

AUDIO VISUAL & EVENT PRODUCTION SERVICES POLICY



The Brisbane Convention & Exhibition Centre delivers all your event presentation and production requirements from concept to closing ceremony. Our highly skilled, experienced specialists deliver a fully integrated and totally seamless service. Be it presentation technology for business or scientific sessions or meetings, or event production for social and gala events, our comprehensive equipment and range of services allow us to provide the perfect solution to meet your presentation needs and your budget. The Centre's in-house Audio Visual & Event Production Services are an integral part of the total event delivery process. Clients and guests benefit from accessibility of the expertise of specialists and their unique venue knowledge. We are committed to providing the highest standards of service to our clients and to this end we have detailed policies and procedures in place that will assist in achieving this goal. We ask that you read this information brochure prior to your event.

Equipment

It is a contractual requirement that the Brisbane Convention & Exhibition Centre supply all audio visual equipment for events held at the centre, unless unable to do so.

This policy relates to all parties – the client; their event management company, event producer or PCO; staging or rental company; entertainment (bands etc) and other third party suppliers.

If unable to 'brand match', the centre will provide, at its discretion, an equivalent or superior item.

Only in certain circumstances and when Management has granted prior approval, does this policy change. In these circumstances, a full list of the intended equipment to be supplied must be provided.

Exceptions are provided for bona-fide touring shows and simultaneous multi-venue events, but in these circumstances, once again, prior approval must be sought. A touring show is deemed to be one where the equipment is transported, in its entirety, from one venue to another with no more than three days between shows.

Centre Management is to be given first right of refusal to supply any equipment that is not physically touring.

Management must be advised of the events' audio visual requirements not less than 14 days prior to the commencement of the hire period.

To provide the best customer service possible the centre requires at least 14 days notice, prior to an event, of any requirement for utilising or interfacing to the centre's infrastructure.

It is advisable for any requirement or special request regarding the importation of equipment, be brought to the notice of the Audio Visual and Production Services Manager.

This policy extends to events held in the Exhibition Centre and to exhibition organisers, however the Centre does not hold sufficient stock to supply all the likely needs of individual exhibitors and as such these exhibitors are permitted to source their own equipment. Any outsourced equipment must be supplied with a current electrical test tag. The Centre can supply equipment to exhibitors on a 'first come, first served' basis.

Please be aware that due to strict workplace health and safety regulations, any equipment not supplied by the centre, must be fully compatible with the centre's equipment, fitted with a current electrical test tag and conform to all statutory codes and regulations.

There are certain circumstances when it is not feasible for the centre to supply equipment to a client. In this situation we will be pleased to assist in sourcing the required equipment.

Technicians

All rigging within the centre will be performed or supervised by the centre's licensed riggers.

All equipment supplied by the centre will be installed and removed by Centre employees.

You may choose to provide your own technical operators however, the Centre requires that at least one senior technician be employed for events held in the Great Hall, Plaza Ballroom, Plaza Auditorium, Boulevard Auditorium and Boulevard Room.

The final number of Centre technicians will be negotiated during the pre-event meetings with the AV Project Manager and will depend on the level of production being provided.

We strive hard to maintain our five star standards as a venue and as such there are certain regulations and recommendations in place in relation to contractors.

All external operators must be familiar with, and qualified for equipment under their control. External contractors must adhere to the centre's dress standards.

External contractors/operators must adhere to the house rules in relation to smoking, eating and drinking.

All staff will comply with any reasonable decision made by Management of the acceptable sound level limits in the Centre.

The Brisbane Convention & Exhibition Centre reserves the right to remove any contracted personnel from the building.

Service Fees

It is recommended, and in the best interest of all participating parties to an event, that quotes are always sought for the supply of audio visual equipment and labour for all events held at the centre. This will greatly assist organisers in appropriately budgeting for equipment and services supplied by the centre and avoid any misunderstandings concerning pricing between the parties. The Centre will not adjust its charges on the basis of any information given to a client without prior consultation with the Centre.

It is important to realise that a cheaper quote or previous 'special price' from the Centre or another supplier does not require us to provide an automatic discount. Equipment must be sourced from the Centre and we will endeavour to match cheaper quotes and specific budgets, but in no way are we obliged to do so. It is also important that assumptions are not made based on any previous arrangements with the Centre.

