CROWNE PLAZA
HOTELS & RESORTS

CROWNE PLAZA HUNTER VALLEY CONFERENCE AND EVENTS CENTRE

EXHIBITION AND SERVICE MANUAL

VALID TO 31ST DECEMBER 2019

CONTENTS

Please note: All information in this document is current at the time of printing and may be subject to change at the discretion of the The Crowne Plaza Hunter Valley Management.

INTRODUCTION 3
OUR DETAILS 3
RESORT MAP 4
ACCESS TO CROWNE PLAZA HUNTER VALLEY 4
CAR PARKING 4
WORKPLACE HEALTH AND SAFETY 5
EXTERNAL CONTRACTORS 5
ACCESS FOR BUMP IN & BUMP OUT 6
DELIVERIES 7
COLLECTION 7
FORKLIFT OR TROLLEY USE 8
VEHICLES AND OTHER MACHINERY 8
RIGGING 8
BANNERS AND SIGNS 8
DISPLAY AND SET UP 8
BOOTH FURNITURE 9
ELECTRICAL EQUIPMENT 9
AUDIO VISUAL 9
INTERNET CONNECTIONS AND CAPABILITIES 9
CATERING/FOOD AND BEVERAGE ACCOUNTS 9
STORAGE 10
FIRE SAFETY & DANGEROUS SUBSTANCES – AT STAND 10
SMOKE DETECTOR ISOLATION 10
LPG USE ON EXHIBITOR STANDS 10
ANIMALS 11
FIRE SAFETY 11
RESORT MAP WITH EVACUATION POINTS 12
INSURANCE 12
SECURITY 12
INDEMNITY 13
LIABILITY 13
DELIVERY ADVICE FORM 14
EXHIBITOR RETURN NOTE 15

INTRODUCTION

Welcome to the Crowne Plaza Hunter Valley!

The Exhibitor Information and Services Manual has been designed with the intention of making your experience at the Crowne Plaza Hunter Valley as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

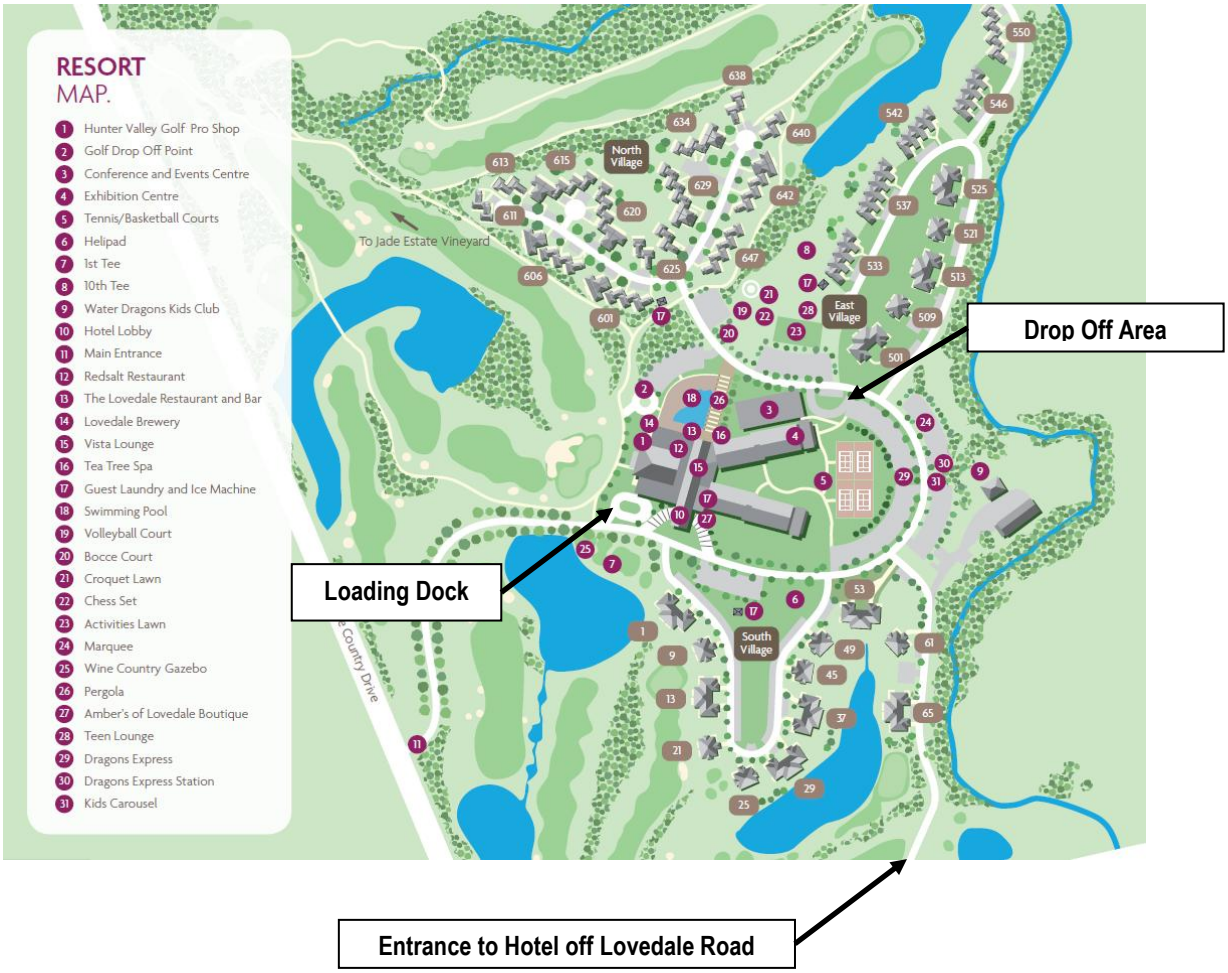
To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

