



CROWN PERTH EVENTS & CONFERENCES EXHIBITION MANUAL

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1. Introduction

At Crown we pride ourselves on creating joyful, elevated experiences for our guests. We appreciate that each event is unique with its own special requirements which will be reflected in our meticulous event management.

This document is issued to all Professional Conference Organisers (PCOs), exhibition companies and clients who have confirmed their intent to host an exhibition or tradeshow at Crown Perth. It is the PCO and/or client's responsibility to ensure exhibitor information is obtained, collated, and shared with the Crown Event Manager.

All relevant information is to be included in your exhibitor's manual. We request the opportunity to view and proof all printed collateral prior to printing to ensure all details pertaining to Crown are correct. Please allow at least 5 working days to allow us to review, proof and return with any feedback, prior to distributing to exhibitors.

To ensure the continuing success of events, Crown reserves the right to amend these guidelines at its discretion. Please note, that these guidelines are in addition to Crown's standard letter of agreement and terms and conditions, and that it is a condition of holding your event at Crown that you agree to the terms contained in these documents. Please advise us if you have not received your letter of agreement yet and we will forward it to you.

Carparking

Please see [click here](#) to view parking rates & information.



2. Exhibition Booth Build

Floorplan Approval

A copy of the exhibition or trade show floor plan must be provided by your appointed exhibition booth supplier or audio-visual supplier and submitted to Crown Perth for approval prior to the allocation of booths and publication. With any further amendments made, the floor plan must be re-submitted for approval.

Floor plans need to take into consideration the type of food and beverage being served, to ensure sufficient space is available for the catering stations and flow of service. All catering stations are set at the discretion of our Banquet Service Managers on the day. Due to spacing requirements between booths and aisle space, your catering stations may be required to be set in the Foyer. Please liaise with your Event Manager to confirm the space requirements.

Service doors, fire exits, corridors and foyers must be kept clear of all objects as it poses a safety hazard if these are not accessible. All booths must be positioned a minimum of 300mm from the walls to prevent damage.

Booth Construction

Crown Events & Conferences Perth reserves the right to remove any non-compliant equipment. It will remain the Organisers responsibility to provide or meet the expense of substitute equipment.

All stands and display materials must be of sound construction with no risk of harm or injury to staff or attendees.

Custom Booths

All custom booth designs and bump in/out schedules must be submitted to Crown Perth for approval. External contractors engaged to build custom booths must complete the classification of proposed services form and provide Crown Perth with the appropriate documentation as outlined in Section 4 - Workplace Safety.

Power Requirements

All power requirements are to be pre-arranged with the chosen Exhibition provider.

In accordance with Australian Standard 3760 all portable electrical equipment brought onto Crown premises by clients, their guests, their exhibitors, and their contracted suppliers must have been tested and tagged by a suitably competent person and the tag must be valid.



Supervision and Contractor Liaison

It is a requirement of Crown Perth that a Contractor Liaison (CL) be present whenever an External Exhibitor Booth supplier and/or external audio-visual supplier is involved in an event in any of Crown's function spaces. This also includes any event where the Crown Event Manager deems it necessary for a CL to be present. The CL is a Crown Health and Safety requirement to safeguard Crown fittings and monitor work practices by all contractors employed by the client to ensure safety for all guests, staff, and contractors. The CL is required for the duration of exhibition build and dismantle. More than one CL may be required at any given time depending on the number of areas being used and the complexity of the event as determined by the Crown Event Manager.

Please factor the cost of the Contractor Liaison (CL) charge into your event budget. The hourly rate for a CL is \$112.00 per hour for a minimum 3-hour engagement. This charge will be added under the technical section of your Banquet Event Order and added to the master event account.

To allow sufficient time for rostering of the CL, all bookings should be made 10 working days prior to your event. Any new bookings or amendments made to your work schedule within 10 working days of the event, will have any additional hours charged at a rate of \$132.00 per hour or part thereof. Any amendments requested within 72 hours cannot be guaranteed, these requests will be subject to availability, and charged at a rate of \$165.00 per additional hour.

It is important to note that any additional hours required on the day/night will be added to the client's account. It is the client's responsibility to ensure any external contractor works to schedule and confirms prior to 72 hours should they need to amend their booked CL period.

The client is liable to cover all charges stemming from extended time – charges could include, but are not limited to, penalty rates per hour of \$165.00 to cover the extension of the CL: banquet staff charges to extend the turnaround of the function room; function room hire charges; compensation to other booked clients unable to commence their bump in. Please ensure your external contractor is aware of their confirmed schedule and agreement and advised of our policy and requirements.

