

Access

Access to the Brisbane Convention & Exhibition Centre for Exhibitors and Contractors during build-up and pull-down is via Glenelg Street. The Service Road is a one-way road and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

The Entrance to the Brisbane Convention and Exhibition Centre Car Park is located at the end of the service road past Exhibition Hall 4.

Accounts

All accounts for Venue Services must be paid in accordance with Centre requirements and paid in full seven (7) days prior to the commencement of the Event.

Audio Visual

Audio Visual equipment is available from the Brisbane Convention & Exhibition Centre. For further details of equipment available, tick the appropriate box on the Exhibitor Services Form or contact the Business Centre.

Banking

The following Banking Facilities are located in the South Bank precinct.

Bank of Queensland
88 Boundary Street
West End Qld 4101
Telephone: 07-3844-8750

Commonwealth Banking Corporation
Corner Mollison & Boundary Streets
South Brisbane Qld 4101
Telephone: 07-3844-4505

National Australia Bank
Boundary Street
South Brisbane Qld 4101
Telephone: 07-3844-1323

Westpac Banking Corporation
91 Boundary Street
West End Qld 4101
Telephone: 07-3844-4861

The Brisbane Convention and Exhibition Centre provide an Automatic Teller Machine located on the Concourse between the Great Hall and Exhibition Hall. This machine accepts all cards with the exception of Bank of Queensland.

Banners

For safety reasons all rigging of overhead banners and signage will be completed by the Brisbane Convention & Exhibition Centre and must be pre-arranged with the Centre prior to build up of the Exhibition.

All banners should be delivered to the Brisbane Convention and Exhibition Centre no later than 5 days prior to the commencement of the event and we request that the enclosed Banner Delivery Form is placed on all parcels to ensure they are delivered to the correct location.

Cleaning

Public areas, foyers and exhibition aisles are cleaned and rubbish bins emptied daily by the Centre's cleaning staff.

An additional cleaning of the exhibitors area after bump will be provided by the organiser.

Exhibitors requiring individual stand cleaning should complete the applicable section under "Utility Services" of the Exhibitor Services Form.

Deliveries to the Centre

The Organisers and the Venue will not accept any responsibility for the safety or well being of any items on, or delivered to, the site in the absence of the Exhibitor or his/her agent or contractor.

All deliveries must be addressed with the attached Delivery Note to assist with the smooth delivery of goods.

Emergency First Aid & Medical

Emergency telephone numbers are: Ambulance - 000, Dental - 3830 4157. The nearest Public Hospital Casualty Department is at the Mater Misericordia Hospital, Annerley Road South Brisbane, telephone 07-3840-8111.

Exhibitor Move In: (Monday 26 October 2009 from 7.30pm- 9.30pm)

The Exhibitor move-in will commence at 7.30pm on Monday 26 October 2009. Shell Scheme and furniture will be ready to occupy at this time. All stands must be completely dressed and excess rubbish removed by 0800 on Tuesday 27th October 2009.

Exhibitor Move Out: (Friday 30 October 2009 from 3.30pm – 5.30pm)

Removal of products and exhibits will commence at 3.30pm on Friday 30 October 2009. No exhibitor will be permitted to remove products prior to this time.

Courier Companies should be instructed to pick up from the Kitchen Loading Dock via Glenelg Street on Monday 2 November 2009. *Pick up Delivery Dockets must be attached to all freight boxes leaving the centre.* The Centre will not take responsibility for boxes left after this time.

Exhibitor Services

Exhibitor Services is located in the Main Foyer Level at the Information Desk and will be operational during Exhibition hours. Exhibitor Services offers a range of services and consumer items.

Fire Regulations

All materials used in stand construction and decoration must 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 other mechanical appliances displayed within the Exhibition venue must contain a full tank of fuel and be free of leaks.

Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

The use of LPG gas on stands shall comply with regulations available from the Centre.

Fire Proof Materials

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

- non-combustible and inherently non-flammable material
- durable flameproof fabric
- self-extinguishing plastic
- Plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

Food Sampling

The Centre Management has sole rights for the sale or distribution of any article of food and beverage, therefore no food or beverage may be brought into the Centre without the consent of the Centre's Management.

The food and beverage sampling guidelines are as follows:

Samples to be given away free of cost to the patron must be:

- Items which registered members of the association buy wholesale in the normal conduct of business or
- Are produced by equipment used in the normal conduct of their business

The sale of such sample products is not permitted.