OUR DETAILS

Should you have any further queries about the venue or the exhibition, please feel free to contact our Events Team at Crowne Plaza Hunter Valley

Zoe Ferguson & Fiona Benson
Crowne Meetings Planners
430 Wine Country Drive
Lovedale NSW 2325
Telephone: + 61 2 4991 0948
Email: planning.hunter @ihg.com

RESORT MAP



ACCESS TO CROWNE PLAZA HUNTER VALLEY

All Event Organisers must provide full particulars on exhibition bump in and bump out schedules thirty (30) days prior to the event commencement including: on-site organisers, exhibition contractor, major shell scheme contractor, freight forwarding company, security company, rigging contractor, and electrical contractor. On-site event organisers (main point of contact) must have the capacity to make decisions and issue instructions to their staff, on instruction from the resort management.
Only designated service entrances, lifts and loading docks are to be used for the transportation of materials.

CAR PARKING

The resort offers complimentary outdoor/open air parking for delegates and exhibitors. There are a number of designated parking areas located throughout the resort and spaces are on a first come first serve basis. Vehicles left onsite are at owner's risk.

WORKPLACE HEALTH AND SAFETY

Any contractors working on-site will need to provide copies of both Workers Compensation and Public Liability certificates for all contractors. These need to be provided to the venue **five (5) working days prior to the event.**

All contractors, sub-contractors and production companies must undergo a site induction process with the Crowne Plaza Hunter Valley prior to commencing any work.

All Event Organisers, their exhibitors, contractors, sub-contractors and other associated staff are to comply with the Workplace, Health and Safety requirements of the venue. This compliance includes familiarisation with the fire and evacuation procedures, which are established for the venue. Anyone not adhering to these requirements may be asked to stop work and consultation may be required before further work can continue.

All contractors and sub-contractors must review, comply and acknowledge our Workplace, Health and Safety policies and procedures before work can commence on site. All workers performing duties on-site are required to attend a short induction outlining the venue evacuation procedures and general Workplace, Health and Safety standards.

The following procedures and requirements are to be adhered to by all contractors working on the premises of the venue, regardless of whether they are providing services directly to the Crowne Plaza Hunter Valley, or are working for an Event Organiser. Failure to comply will place the contract entered by the InterContinental Hotels Group trading as Crowne Plaza Hunter Valley and the Event Organiser in jeopardy.

High visibility vests and enclosed shoes must be worn at all times during bump in/bump out. High visibility vests must be brought on-site with the exhibitor or contractor.

All custom build booths must be pre approved by Crowne Plaza Hunter Valley, a plan of the custom build booth must be provided no later than thirty (30) working days prior to the event.

Consumption of illicit substances or alcohol is strictly prohibited of all Event Organisers, contractors, sub-contractors and production company staff during bump in and bump out. Smoking is not permitted within the Crowne Plaza Hunter Valley conference and events space.

EXTERNAL CONTRACTORS

All organisers and exhibitors are required to submit details of any external supplier or contractor that they have engaged to carry out work during the course of the event. Details can be provided to the Crowne Meetings Planner.