Rigging

All primary rigging in all rooms must be provided by Encore Event Technologies at a fee. "Primary Rigging Services" means providing, installing, maintaining, and removing all rigging that attaches to fixtures at the venue - for example to ceilings or walls in the ballrooms of Crown Perth.

This does not limit nor prevent "Secondary Rigging Services" from being performed by any third-party service provider that you have engaged, should you not wish to engage Encore Event Technologies services. "Secondary Rigging Services" means the providing, installing, maintaining, and removing all ancillary rigging that attaches to the Primary Rigging Services - as opposed to rigging that attaches to the ceiling, wall, or other fixture of a Venue.

Please note, any third party performing secondary rigging services will be required to complete the documentation as outlined in Section 4 - Workplace Safety, a Contractor Liaison will also be required and rostered.

For costs or additional information please contact, or have your service provider contact, Encore Event Technologies directly by emailing: CrownPerth@encore-anzpac.com.



Ceiling Heights

Any builds above 4m are subject to approval by Crown Perth. Exhibition builds must be 300mm clear of the roof or chandeliers.

Space	Ceiling Height
Crown Ballroom	8m (6.4m to chandeliers)
Grand Ballroom	6m
Astral Ballroom	5.5m (4.5 to raised chandeliers)
Botanical Rooms	3.6m
Studio Rooms	2.8m
Meeting Rooms	4m

Please note: Due to height restrictions in back of house areas, please liaise directly with your Event Manager for any large items.

Weight Restrictions

Please liaise directly with your Event Manager regarding any heavy or over-sized items (over 350KG) as weight restrictions do apply and will need to be signed off by Crown Perth's engineering team.

Carpets

To protect the carpet at Crown Perth Convention Centre all booth walls must have footings and a vinyl or plastic strip should be laid on the carpet where each footing meets the carpet.

All vehicles, furniture, pot plants etc must have mats placed underneath to protect the carpet from any possible damage.

Furniture/Pot Plants

It is recommended that all furniture is ordered through the contracted Exhibition provider. For any pot plants/trees/succulents' requests, please speak with your Crown Event Manager as these are subject to review and approval. If approved, all soil is required to be treated and carpet tiles are required to be provided to be placed under pot plants if appropriate.

Care of Exhibition Space

Exhibitors are responsible for the upkeep of their own booth for the duration of the event. The Venue will not clean within the booths unless previously arranged with your Event Manager for an additional fee of \$55.00 per standard 3x3 booth (general cleaning includes wiping down of surfaces, mopping etc). The Venues cleaners will vacuum through the aisles of the exhibition area each morning prior to the exhibition opening. For cleaning of all other sized booths, please speak with your Event Manager who will provide a price on application, depending on the size of booth and requirements.

Removal of Waste

During bump in and bump out Crown Events & Conferences Perth staff will be available to remove any rubbish. Exhibitors are required to place all rubbish in the bins provided.



3. Workplace Health and Safety

Health and Safety Paperwork

Crown Perth is committed to protecting the Health and Safety of all persons entering the complex. As part of this commitment, Crown has established Health and Safety policies, procedures and Safety Information Cards which outline the level of safety required to be met by all staff and contractors.

Classification of Proposed Services

All contractors or exhibitors conducting any working involving any of the following activities must complete a Classification of Proposed services checklist, alongside a detailed description of the scope of work that will be performed onsite, as well as the bump in & out schedule and return to your Crown Perth Event Manager. This checklist is used to determine the nature of work/services being performed and whether the work is to be classified as “low” or “high” risk. If any work is deemed “high” risk, we will require a SWMS (Safe Work Method Statement).

Along with the SWMS, Crown will require you to submit:

- Copy of your Current Public Liability Insurance Certificate
- Copy of your Current Workers Compensation Certificate
- Copy of Scissor Lift ticket (if applicable)
- Copy of Forklift ticket (if applicable)
- Copy of qualifications and licences (if applicable)
- Copy of high-risk work licences for all crew/team members (if applicable)
- Relevant safety data sheets for any hazardous substances (e.g. chemicals) (if applicable)

Should an exhibitor or contractor fail to advise Crown Perth of any of the listed activities, the works/activity may be stopped until the appropriate information has been provided and approved. Crown Perth reserves the right to conduct safety audits as and when necessary.

Once this documentation is received, it will be reviewed by Crown Perth’s Health & Safety team. Your dedicated Event Manager will advise of any amendments or acceptance of the documentation.

