



DIVERSE SPACES FOR DIVERSE EVENTS

VENUE 114 Exhibition Guidelines

Revised July 2022

Version 2

IMPORTANT: All information listed is current at time of printing but may be subject to change at the discretion of Venue 114 management. Please ensure you have accessed the most current information.



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INTRODUCTION

Introduction

Welcome to Venue 114, a Sunshine Coast Council owned & operated venue. These Exhibition Guidelines have been designed to assist organisers and exhibitors when planning an event at Venue 114.

Contact Details

The Venue 114 team look forward to working with you to create a memorable exhibition. Our contact details are below:

Telephone: +61 7 5413 1400

Email: venue114@sunshinecoast.qld.gov.au

Address: 114 Sportsmans Parade, Bokarina Queensland 4575

Work Health and Safety & COVID-19

Venue 114 is committed to ensuring the health, safety and welfare of employees, clients, contractors, visitors and all persons who conduct business within the Venue.

Event organisers and exhibitors have duties and responsibilities to each contractor and sub-contractor they engage to work on their stand (including their own employees, volunteers or salespersons) but more importantly a duty to any person who may come into contact with the stand. Event organisers and exhibitors must take reasonable steps, as far as is reasonably practicable to ensure safety, including access and egress throughout the event space and each stand.

Health and safety is our priority, and Event Organisers should familiarise themselves with the general COVID Safe information available via the [Queensland Government](#).

Forms and Agreements

All forms and agreements referred to in this manual can be downloaded from Venue 114's [website](#).



EXHIBITION INFORMATION

Access to Venue 114

General Access

Venue 114 has an obligation to all personnel and visitors to protect their health and safety whilst on site. In addition, as event organisers, exhibitors, contractors, volunteers and/or individuals accessing the site, there is a reciprocal obligation to ensure work activities do not endanger the safety of others. All visitors should familiarise themselves with the Venue 114 [Conditions of Entry](#) which can be accessed at Venue 114's website and All Event Organisers are required to complete the online Venue Hirer Induction prior to arrival at Venue 114.

All exhibitors and event organisers must wear accreditation supplied by the event organiser at all times when entering Venue 114. Event organisers must supply Venue 114 with a copy of all accreditation types. It is not compulsory for delegates to wear accreditation during the event. Accreditation is at the discretion of the event organiser.

Event Organisers

Upon arrival to Venue 114, the Venue Officer and/or Duty Manager will meet and greet you and they will be your booking contact and oversee the Venue Management of your event.

Exhibitors

Upon arrival to Venue 114 at your scheduled bump-in time, please register with the event organiser and proceed to unload your equipment and transfer to your allocated stand. Once your vehicle is unloaded, please move it from the loading zone and park it in a designated car park, then return to complete setting up your stand. Do not leave your vehicle in the loading zone unnecessarily.

Performers, Speakers, Entertainment

Event organisers must advise the Venue Officer/Duty Manager of all performers, speakers and entertainment entering Venue 114. Event organisers will appoint a representative to be responsible for the performers/speakers/entertainer's induction, safety briefing and requirements while in attendance.

Non-compliance

Failure by any party to comply with the Conditions of Entry and access controls of Venue 114 may result in persons being stopped from undertaking any activity or expulsion from Venue 114.

Air Conditioning

Air conditioning is provided to all internal areas of Venue 114 on a complimentary basis for the duration of an event, and during bump-in and bump-out.

Animals

No animals, birds, insects or pets are permitted on site with the exception of seeing eye or companion dogs.

ATM

There is no ATM located at Venue 114. Event organisers can arrange to hire a mobile ATM for their event at their expense.

Audio Visual

Venue 114 can supply audio visual equipment for events held at the venue. The exception to this is for individual booths/stands inside exhibitions whereby exhibitors will order AV equipment through the event organiser. The booth/stand specific equipment will be supplied and installed by the external contractor engaged to build the exhibition stands.



Balloons

Balloons are not permitted.

Box Office – Ticketed Events

Venue 114 currently utilises *Humanitix* – a not for profit, quality ticketing platform and prefers all ticketing to be facilitated through Venue 114.