All third parties booked by exhibitors are to provide the exhibitor with the required legal accreditation, licenses, and insurances and meet OH&S requirements. This documentation must be able to be presented to the venue upon request.

All external suppliers and contractors are to be supplied with a copy of this manual and are required to comply with all terms and conditions contained within.

ACCESS FOR BUMP IN & BUMP OUT

Main vehicle access to the Exhibitor Loading Area (back of the Exhibition Centre) at the Crowne Plaza Hunter Valley is via the turning bay, near reference 4 of map (see resort map on page 4).

Exhibitors/guests are required to move their vehicles to the car park after unloading their vehicle. The turning bay is for loading and unloading only. The general goods loading dock is open from 08:00 to 16:00 Monday to Friday, (closed on public holidays). The Exhibition Centre is open depending on the approved event bump in/bump out schedule. Under no circumstances are vehicles to be left unattended on the turning bay for a period of over 30 minutes.

Access to the conference area for bump in and bump out will be permitted during the following times for your event:

Bump in from: **Wednesday, 18 September 2019**
Bump out from: **Friday, 20 September 2019**

Please note there will be no access for exhibitors outside of these times without prior written approval from the venue and conference organiser.

Please note the following:

- All exhibitors and contractors requiring access to back of house areas must sign in and be issued with a visitors pass prior to entering the premises. Passes can be obtained from the banquets department.
- All exhibitors and contractors must be accompanied by a staff member whilst in back of house areas. Venue staff will be on duty in the exhibition area and will assist with escorting exhibitors and contractors.
- Maximum weight allowed in the exhibition area is 10 tonne and the maximum ceiling height is 2.8 metres.
- The venue reserves the right to charge exhibitors for any damage caused to the resort property during the bump in and bump out process including but not limited to; wall and paint damage, carpet damage, breakages.
- Charges will apply for the disposal of large items discarded at the venue.

DELIVERIES

All exhibition goods being forwarded to the Crowne Plaza Hunter Valley should be marked with a delivery label (refer to attached form, page 14). Arrangements should be made for goods to arrive on the Exhibitor bump-in day or up to two working days prior.

- The Crowne Plaza Hunter Valley does not take nor accept responsibility for the safety of any items, delivered, stored or dispatched to the site in the absence of the exhibitor, agent or contractor.
- Deliveries can only be accepted on Monday – Friday between 08:00 – 16:00.
- Venue labels found on page 14 must be used and fully completed prior to the delivery being sent. Any goods that are not labelled correctly or delivered outside of two (2) working days prior to the event may not be accepted by the venue.
- If you require delivery of non standard Australian pallets (larger than 1165mm x 1165mm and/or heavier than 1t) the truck will require a working tailgate.
- All hand loaded items need to be under 25kg or have another way of moving them (eg. attached wheels).
- The loading dock is located at the front of the hotel just next to the driveway (but not on it). The dimensions are 9m wide, 10.5m deep and 3.4m high and can carry a maximum of 10 tonnes, see resort map on page 4.
- All delivery vehicles are to enter the property via the Lovedale Road entrance, which is noted on the map as stated on page 4. Please note this access is closed of an evening.
- The cost of conveying goods to and from the venue shall be at the responsibility of the exhibitor.
- Crowne Plaza Hunter Valley staff will ensure the movement of pre delivered goods from the loading dock to a central location in the designated exhibition area (provided boxes are within the above limits and are clearly labelled).
- Crowne Plaza Hunter Valley will not accept responsibility for the safety of any such items delivered to the site in the absence of the exhibitor or their agent. Exhibitors are responsible for the acceptance of all goods at Crowne Plaza Hunter Valley.

COLLECTION

- All goods must be removed from the venue by close of business the next working day at the latest.
- A completed consignment note must be attached to boxes for prompt collection. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice prior to bump out time.
- Consignment notes should be organised prior to the end of the event. Please note that Venue staff cannot sign the dangerous goods declaration/customs form.
- If goods need to be collected urgently, please advise the venue to discuss how we can help you.
- It is the exhibitor's sole responsibility to arrange return freight. If exhibitors depart the venue prior to the freight leaving the venue conference staff must be notified. Freight is left at your own risk.
- Any goods remaining at the hotel 7 days after the conclusion of the event will be deemed abandoned and will be disposed of accordingly, charges may apply. It is the responsibility of the exhibitor to bring with them any materials they require for packing their boxes at the end of the conference.

FORKLIFT OR TROLLEY USE

If you require use of the forklift or a trolley, this needs to be arranged prior to arriving onsite.