Permit to Work

For certain high-risk jobs, a permit to work will be required. If requested to obtain a permit to work, please go to <https://ptw.crownresorts.com.au/login>. Please note, all staff that are part of the high-risk work must be included in the permit.



Contractor Induction & Sign In

All contractors working, accessing back of house or conducting high risk work at Crown Perth, are required to complete an online induction which is valid for two years. The Health and Safety Induction will need to be completed online via Ezylearn, prior to commencing any work activity.

Log onto Ezylearn via this link: <http://crowninduction.ezylearn.net/login.exe>, select "Perth Event Contractors" from the drop-down box and complete the following:

- Health and Safety induction

Please note – verification checks of inductees maybe conducted at any time while onsite. Please ensure all those involved in the activity/service undertake the required induction.

Please find **attached** instructions and follow the steps accurately to complete the right course. Contractors are to maintain certificate as proof of completion, however there is no need to forward the certificates but be able to provide a copy upon request if required.

Anyone working, accessing back of house or conducting high risk work onsite must sign in as a contractor and gain a Temporary Crown Perth Contractor ID/Visitor badge. The Contractor/Staff entry is located at the under-croft carpark via the tunnel entrance. Due to location/distance from the Convention Centre we strongly recommend arriving 1 hour prior to your scheduled work commencement time to allow for travel time and any potential delays at the sign-in desk. For ease of reference, please refer to the attached directions/map.

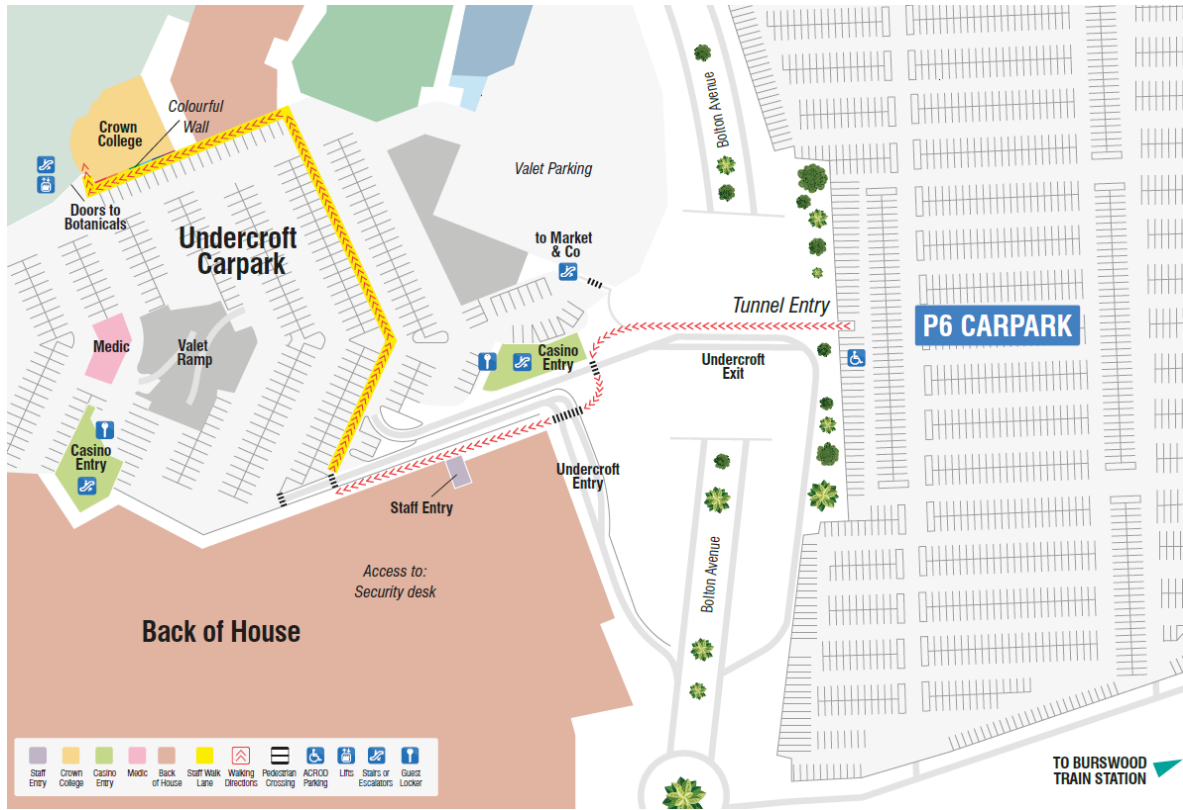
Please note all contracted staff MUST:

- Sign in at Staff Entry and provide a copy of photographic ID to gain a Temporary Crown Perth Contractor's Badge prior to commencing work.
- Wear your Temporary Crown Perth Contractor ID badges at all times and ensure they are visible onsite.
- Sign out when leaving the site and hand back your Temporary Crown Perth Contractors Badge.