Car Parking

Venue 114 is a multipurpose venue with off street parking available in a public car park. With the Kawana Aquatic Centre, Kawana Waters State College, Lake Kawana and Sunshine Coast Stadium in close proximity, there is often multiple events happening concurrently and parking can be in short supply at any given time. Venue 114 does not have any reserved parking. Event Organisers often arrange alternative parking for Exhibitors on event day, to ensure visitors can access the parking adjacent to the Venue. Please familiarise yourself with the organiser's arrangements for the day.

Sunshine Coast Council can issue parking infringements for not adhering to correct parking regulations. Venue 114 staff have no authorisation to reverse infringement notices.

Do not

- Park on any grassed areas
- Park across footpaths
- Park across yellow lines
- Park in loading zones for longer than the specified time

CCTV

Camera surveillance operates at Venue 114 for community safety purposes and in accordance with the Information Privacy Act 2009 (Qld). Footage will only be accessed by persons authorised to do so and may be provided to the Queensland Police Service for law enforcement purposes. Enquiries in relation to CCTV may be directed to the Sunshine Coast Council by calling (07) 5475 7272 or email mail@sunshinecoast.qld.gov.au

Cleaning / Waste Disposal

Venue 114 is responsible for the cleaning of public areas. In keeping our community safe and following the advice from the Australian Department of Health and the World Health Organisation, Venue 114 has implemented measures to help to mitigate the spread of (Coronavirus) COVID-19 and is continuing to apply further cleaning initiatives regularly. Enhanced cleaning measures in place include:

- Increased cleaning and disinfection programme across all high-volume touchpoints, e.g., catering areas, surfaces, handrails, WCs, entrances/exits, public touchscreens, etc. along with the use of correct cleaning/sanitising materials and products.
- Additional hand sanitiser dispensers located around the venue (including at entry points, customer service desks, throughout main corridors and public areas).
- Awareness and training to all staff and associates on standard personal preventative measures, e.g., personal hygiene, frequency of use of sanitising/disinfection products, etc.

The Exhibitor is responsible for cleaning of the following areas:

- Own exhibition stand area
- Removal of rubbish from own stand to skip bins in the dock areas
- Spillage around own stand or when transporting rubbish to skips



- Specialised cleaning duties or requirements in compliance with COVID-19 guidelines e.g., implementing effective cleaning and disinfection of stands, maintenance of personal hygiene measures and common preventive behaviour.

It is extremely important that your designated area is kept neat and tidy and easily accessible. It is each Exhibitors responsibility to dispose and remove all rubbish to ensure a clear, welcoming exhibiting area. Please note the non-removal of rubbish for your Exhibit may incur an additional cleaning fee.

Deliveries

Arrangement of deliveries prior to the Exhibition must be organised through the Event Manager who will liaise directly with Venue 114 staff in relation to these deliveries. A labour surcharge may apply. It is the responsibility of the Event Manager and/or Exhibitor to supply sufficient team members for unloading their delivery off transport vehicles in the loading bay in a timely, safe, and non-disruptive manner.

Labels

A delivery label must be affixed to each item sent to Venue 114. Please refer to the Delivery Label Form which can be found at the conclusion of this document.

All labels must be marked with the name of event, room/hall, and date of event.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. Goods must be collected within 24 hours after the conclusion of your event and left at your own risk. Please refer to "Collection of Goods" below.

Storage

As Venue 114 has limited storage facilities, delivery of items earlier than 24 hours prior to the event will require prior approval from Venue Management. All items will be placed into the appropriate area prior to client access on the first day of the event. Additional storage and labour charges may be incurred for goods stored or relocated by Venue staff outside the contracted booking period. Crate or pallet storage is not guaranteed and must be arranged prior to arrival.

Collection of Goods

Goods must be collected from the loading dock within 24 hours after the conclusion of the event. Storage charges will apply for goods remaining after this time. Venue 114 reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

Drones

The use of drones within populated event areas at Venue 114 is strictly controlled. Under Sunshine Coast Regional Council Local Law No. 1 (Administration) 2011, it is an offence to undertake a prescribed activity, of which the operation of a drone is defined, without a valid permit.