Arrangements can be made to hire the forklift through the Crowne Plaza Hunter Valley. Current operating tickets along with public liability insurance must be sighted before hire approval is granted. Alternatively, qualified staff may be hired to operate the lift. Current hire charges, both with and without operators, are available upon request. Please contact the Event Planner for details. It is recommended all exhibitors provide their own trolley due to limited availability.

VEHICLES AND OTHER MACHINERY

- Vehicles must be driven in and out of the building, during bump in and bump out of an exhibition, at a walking pace.
- The weight load of the vehicle must be approved by the venue prior to the event.
- The integrity of the vehicle's fuel and oil system is to be inspected by the exhibitor or their nominated representative, before it is permitted to enter the building.
- All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the venue.
- All show cars and presentation cars must have oil drip trays in place and must be provided by the exhibitor.

RIGGING

Licensed riggers required to perform rigging work at the Crowne Plaza Hunter Valley will be asked to produce their high risk (RB,RI or RA) tickets before they commence work. Riggers must complete a hazard analysis and submit this to the Venue seven (7) working days prior to the work being undertaken.

BANNERS AND SIGNS

Exhibitors may hang banners only within the perimeter of their stand. No signage will be permitted on the function walls, doors or ceilings.

DISPLAY AND SET UP

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands.
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor emit toxic fumes should ignition take place.
- The structure of the building must remain in the same condition as prior to set-up. Any changes to the building and property of the Crowne Plaza Hunter Valley will be charged to the company at fault.
- All floor plans must be approved by the venue prior to bump-in.

BOOTH FURNITURE

The resort will provide 1 x standard trestle table (1.8m x 0.45m) and 2 chairs in a exhibition booth. Any additional furniture or theming is the responsibility of the exhibitor. Please contact the conference organiser for details on preferred contractors.

ELECTRICAL EQUIPMENT

All electrical equipment used by contractors and exhibitors must comply with current Australian Electrical Standards and Workplace Health and Safety Regulations. The Crowne Plaza Hunter Valley reserves the right to refuse any equipment used by contractors, exhibitors and clients. Points to note:

- Electrical equipment and leads must be currently tested and tagged.
- Damaged or faulty equipment will not be permitted to be used in the venue.
- Frayed electrical cables and leads will not be permitted to be used in the venue.
- The venue does not have a qualified appliance tester on site, please ensure that the above is adhered to prior to arrival to avoid potential refusal of access to power.
- Any person who suffers an electric shock from any piece of electrical equipment must report the incident to hotel staff immediately.

AUDIO VISUAL

Our preferred audio visual partner is Scene Change, a well established and experienced provider of technical and creative service. Scene Change will assist you with audio, lighting, data and visual requirements for your event.

Scene Change
Marcel Gotch – Audio Visual Manager
Telephone: +61 2 4991 0916
Email: mgotch@scenechange.com.au

INTERNET CONNECTIONS AND CAPABILITIES

Currently the speed of the Wi-Fi at the hotel is 20m/b. The Wi-Fi can handle up to 500 guests before internet speeds would be reduced.
If you require special requirements you need to direct these to the hotel in advance so these requirements can be assessed prior to your arrival

CATERING/FOOD AND BEVERAGE ACCOUNTS

The Crowne Plaza Hunter Valley has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring any food and beverage into the venue from outside caterers or supplier without explicit permission from the Event Planner.

It is understood that some exhibitors will be required to provide product samples during the course of the event. Approval to distribute any food and beverage product samples must be obtained prior to the event. Please contact the Crowne Meetings Planner to confirm these arrangements.

STORAGE

Goods will only be accepted two (2) working days prior to an event. Any goods that arrive more than two working days prior to the event the venue has the right to decline the delivery. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the booth area. Once the event has concluded, all goods should be removed from the venue by the next working day. If you have any delays in pick up please notify your Event Planner.
Please note that storage space is limited, should you require storage for large displays or equipment please contact the venue prior to arrival to confirm availability and arrangements.

FIRE SAFETY & DANGEROUS SUBSTANCES – AT STAND

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, or other flammables, and equipment using such flammable materials as gas stoves and electric stoves without prior consent from Crowne Plaza Hunter Valley management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of New South Wales and the Commonwealth of Australia.

SMOKE DETECTOR ISOLATION

Please be aware that smoke detectors are in place throughout all conference & event rooms. Items such as smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Planner prior to arrival to the venue, and arrange for Smoke Detector Isolation if necessary. If the detectors are set off due to client or exhibitor negligence, a charge will be passed on directly from the NSW Fire Brigade. A minimum of seven (7) days notice is required for isolation.