Please note, all contractor badges are valid for 24 hours. Unreturned passes will incur a fee of \$50.00 per pass and charged to the master event account.

Finding your way to Staff entry – Please see following page for a detailed map

- By Road: From Great Eastern Highway, turn onto Bolton Avenue into the Crown Perth entrance. At the roundabout turn right and take the first left into car park P6. Once parked, head towards and enter the tunnel leading to the undercroft parking. Following the designated path, veer left – you will see the Staff Entrance once you have crossed the river shaped pedestrian crosswalk. Enter through the glass doors and inform security of your arrival.
- By Train: From the Burswood train station, head down the stairs or ramp and through car park P6 towards Crown Perth and enter the tunnel leading to the undercroft parking. Following the designated path, veer left – you will see the Staff Entrance once you have crossed the river shaped pedestrian crosswalk. Enter through the glass doors and inform security of your arrival.



Smoke Detection Devices/Hazers/Sparkulars

Smoke machines cannot be used without prior approval from the Event Manager. Should a smoke machine be approved, a MSDS submission is required along with a SWMS. Please refer to "Workplace safety".

Failure to advise of the proposed use of smoke machines and/or pyrotechnics in advance will lead to the refusal of use and may lead to additional costs being on-charged to the client for any fire brigade charges incurred by Crown Events & Conferences Perth.

Dangerous Liquids / Flammable Materials

Crown Perth Convention Centre will not permit any naked flames, explosives, fuel, ammunition, firearms or inflammable liquid, acetylene gas or explosive oils, compounds, or substances to be brought into or used on the premises without proper containment and security, and prior approval from the Event Manager. Compressed gas canisters brought onsite will require a SWMS. Please refer to "Workplace Safety"

First Aid

Should first-aid be required a Crown Perth staff member will contact a qualified first aid attendant. Crown Perth always has qualified medics and a first aid post on site.

Exhibition Emergency Procedures

At all times, clear access to the venue's emergency exits must be maintained as outlined in section 3 – Floorplan approvals. Clear access must be provided to firefighting equipment. No items (including boxes/cardboard) should be placed in front of fire cupboards and hose reels located within the Centre or in the loading docks. The direct emergency telephone number for any emergency at Crown Perth is +618 9362 7000. The call will be diverted to the security control room operator for assistance. In the event of an Emergency onsite, please follow the direction of Crown Perth staff. Crown Perth staff will be onsite to lead and assist during an emergency evacuation.

Stages of Evacuation

Stage 1: Alert

Prepare and muster for an evacuation. (Please leave large items behind)

Stage 2: Evacuation

Evacuate the building and go to assigned assemble area number 8 (Carpark 6). Once you have left the building and arrived at the assembly area, please remain there until advised it safe to return.

Stage 3: All clear

It is now safe to re-enter the building.

Copies of a detailed emergency evacuation brief relevant to your allocated event space, can be provided by your Event Manager.





4. Loading Dock

Deliveries

Prior to the dedicated bump in time

Deliveries will only be accepted within two (2) working days prior to the scheduled exhibition bump in. All deliveries must be delivered to the Crown Towers Loading Dock, Monday to Friday, between the hours of 7:30am to 3:00pm. Each item must be clearly labelled with a delivery label – please be sure to complete each section in full.

Crown Perth reserves the right to refuse deliveries should the items not be clearly marked or are delivered outside the approved delivery times. Any items that are delivered to the Convention Centre prior to the event bump in will be stored until booth construction has been completed, and then dropped off at the individual booth's ready for exhibitor bump in.

Any large deliveries of multiple pallets prior to the dedicated bump in time will need to be approved by Crown Perth as storage is limited. Crown Perth will not take delivery of stand fittings or other materials relating to booth construction outside of the allocated bump in time unless previously notified and approved.

During allocated bump in time

The location of bump in will be confirmed by your Event Manager depending on the scheduled bump in time (either via the Crown Towers Loading Dock, located at the end of Bolton Avenue or via the Front of the Convention Centre, opposite Merrywell)

Exhibitor's items can be dropped off at the Loading Dock/Area at which point Crown Perth staff will move the items from the dock into the ballroom to be placed at your exhibition booth. In the meantime, exhibitors need to go and park their vehicles in one of the dedicated car parks around the complex. All deliveries must be clearly labelled with a delivery label – please be sure to complete each section in full.