Any discount negotiated will only apply following the timely and accurate supply of information, including specification sheets, floor plans and schedules etc. and full pre payment of the 100% of estimated costs, as invoiced.

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It is the policy of Centre Management that all estimated costs are to be paid, in full, prior to an event.

Generally, rehearsals prior to an actual event will incur additional equipment and labour hire. This will be determined by the extent of the rehearsals and should be discussed with the AV Project Manager to ensure appropriate budgeting is provided.

Please be aware that unless otherwise negotiated, an Early Access Fee for third party contractors will be charged for access to the room prior to the contracted booking time. This fee is charged to the contracted room client, not the contractor, therefore it is important that access times are fully discussed and understood between all parties.

Sponsorship

The centre's Audio Visual Policy does not permit sponsorship of audio visual equipment and services. However, consideration will be given for events in certain specified circumstances.

Only the Audio Visual Production Services Manager and the General Manager are authorised to approve sponsorship.

Each request for sponsorship must be submitted at least four weeks prior to the commencement of the event.

Full equipment details and specifications must be provided at least three weeks prior to the commencement of the event.

To aid in the decision process, the client AND the sponsor must provide the Centre with letters outlining full details of the proposed sponsorship arrangement - i.e. full sponsorship (whereby no payment is received), partial sponsorship (where a reduced fee is charged).

Sponsorship will not be considered for events in the Plaza Ballroom or the Great Hall.

The client must provide Centre Management with evidence of the sponsors' public liability insurance cover in case the equipment should fail and cause personal injury. The Brisbane Convention & Exhibition Centre, Convex (QLD) Pty Ltd and South Bank Corporation must be noted as Principals on this insurance.

Where equipment only is being sponsored, Centre Management will endeavour to provide a safe and secure environment for the equipment but will not be held responsible for loss or damage. The client should provide evidence of their or the sponsors' insurance cover for loss or damage whilst the equipment is at the Centre.

Centre Management reserves the right to refuse the use of any item or sponsorship as a whole that management believes will impact on the quality and / or integrity of the event.

Where equipment only is being sponsored, the centre's Audio Visual & Production Services Department will install all sponsored audio visual equipment to ensure compatibility and correct integration with the facility. The client will be charged for this labour.

Should a third party staging or rental company be contracted by the client, they must accept, in writing, full responsibility for the sponsored equipment supplied by others.

It is the sponsors' (or third party staging or rental company's) responsibility to ensure the equipment is delivered to and collected from the appropriate room at the times stipulated by the centre (or the third party supplier).

All sponsored equipment is to be supplied with full accessories and a power cable with connection plug suitable for the equipment. All sponsored equipment must be electrically tested and supplied with a current tag.

Full users/installation manuals must be provided.

24 hour, seven day contact details for the sponsor and their technical expert must be provided in case problems should exist, or appear with the equipment.

General

It is requested that contractors provide details of their role or involvement including the services to be provided and details of any companies subcontracted by them to provide services.

The client, or contractor is required to supply all drawings relating to rigging, trussing and lighting plots, stage designs, layouts and dimensions and room layouts etc., together with production schedules and equipment lists, 14 days prior to an event. This is to ensure suitability and compliance and to accommodate scheduling. Failure to do so can impact on any discount previously offered.

In situations where smoke machines and hazers etc are to be used, the AV Project Manager must be informed prior to the event. It is the responsibility of the client to inform the centre of this to avoid the potential of a bill for a false alarm from the Queensland Fire & Rescue Authority.

Contractors must supply the centre with all relevant approvals for Pyrotechnics and other permits as required, 14 days prior to an event, with all necessary paperwork completed. Failure to do so will impact on any discount previously offered.

Licensed or approved operators must provide proof of licence or qualification.

To ensure the smooth running of an event it is strongly recommended that a representative with the capacity to make operational and financial decisions should be on-site at all times.

All contractors' staff, sub-contractors etc. are to be suitably attired and are required to display a Brisbane Convention & Exhibition Centre security pass, at all times.

It is a legal requirement that any equipment or services conform to all relevant statutory codes and regulations as well as all rules and regulations of the centre. All such equipment and practices must be of sound condition and any item or practice deemed un-sound will not be permitted for use.

The Brisbane Convention & Exhibition Centre is not able to supply any tools or equipment without prior arrangement.