LPG USE ON EXHIBITOR STANDS

The Crowne Plaza Hunter Valley must be notified of intent to install LPG appliances prior to the bump in period. Each application is assessed with the safety of the public as its priority. The Crowne Plaza Hunter Valley reserves the right to accept or reject any application.

Should the use of LPG on stands be allowed in the Exhibition Centre, the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations.
- All applications must be approved for the use in accordance with the relevant acts and regulations.
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day.
- Maximum cylinder size = 9kg. Approval must be sought for larger cylinders.
- One cylinder per appliance.
- Centralised cylinders with appliances connected to a reticulation system is not permitted.
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling.
- Cylinders and connections must be protected from damage.
- Control of cylinders must be accessible by the stand but not by the public.

- Each evening at the close of the show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to the loading dock for overnight storage.
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser.
- All installations must be tested for leaks prior to each operational period by an approved "sniffer" device e.g. AGL "snoop" or by electronic detectors.
- An appropriate fire extinguisher must be present on every stand where LPG is being used.
- A risk assessment must be completed a minimum of 3 days prior to the event and after which consent may be granted by the Crowne Plaza Hunter Valley.

ANIMALS

No animals - birds, fish etc. (with the exception of Guide Dogs) are permitted in the venue at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Written approval must be obtained prior to any animal (other than Guide Dogs) entering the venue. Permission must be sought to leave an animal on site overnight.

FIRE SAFETY

Flammable Products

- All materials used in stand construction and decoration are to be fire retardant and conform to Local Statutory Building Regulations.
- The storage of any flammable liquids or fuel within the exhibition is not permitted.
- Motor vehicles or any other mechanical appliances displayed within the exhibition venue must contain a minimum amount of fuel.
- Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

Fire Proof Materials

Any materials used in stand construction or for display purpose must conform to the following standards:

- Non combustible and inherently non-flammable material.
- Durable flame-proof fabric.
- Self extinguishing plastic.
- Plywood, hardwood, pulp board or fireboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

Fire Fighting Equipment

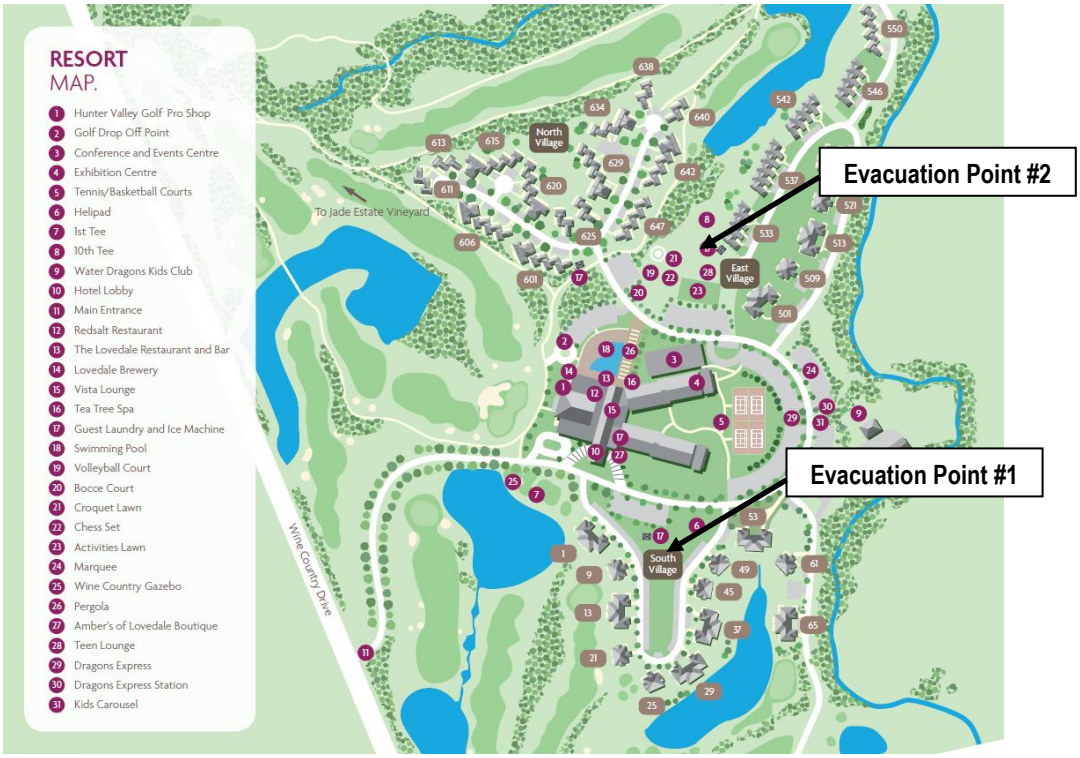
Should construction of stands and exhibits create a potential smoke-locked area or create an area not serviceable by the existing sprinkler system, the management of the exhibition venue may require the smoke detection, emergency lighting, and exit lighting systems be extended to cover the stand or exhibit areas by the exhibitor.

