

Event Services Information Kit

Melbourne Convention and Exhibition Centre

Overview of event services	3
Venue service partners	3
Security	4
Cleaning	7
Loading dock	10
Lighting and power	11
Customer service staff	11
Early and late access times	12
Room turn-arounds	12



Overview of event service charges

The Melbourne Convention and Exhibition Centre (MCEC) provides a broad range of event services to assist event organisers plan events.

Services include

- Security
- Fire Wardens
- Cleaning
- Loading dock access
- Porterage assistance
- Forklift assistance
- Lighting and power
- Customer Service staff
- Early or late access.

This document provides information regarding these services as well as associated charges. If your event requires any of these services your Event Planner will advise of this requirement And provide a quote. All estimated charges will appear on the Summary of Charges provided before the event. Any changes thereafter will appear on the final Tax Invoice.

If you require any services not detailed in this document please contact your Event Planner.

Venue Service Partners

Securecorp Security and IKON Cleaning Services are the Melbourne Convention Centres dedicated venue service partners for security and cleaning. You are welcome to contact these companies directly to organise a quote.

Cleaning

IKON Cleaning Services

ikonservices.com.au

Security

Securecorp Security

<https://www.securecorp.com.au/>



Exhibition Centre

For events being held solely in the Exhibition Bays, it is the responsibility of the event organiser to contract a security supplier within the licensed area.

Security must be engaged for event and patron control and need to be employed during your event's licensed period including during move-in and move-out. For events or functions where alcohol is being served, an RSA Guard must also be present.

Approved Security Providers

The following companies are accredited to work within the Exhibition Bays:

Security Providers	
Securecorp Security https://www.securecorp.com.au/ <i>For a security quotation from Securecorp, please liaise with your Event Planner</i>	BOSS Executive Group Nathan Veech +61 431 292 132 nathan@boss-group.com.au boss-group.com.au
MA Security Suhail Sagar +61 477 822 844 ssagar@maservicesgroup.com.au maservicesgroup.com.au	Vibrant Services Jim Korras + 61 418 523 035 jim@vibrantservices.com.au vibrantservices.com.au
Securevent Protection Group Melody Chen +61 410 518 771 melody@securevent.net securevent.net	Australian Goldstar Security Services Pty Ltd Mustafa Osmani +61 434 284 175 info@agssecurity.com.au agssecurity.com.au
Safeguard National Mike Schoonderbeek +61 417 255 576 info@safeguardnational.com safeguardnational.com	Australian Security Services Christian Cramp +61 413 328 374 christian@aussecurity.com.au sweepersolutions.com.au/security/

Other Spaces

When holding an event in any space in the Exhibition Centre other than the Exhibition Bays, security will be provided by our venue security partner, Securecorp Security. This includes during your license period, for move in and move out and from the time the building opens until it closes each day. Your Event Planner will work with you to provide a security quotation.



Security Guard Rates

Security Guard	Hourly rate
Monday-Friday	\$81.84
Saturday	\$106.87
Sunday	\$137.45
Public Holiday	\$149.99

Minimum 4 hours apply. All prices are inclusive of GST.

Security Supervisor Rates

Some events require one or more Security Supervisors. Your Event Planner can advise whether your event will require this service as well as provide an accurate quote.

Security Supervisor	Hourly rate
Monday-Friday	\$135.96
Saturday	\$162.47
Sunday	\$194.15
Public Holiday	\$236.17

Minimum 4 hours apply. All prices are inclusive of GST.

Concourse access

The Exhibition Centre bays provide direct access to the Concourse, allowing for the movement of equipment. Doors 3, 8 and 18 are the only doors that can accommodate access for large equipment (e.g. vehicles). Access is restricted to either before 0700 or after 1900. Security may be required to ensure OH&S and security protocols are met and this service may incur a cost.

Convention Centre

When holding an event in the Convention Centre, security must be provided by our venue service partner, Securecorp Security. Your Event Planner can assist with further details regarding security requirements for your event as well as provide accurate quotes for this service.