Exhibitors can then enter the venue via the public entry foyers and make their way to the exhibition room to commence setting up their booth.

Deliveries to the loading dock during the allocated bump in time may be subject to delays and will be on a first come first served basis. To prevent long delays, Crown Perth recommends a staggered bump in schedule for exhibitions larger than 30 booths.

If exhibitors only have a small number of items that can be carried into the Convention Centre with no assistance from Crown Perth, Exhibitors are welcome to park in one of the public car parks and walk the items up from the carpark yourself into the room via the public entry foyers and into the exhibition room. You are welcome to bring a small trolley of your own to assist with this however the trolley will need to be small enough to be stored at your exhibition booth. Crown Perth does not provide any cold storage and any items requiring refrigeration must be delivered during the allocated bump in time and placed into cold storage supplied by the client/exhibitor.



Collections

During allocated bump out time

The location of bump out will be confirmed by your Event Manager depending on the scheduled bump out time (either via the Crown Towers Loading Dock, located at the end of Bolton Avenue or via the Front of the Convention Centre)

At the conclusion of the exhibition, exhibitors are responsible for packing up their goods, ensuring they are neatly packed and labelled clearly using the Crown Collection label. Please ensure all fields are completed including your company name so they can be easily identified by Crown Perth Staff.

Once items are packed, Crown Perth will move items from the exhibition space to the loading dock. Exhibitors can then collect their vehicles and proceed to the loading dock to collect their items. All items are to be removed from the ballroom at the conclusion of the exhibition. Please contact the banquet duty manager to arrange.

Crown Perth is unable to provide packing materials. All exhibitors must provide their own pallets, tape, wrap, pens/markers, and any other packing materials required.

Collection by courier

Exhibitors bumping out of the exhibition booth can leave items onsite for collection by a courier within 2 working days of the exhibition conclusion. All items must be safely and securely boxed/packaged up and have the collection label filled in and attached to each item.

If a consignment note is required for the collection, this must be provided by the exhibitor, signed, and securely attached to the items ready for collection. Crown Perth will not take responsibility for any lost or damaged consignment notes. Crown Perth will not fill in or sign consignment notes on an exhibitor's/clients' behalf.

Once your items are ship ready, please place them in a neat pile at the front of your exhibition booth where Crown Perth staff will collect them and move them to our storage location to await the courier. Please notify the Crown Banquet Service Manager once completed.

All items must be collected from the venue no later than two (2) working days after the event bump out date. Any items that remain on the premises will be discarded if not collected within two (2) working days. Any items left behind with no collection label attached, will be discarded post event.

It is the sole responsibility of the Exhibitor to arrange a courier for any such items. Crown Perth cannot be responsible for ordering or managing couriers. Courier collections can take place via the Crown Towers Loading Dock, Monday – Friday during the hours of 7.30am – 3.00pm.

Storage

Limited storage is available and must be arranged in advance with your Event Manager. Crown Perth does not take responsibility for any products left in any storage area or guarantee that space will be available. All road cases, pallets & crates must be stored offsite after bump in and returned on bump out day. All exhibitor items must be stored within their assigned booth. Crown Perth does not provide any cold storage and any items requiring refrigeration must be delivered during the allocated bump in time and placed into cold storage supplied by the client/exhibitor.



Forklift

All forklifts are subject to availability and the following additional charges apply for dedicated use:

- \$30.00 per hour, forklift no driver (You must provide a licensed forklift operator)
- \$85.00 per hour, forklift with driver (if in use outside of loading dock hours, a minimum 3-hour engagement applies.)

Our forklifts are only able to support the movement of a standard pallet. Please let your Event Manager know if you have items being delivered on a pallet larger than a standard size. Please liaise with your Event Manager to confirm availability and make a booking. All charges will be charged to the master account.

5. Approvals and Regulations

Attachment of Signs

The attachment of signs, banners and posters to any wall surface or the use of pins, blu-tack, nails, staples, post it or adhesive notes, tapes or floor or wall decals are not permitted. Free-standing signs, banners and posters can be placed in dedicated function spaces and relevant foyer spaces. Display and directional signage in public areas are subject to review and approval.

Animals

No pets or animals (with the exception of Assistance Animals) are permitted on site. If you wish to exhibit animals, this will be subject to review by Crown Management.

