist, please
contact your event at the hotel on the details on page 3 to ensure access
is available***

GRAND BALLROOM GOODS LIFT

HEIGHT: 2.0 METRES

WIDTH: 1.1 METRES

DEPTH: 2.5 METRES

WEIGHT CAPACITY: 1,600 KG

STATE BALLROOM GUEST LIFT

HEIGHT: 2.1 METRES

WIDTH: 0.85 METRES

DEPTH: 1.7 METRES

WEIGHT CAPACITY: 940 KG

***If the items being delivered to the hotel are larger than the
above measurements and you will require use of the State
Loading Area, meaning they will be fork lift loaded into the
State ballroom please contact your event at the hotel on the
details on page 3 to ensure access is available***

STATE BALLROOM LOADING AREA

HEIGHT: 2.9 METRES (GROUND FLOOR TO FIRST FLOOR)

DOOR HEIGHT: 3.5 METRES

DOOR WIDTH: 2.0 METRES

FLOOR LOAD CAPACITY: 500 KG

INCOMING B O X L A B E L

(MUST BE USED WITH ALL DELIVERIES TO THE HOTEL)
(PLEASE COMPLETE IN BLOCK CAPITALS)

TO: PULLMAN MELBOURNE ALBERT PARK
65 QUEENS ROAD
MELBOURNE VIC 3004
via LOADING DOCK (OFF QUEENS LANE)

EVENT NAME: _____

EVENT DATE: _____

ROOM: _____

COMPANY NAME: _____

COMPANY CONTACT: _____

MOBILE NO: _____

HOTEL CONTACT: JOHANNA HALL – EVENTS EXECUTIVE 03 8554 2818