Fire Wardens

A Fire Warden is required when undertaking the following activities and must be provided by our Venue Security Partner, Securecorp Security:

- Cooking demonstrations
- Pyrotechnics
- Smoke, fog machines or hazers
- Any other activity that may affect smoke or heat detectors.

Fire Warden	Hourly rate
Monday-Friday	\$85.09
Saturday	\$107.64
Sunday	\$137.50
Public Holiday	\$151.69

Minimum 4 hours apply. All prices are inclusive of GST.

Security and Safety Consultant

We recommend large scale, complex and high-risk events consider engaging a security and/or safety consultant if you don't already have these available to support the security and safety planning for your event.

The following suppliers have worked extensively in security and safety planning for the events industry and can be engaged to consult on your event.

SECURITY CONSULTANT	SAFETY CONSULTANT
Securiter John Littlewood +61 430 153 180 john@securiter.com.au securiter.com.au	Paranoid by design Tania Wilson +61 414 248 560 tania@paranoidbydesign.com
Vanguard Risk Tim Wood +61 412 779 444 tim@vanguardrisk.com.au vanguardrisk.com.au	Specialised Safety Group John Robinson +61 418 832 471 john@specialisedgroup.com.au specialisedgroup.com.au



Cleaning

Convention Centre

All events held in the Convention Centre that have an exhibition component (stand, booth or trestle table display) are required to have a pre-opening and post-event clean. Our venue service partner, IKON Cleaning Services will be engaged to conduct the clean and ensure all rubbish is removed from the area before and after your event. This service will be charged to your master account.

Quantity	Stand/Booth Fee	Trestle Table Fee
1-4	No charge	No charge
5-10	\$620.67	\$433.57
11-20	\$1,086.96	\$698.78
21-30	\$1,553.31	\$914.40
31-40	\$2,169.04	\$1,167.71
41-50	\$2,496.94	\$1,363.51
51-60	\$2,954.82	\$1,640.87
61-70	\$3,458.73	\$1,941.41

Excludes cleaning of individual stands, refer to the Exhibitor Services Guide for more information. Events which have substantial or excessive waste may incur additional costs.



Exhibition Centre Bays

IKON Services Australia (IKON) is MCEC's sole cleaning and waste management provider for Licensed Areas and must be engaged for your entire tenancy within your licensed area, including move-in, event days and move-out.

IKON have determined a set rate for cleaning (hourly rate) and waste transport and disposal (by the tonne) and will provide you with a quote specific to your event.

Cleaning Labour Fee Pricing

Classification	Rate per hour (ex GST)	Minimum hours
Cleaner Mon-Fri 6am - 6pm	\$45.02	4*
Cleaner Mon-Fri 6pm - 6am	\$50.90	4*
Cleaner Saturday	\$64.60	4*
Cleaner Sunday	\$84.17	4*
Cleaner Public Holiday	\$103.75	4*

Classification	Rate per hour (ex GST)	Minimum hours
Combined Flat Hourly Rate	\$52.82	4*

**Minimum engagement as per Cleaning Services Award*



Waste Pricing

Waste Stream	Description	Unit Rate Costs		Comment
		Transport	Disposal (per tonne)	
Paper & Cardboard	No charge as currently in service			
Mixed Recyclables	3m ³ - 4.5m ³ Skip	\$138.00 per skip		Includes Transport & Disposal, Excess Charge over 400kg @ 25c per kg
	6m ³ -31m ³ Skip/Compactor	\$338.00	\$241.50	Disposal per Tonne
Landfill	3m ³ - 4.5m ³ Skip	\$155.50 per skip		Includes Transport & Disposal, Excess Charge over 400kg @ 25c per kg
	6m ³ -31m ³ Skip/Compactor	\$338.00	\$282.00	Disposal per Tonne
Soft Plastics	Free of Charge			
Organic	120L Bins	\$29.50 per bin		Includes Transport & Disposal
Timber	660L Bin	\$31.00 per bin		Includes Transport & Disposal
	12m ³ -31m ³ Skip	\$338.00	\$165.00	Disposal per Tonne
Metals	660L Bin	\$21.50 per bin		Includes Transport & Disposal
	6m ³ -31m ³ Skip	\$338.00	Free of Charge	
E-Waste	660L Bin	\$99.00		Includes Transport & Disposal
	3m ³ -12m ³ Skip	\$203.50	\$2.07	Disposal per kg
Other Waste Types Furniture / Clothing / Collateral / Polystyrene		On Request		