Evacuation Procedure

There are two (2) emergency alert tones
Alert tone: Beep-Beep-Beep
Advising an emergency situation is being investigated. Do not evacuate at this time, please follow instructions from PA system or venue staff.

Evacuate tone: Whoop-Whoop-Whoop
The emergency situation requires immediate evacuation to the hotels emergency assembly point (see map below), please follow instructions from PA system or venue staff.
Remain calm, do not run & do not use lifts.

RESORT MAP WITH EVACUATION POINTS



INSURANCE

Exhibitors should also consult their own insurance companies for suitable coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage.
- Expenses incurred due to cancellation or postponement of the exhibition.
- Additional public liability.
- Exhibitors may be required to provide proof of insurance prior to arrival at the venue.

SECURITY

Exhibitors must make provisions for the safeguarding of their goods, materials, equipment and displays at all times. Please be security conscious. Do not leave wallets, laptops, mobile telephones or any easily portable items unattended at anytime in your stand. The protection of your property is your responsibility.

It is the responsibility of the conference organiser to conduct their own risk assessment prior to the event commencement if required. For some events, the venue may request a risk assessment to be provided by the organisers depending on the activities being conducted.

INDEMNITY

You agree to hold harmless and indemnify the venue, its agents, affiliates, servants and contractors against:

1. Loss or damage to any property.
2. Claims by the venue or claims by any person against the venue in respect of personal injury or death arising out of or as a consequence of the Client's negligence.
3. Any expenses, payments, costs (including costs of any settlement), claim, demand, action or, proceeding that may be made against or incurred by the venue arising as a result of the performance or failure to perform your obligations under the agreement.

LIABILITY

You are financially responsible for any loss or damage sustained by the resort caused by yourself (the exhibitor) or any contractor engaged by you during or after the conference. The venue does not accept responsibility or liability for any exhibitor, delegate, contractor or any other person that may sustain an injury or any other ailment whilst on the venues premises.

DELIVERY ADVICE FORM
CROWNE PLAZA HUNTER VALLEY

To: Zoe Ferguson & Fiona Benson

Address: Crowne Plaza Hunter Valley – Loading Dock
430 Wine Country Drive
Lovedale NSW 2325

From:

Company Name: _____

Contact Person: _____

Address: _____

Phone: _____

Box Number: _____ of _____

Function Details:

Event Name: _____

Event Date: _____

Function Room: _____

Contact on the Day: _____
(From your company)

Item Description: _____

Does this contain satchel packing material? YES NO

Are you an Exhibitor/Sponsor at this event? YES NO

Does this contain Exhibition booth material? YES NO

If so, please provide your Exhibition Booth #:_____

All deliveries are to be made via the loading dock which is located at the front of the hotel just next to the driveway (but not on it). All delivery vehicles are to enter the property via the Lovedale Road entrance. The loading dock hours of operation are 8am until 4pm (Monday – Friday).

PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE CROWNE PLAZA HUNTER VALLEY

Goods will be accepted between the hours of 8am and 4pm, Monday – Friday, two (2) working days prior to the event.

EXHIBITOR RETURN NOTE
CROWNE PLAZA HUNTER VALLEY

COLLECTION FROM

Crowne Plaza Hunter Valley

430 Wine Country Drive

Lovedale NSW 2325

Goods will be available for collection between the hours of 8am and 4pm, Monday – Friday.

Hotel Contact – Zoe Ferguson & Fiona Benson

DELIVER TO

_____

_____

_____

_____

EVENT DETAILS

Event Name: CRANAplus Remote Health

Company Name:_____
Company Contact:_____
Mobile Telephone:_____
Consignment Note Number: _____
Courier Company: _____
Box _____of _____

Please note, it is the responsibility of the Exhibitor to book their own return courier prior to departing the hotel. A consignment note MUST be completed by the Exhibitor.
The hotel will not book couriers on behalf of Exhibitors.