In addition to Sunshine Coast Council Local Laws there are also CASA regulations that govern the operation of drones both commercially and recreationally.

- [Commercial unmanned flight - remotely piloted aircraft under 2kg](#)
- [Flying drones or model aircraft recreationally](#)
- [Flying drones / remotely piloted aircraft in Australia](#)

CASA now specifies that you must keep drones at least 30 meters away from other people. Therefore, drones may be flown as part of a display or demonstration where an area can be separated from populated areas with netting or other material.



EarthCheck

Green, clean and more socially responsible; Venue 114 is one of only two venues on the Sunshine Coast recognised for a sustainable approach to venue and event management through the EarthCheck Evaluate program.

As one of the only EarthCheck Evaluate venues on the Sunshine Coast we are conscious of our waste footprint and actively collaborate with hirers and suppliers who have a shared purpose to reduce packaging and embrace biodegradable technology. We suggest paperless exhibition stands with the use of e-business cards and digital marketing instead of brochures and flyers; we also encourage the use of digital merchandise as giveaways – such as an e-book or a discount voucher. When considering merchandise and giveaway items, ensure you are giving away something useful, relevant, and interesting!

Electrical

Electrical Cables

Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Where possible, cables should be raised above the walkway. If this is not possible, cables need to be covered with carpet tile, matting or gaffer tape. Note: use of gaffer tape must be approved by venue so that no damage is made to flooring or painted surfaces.

Electrical Equipment

All electrical appliances must be tested and tagged prior to arriving on-site. All persons, using any electrical equipment must:

- Follow safe work practices at all times
- Whenever possible, keep all electrical leads off the floor
- Not allow any motorised equipment to drive over leads
- Wear appropriate personal protective equipment

Entertainment

Event organisers will liaise with the Venue Officer/Duty Manager regarding the Entertainment requirements for Bands, Performers and Speakers etc.

Fire & Emergency Evacuation Plan

- All fire passageways and exit doors must not be obstructed and have a clear 2 metre egress and all times with Venue 114 signage also clearly visible.
- In the event of an emergency, the fire alarm sounds, and an announcement will be made over the PA to evacuate the building immediately.
- Event Organiser, Exhibitors and patrons are to stop event immediately and commence evacuating Venue 114 via the nearest exit in a calm and efficient manner.
- Familiarise yourself with all accessible exits and fire equipment locations (see floor plan below).
- Venue staff will assist in the evacuation process however all patrons must evacuate and head towards the “*Emergency Evacuation Area*” immediately which is the outside car park at the southern end of the Venue (see floor plan over page).



Venue 114 Ground Floor plan:



Fire Performers

Definition: Fire Performers include smoking ceremony, fire juggling, fire stick twirling, breathing fire, fire walking, fire demonstration or other fire used for display, set or theatrical purposes.

Applications must be approved by Venue 114 Manager for all entertainment involving naked flame. Fire performance is only permitted (if approved) to take place outside in the open grassed area between Hall 1 outdoor stage and the Lake.

At the submission for approval, the performer/entertainment company must provide Venue 114 with copied of the following documentation:

- A Public Liability Insurance Certificate of no less than \$20 million indemnifying Venue 114
- A detailed run down of what is involved in the act or acts
- Detailed light-up and extinguishing processes, safe clearance distance from patrons
- Protective equipment to be used to protect Venue 114 equipment and demonstration area
- Safety data sheet for any flammable liquids that are brought on site
- Safe work method statement and fire management plan

At least one suitable, compliant fire extinguisher and qualified Fire Warden who is competent in using the Fire Extinguisher must be present and standing in close proximity during the entire fire performance.



Fireworks

The use of pyrotechnics is prohibited without approval from the Venue Manager.

First Aid

The safety and welfare of all of Venue 114's event hirers, exhibitors and patrons is paramount. All first aid incidents must be reported to Venue 114 staff who are first aid trained, can assist, and will complete a thorough incident report.

For major events, it is the responsibility of the event organiser to provide a dedicated first aid professional to provide coverage for all public exhibitions. The level of first aid coverage required for an event may depend on the age and expected number of patrons attending and the type of event. This will be determined by the Venue Manager.