Helium Balloons

Approval must be first given by the Crown Perth Event Manager when planning to use helium filled balloons as part of an event. A minimum charge of \$250.00 will be incurred for the retrieval of loose balloons from the ceiling.

LPG Cylinders

LPG Cylinders are not permitted on site at any time.



Vehicle Displays

Written requests for vehicle display inside your function room must be submitted to your Event Manager no later than 30 days prior to the event. Vehicle displays in foyer spaces or public areas are not permitted.

To confirm the vehicle display, the following details will need to be provided.

- Make & model of vehicle
- Dimensions & weight of the vehicle
- A safe work method statement
- Certificate of Currency – Public Liability Insurance to cover damages to our people, property, environment, and public
- Certificate of Currency – Workers Compensation to cover their driver, spotter etc.

Additional information:

- The vehicle must have as little fuel (less than a quarter) in the tank as practicable
- Should the vehicle arrive onsite with a full tank of fuel, this is also acceptable
- A valid driver's license must be available and provided for the driver
- Crown staff will not operate the vehicle and take no responsibility for the vehicle
- Vehicle keys will be handed over to the Banquet Manager whilst the vehicle is in position
- Drip trays are required for all vehicles and floor mats must be placed under each tyre.
- Depending on the positioning in the room, the vehicle may need to be the first thing in the room and the last thing out of the room; or vice versa based on the specific location and bump in schedule.

Vehicle access points:

Grand Ballroom & Astral Ballroom: Via the front of house vehicle access doors located near the Crown Perth Convention Centre reception desk. On arrival, please call our Duty Manager on 0403 384 479 so they can prepare for the entrance of the vehicle.

Crown Ballroom: Via the Crown Towers Loading Dock. On arrival, please call our Duty Manager on 0403 384 479 so they can prepare for the entrance of the vehicle.

Provision of Food & Beverage/Food Sampling

Crown Perth has sole catering rights for the distribution and sale of all food and beverage items within the Crown Complex.

No exhibitor or organiser is permitted to bring any food or beverage into the Crown complex from an external supplier. Failure to adhere to this policy will result in the product/item being confiscated. Exceptions may be made for exhibitors and organisers wishing to provide sample servings of their food & beverage item. All requests must be sent to the Event Manager for approval no later than 2 weeks prior to the event and a food waiver must be completed & signed.

All catering requirements for the booths can be arranged with the venue prior to the commencement of the event; a booth catering form can be requested from your Crown Perth Event Manager. The forms are to be sent to exhibitors, collated by the PCO/Client, and forwarded to the Crown Event Manager.



6. Security

Whilst every reasonable precaution is taken, Crown Events & Conferences Perth accepts no responsibility for any loss or damage occurring to persons or property in the Convention Centre. Valuable items should never be left unattended, and security is recommended for any items left in foyer spaces, left over night or any valuable items. Please notify a Crown Perth employee if you see anything suspicious.

A security guard can be arranged for an additional fee and charged to the master event account.

7. Insurance & Liability

Insurance

It is each exhibitor's responsibility to insure themselves against loss or damage for any equipment, fittings, products, or materials that are brought onto the premises. Crown Perth is not responsible for and is to be released from any liability regarding loss, damage, or theft of any delivered/stored items.

Liability for damage

Crown Perth Convention Centre, its employees, officers, contractors, and agents are released and indemnified from and against any loss, claim, demand, liability, or damage arising, including liability or damage caused by any negligent act or omission, in connection with the event.

The organiser is financially responsible for any damage or loss sustained to Crown Perth Convention Centre caused by their employees, officers, contractors, or agents – except if such loss or damage is caused by Crown Perth Convention Centre employees, officers, contractors, or agents.

8. IT Services

Crown Perth Convention Centre will enable a connection to the internet via Wi-Fi or a Wired Internet Line. These costs can be obtained from your Event Manager and will be charged to the master event account.

All IT requirements for the booths can be arranged with the venue prior to the commencement of the event and require a minimum of 3 weeks' notice. An IT form can be requested from your Crown Perth Event Manager. The forms are to be sent to exhibitors, collated by the PCO/Client, and forwarded to the Crown Event Manager.

Under no circumstances will an exhibitor be permitted to supply their own IT networking equipment (i.e. port hubs, router etc) as this could have a direct impact on the network for the event. All of Crown Perth IT equipment supplied or otherwise made available to an exhibitor must always remain on the premises. It is the exhibitor's responsibility to return any equipment issued in full working order.