Portions must be of tasting size only:

- Liquid portions should not exceed 30% of what would be considered to be standard serving size.
- Solid food should be no larger than bite size.
- Health regulations apply.
- Exceptions to the above require written approval.

Health Regulations

The following health requirements are applicable for exhibitor's stands from which samples of food or drink are promoted to the public.

- Perishable packaged foods are required to be refrigerated.
- Where unpackaged food is to be given away, openly stored, displayed and handled, the following facilities and services need to be provided: -
 - A hand basin with hot and cold water.
 - A refrigerated display and/or storage cabinet if the food is perishable.
 - Glass or perspex screens or sneeze guards to protect food from contamination.
 - A washable impervious floor e.g. sheet vinyl.
 - Where serving implements or utensils are used, a separate sink with hot and cold water will be required.

- Where drainage and water is required, stands must be located with access to the appropriate service pits.
- All eating and drinking utensils must be disposable (paper cups, plastic spoons, plastic wine glasses) and must not be reused.
- When food or drink samples are given away for promotional purposes:
 - They must be offered in such a manner as to avoid being handled by the public e.g. apportioned and toothpicks inserted.
 - They should be protected from contamination, for example by the use of trays
 - fitted with plastic covers.
 - Condiments such as sauces and mustards are to be contained in squeeze type dispensers or individual sealed packets.
- For other than food related exhibitions, cooking of food by Exhibitors is prohibited unless approved by the Centre. Early consultation with the Brisbane Convention and Exhibition Centre Management is mandatory.
- Exhibitors must provide receptacles for rubbish collection. These receptacles must be located in within or near to the stand and the contents shall be disposed of in a manner approved by Centre Management.
- All stands involved in the presentation of food & beverage must abide by the "Food Hygiene Regulations 1989"

Please note extra cleaning charges may be imposed for the disposal and cleaning of wet and food waste.

Parking

The Centre has available under-cover parking for 1600 cars. All areas of the Centre are directly accessible from the car park by internal elevators and stairs. Car parking rates as per the standard tiered rating system.

Post Office

The nearest Post Office is located at 75-77 Russell Street, South Brisbane, Telephone: 07-3844-6317

Power Board/Extension Cords and Electrical Appliances

The BCEC Management reserves the right to request removal from the site of any electrical equipment it deems to be non-compliant or suspect and can call upon internal specialists to assist when necessary.

All portable electrical equipment, appliances and leads used on the BCEC site must be tested and tagged in accordance with Australian Standard 3760 and Workplace Health & Safety Legislation. Any electrical equipment found not tested will have to be done immediately or removed from the Centre.

For safety reasons, double adaptors are not to be used in the Centre.

Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the Centre's Security Department.

Safety Vests

All Organisers, contractors and exhibitors and their staff must wear safety vests whilst on the loading dock, service road or in the exhibition hall during the construction, bump in and bump out of events.

Vehicle drivers and offsidiers or passengers utilising the service road or dock areas, who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

Security

BCEC Security Officers will maintain security. Whilst every reasonable precaution is taken, the Organisers and the Brisbane Convention and Exhibition Centre accept no responsibility for any loss or damage occurring to persons or property at the exhibition.

Smoking

The Brisbane Convention & Exhibition Centre has a "No Smoking" policy within all areas of the Venue. Exhibitors are therefore requested not to smoke within the Exhibition Area.

Storage

As limited on site storage facilities for packing materials and boxes are available, it is recommended that exhibitors keep packing materials to a minimum.

Exhibitors may not leave boxes and packing material in the Exhibition Display Area during the event. **No Storage facilities have been allocated for this event.**

Venue

The 4th Mental Health & Deafness Congress 2009 will be in Mezzanine Foyer (M1-7) area of the Brisbane Convention & Exhibition Centre, corner of Merivale and Glenelg Streets, South Bank Qld 4101.

Telephone: 07-3308-3000

Facsimile: 07-3308-3500.

Telephones

- Telephones on Stands
The Brisbane Convention and Exhibition Centre have a central PABX system that is capable of facsimile data access for key link and external databases via modems. All telephone outlets have the facility for local, STD and IDD connection. All lines will be metered and automatically billed to the Exhibitor together with a detailed statement following the Exhibition Please refer to the Exhibitor Services Form.
- Public Telephones
Public telephones are located in the Main Foyer, Mezzanine & Plaza Levels and on the Concourse outside each Exhibition Hall.