Floors

Only approved equipment is to be used on the timber hall floors and stages.

Floor Plans

Due to the design of Venue 114 and location of fire doors and extinguishers Venue 114 has now created the most efficient, accessible, compliant floor plans for all Exhibitions. Following this Exhibition Floor Plan layout, event organisers are required to submit their finalised floor plans which includes all the allocated exhibitors 2 weeks prior to their event date for review and approval. Within the Floor Plan it must also note if any exhibitors require power, table, chairs, or tablecloth for the exhibit.

Food and Beverage Sampling

Where exhibitors wish to distribute food or beverage samples of their manufactured product, they must gain prior approval from Venue Management and have the appropriate food licence to do so.

Food Safety

Venue 114 appreciates your cooperation and firm understanding of the importance of quality, high standard of safe food service and presentation to our patrons, clients, and guests.

Food Vendors

Food vendors must hold a valid food license and compliant certifications to operate as a professional Food Vendor and booked directly by Venue 114. Food License, Food Safety Supervisor Certificate and Public Liability Insurance (\$20 million) must be supplied upon application.

Power and associated vendor charges are applicable and will be on costed to the Food Vendor.

Please note: Venue 114 requires all exhibition booths to turn off non-essential power outside of exhibition hours. Please be aware additional power and associated charges will apply for any power connected outside of exhibition hours. Please liaise with the Venue Officer/Duty Manager should this service be required.

Forklifts

Venue 114 does not have a forklift. The weight of a forklift is too heavy for the hall floor, so they are **not permitted inside**. If an event organiser arranges external hire of a forklift, it can only be used in the carpark to unload the truck, but it cannot enter the hall.

Alternatively, a pallet jack can be used inside the hall for the transfer of equipment, however the total weight of the loaded pallet jack must not exceed 1tonne and it must have rubber wheels so as to not damage/scratch or mark the timber floors.

Note: The venue does not have a pallet jack. Please supply/hire your own if you require this equipment.



Gas

The use of liquid petroleum gas (LPG) cylinders indoors is prohibited without prior notice and approval by the Venue Manager.

Where gas use is required for demonstration or cooking purposes, this shall be undertaken away from members of the public where safely can be ensured and approval is granted.

Housekeeping & Damage

The damage to venue property including the fabric of carpet, walls, columns, tiles, timber, concrete & parquet flooring etc. will not be tolerated and charges will apply to the individual for any damage caused.

Exhibitors are responsible for ensuring their workspace is maintained in a clean and safe state and that no waste or excess materials are stored in or blocking fire exits, firefighting equipment cupboards or egress.

Any damage to venue property by third parties, witnessed by event organisers, exhibitors or the general public must be reported to Venue staff immediately who will complete an incident report.

Insurance

As per the Event Agreement, the event organiser is required to hold Public Liability Insurance for no less than \$20 million as detailed in the *Venue 114 Conditions of Hire* and must provide Venue 114 with the 'Certificate of Currency' prior to the commencement of the hire period.

It is recommended that all exhibitors also have their own \$20 Million Public Liability Insurance and provide this to the Event Organiser when booking their exhibit. This type of insurance is designed to cover an Exhibitor's public liability for injury or damage that they or anyone working on their exhibit may cause to other people or their property.

Internet

Venue 114 offers free Wi-Fi services. Coverage extends throughout the venue.

The complimentary service is suitable for email, social media, and basic internet browsing. This is not suitable for streaming video such as Skype.

Maximum bandwidth of <5Mb/s per user. The actual bandwidth will be affected by the number and location of users.

To connect to the service, search your wireless networks, select 'SC Free Public Wi-Fi', and read and accept the terms and conditions.

Ladders

Venue 114 will not loan or hire ladders for use in the venue.

Lecterns

Venue 114 can provide a lectern (subject to availability) on each stage and selected meeting rooms.

Should you wish to provide signage for our lecterns, the dimensions are as follows:

Lectern dimensions for Hall 1 & Hall 3: 900mm (H) x 550mm (W) (corflute thickness of 3mm)

Lectern dimensions for Lake View Room: 840mm (H) x 540mm (W) (carpet front runner panel, Velcro friendly).



Licenses

Event organisers, exhibitors and vendors that require a licence to operate must display their licence appropriately during operation: e.g.

- Food Business License
- Food Safety Supervisor License
- Liquor Licence
- One Music License
- Tattoo Operator Licence
- Personal Appearance Services Licence (e.g., body piercing)

Loading Dock

Venue 114 has two (2) loading docks which can be accessed from the carpark adjacent to the venue. Event organisers must schedule exhibitors to bump-in and bump-out at staggered times so please adhere to these times to ensure minimal traffic congestion. There is a 30-minute parking limit for vehicles during bump-in and bump-out and under no circumstances are any vehicles to park on yellow line markings or footpaths. Vehicles and contents are the responsibility of the owner at all times.

Delivery of Goods

Loading docks are self-servicing (exhibitor provides their own trolleys and staff to unload equipment). If you had pre-arranged deliveries organised with the Venue, refer to the event organiser for their location. (Refer Deliveries information, page 7)

Dock Marshals/Car Park coordinator

The event organiser must appoint the Dock Marshal/Car Park coordinator/s to supervise this area. Access will only be allowed to vehicles arriving at the time scheduled via the event loading plan established by the event organiser.

Loading Plan

Access to the loading docks for exhibitors must be carefully scheduled by the event organiser with times allocated to ensure minimal congestion. Please contact your event organiser if you have not received a copy of the loading plan.

Pedestrians and Footpaths

A pedestrian foot/cycle path is located along the perimeter of the carpark extending to the grassed lakeside area. These egress pathways must remain clear of vehicles and equipment during all phases of the loading and during operational days of the event. Pedestrians have the right of way and vehicles must yield or stop to allow pedestrian movement across the dock areas.

Storage of Items

There is no storage available in the loading dock at Venue 114.

Lost Property

Lost property will be kept for 1 week at main reception of Venue 114 post-event, then donated to charity if unclaimed.

Marketing

Venue 114 appreciates your business and patronage. Please ensure you check into Venue 114 via Facebook at Venue114bokarina and upload your photos and stories to Facebook and Instagram @Venue114bokarina.



Naked Flames

All naked flames including candles, burning incense, sparklers, fuel lanterns or similar items are prohibited.

Organiser's Office

Subject to availability, an organiser's office may be provided.

Outdoor Exhibitors

A temporary structure e.g., marquee under 100m² is permitted provided it is secured and weighted with sandbags (ground piercing devices are not permitted). Structures exceeding 100 m² and under 500m² must comply with the requirements of the *Queensland Development Code MP3.2 Tents*.

Exhibitors & event organisers must take all reasonable and practical measures to minimise damage caused by vehicles and equipment on vegetation and grassed areas. Any damage to these areas because of the event will be on costed onto the Event Organiser.

Power and Associated Charges

Power and associated charges are applicable per exhibition booth during an exhibition.

Please note: Venue 114 requires all exhibition booths to turn off non-essential power outside of exhibition hours. Please be aware additional power and associated charges will apply for any power connected outside of exhibition hours. Please liaise with the Venue Officer should this service be required.

Photocopy Services

There is no photocopy service available.

Security

Venue 114 is a staffed venue and will have a Duty Manager on-site during the event hours of operation. If an event organiser requires security to be onsite, either during the event or overnight outside the hours of operation, this is to be arranged at the event organiser's expense. Overnight security is essential for multi-day events with outdoor exhibits.

For licensed events involving alcohol service, Venue 114 will arrange qualified Security guards at the event organiser's expense.

Smoking

Venue 114 is a **non-smoking** venue. Smoking is permitted at clearly signed designated areas outside the venue.

Tablecloths

Exhibitors can provide their own tablecloths. The venue's standard trestle table dimensions are 1800mm x 76mm. Alternatively, the venue can supply black or white trestle tablecloths at an additional cost and are to be ordered via the event organiser.

Weight Load Capacities (floor)

The hall floor load allowance at Venue 114 is 5kPa (~455kg / m²) uniformly distributed imposed load.

Wishing you all the very best with your Exhibition and we look forward to welcoming you to Venue 114.