Exhibition bay cleaning

For all public and trade events it is mandatory for kiosks, toilets and emergency egress areas to be cleaned and maintained, whether in use or not. MCEC venue service partner, IKON Cleaning Services will be engaged to provide this service which will be calculated per open hours of your event and charged to your master account.

Kiosk, Toilet and Emergency Egress Area Cleaning	Staff requirements	Hourly rate
1 Kiosk	One staff member per open hours of the event	\$80.11
2-3 Kiosks	Two staff members per open hours of the event	\$174.35
4-5 Kiosks	Four staff members per open hours of the event	\$288.15
6-8 Kiosks	Five staff members per open hours of the event	\$423.77

All prices are inclusive of GST.

Post-show bay scrubs

Once your event has concluded and all equipment has been removed our Venue Services Partner, IKON Cleaning Services will be engaged to undertake a bay scrub. A bay scrub is a deep clean with specialist equipment to bring the area back to the same condition as when the tenancy commenced. Charges will be applied to your master account.

Number of Bays	Rate per bay
1-9	\$430.60
10-15	\$334.51
16-20	\$326.76
21-26	\$288.68

All prices are inclusive of GST.



Loading Dock Access

Deliveries and collections

The Convention and Exhibition Centre Loading Docks are available for the delivery of items related to your event. Loading Dock business hours are Monday to Friday, 0700 – 1600. If you require access to the docks outside of these hours your Event Planner can assist and advise of any charges that may apply.

Exhibitions in the Convention Centre

Depending on the size and nature of your exhibition it is recommended that a freight forwarder be engaged to load and unload all exhibitor equipment. If this is not suitable the MCEC Logistics team may be able to provide this service for you. Please discuss this with your Event Planner who will be able to provide a breakdown of portering and forklift charges.

Exhibitions in the Exhibition Centre

For all events in the Exhibition Centre Bays, a freight forwarder must be engaged by you for loading and unloading all exhibitor equipment. Deliveries can only be made during your tenancy period.

Meeting rooms

For events that require deliveries to meeting rooms, the Logistics team can assist with portering services pre and post event. Please discuss this with your Event Planner who will be able to provide a breakdown of portering charges.

Weekday	Hourly rate
Monday-Friday (loading dock business hours 0700 – 1800)	\$73.26 per hour

If you have any portering requirements outside of loading dock business hours, please contact your Event Planner. All prices are inclusive of GST.

Forklifts

Forklifts and pallet jacks are strictly prohibited in the Melbourne Room and Sovereign Room. Pallet jacks and trolleys can however be used back of house to remove products from freight forwarders and to transport goods from the loading dock to the Melbourne Room or Sovereign Room.

For exhibitions with less than four Exhibition Bays forklift services are available. Your Event Planner can provide you with more information on this service.



Lighting and power

Power and lighting consumption applies to all events in the Exhibition Bays. Your Event Planner can provide a calculation for these services which will be charged to your master account.

Green Power options are available in the Exhibition Centre; speak to your Event Planner for further details.

Customer Service staff

To provide a seamless experience for your delegates, Customer Service staff can be engaged to provide the following services:

- Cloakroom assistance
- Delegate satchel packing
- Event registration desk
- Directional/way finding services.

Please contact your Event Planner to discuss your event requirements.

Plenary Ticketed Events

Customer Service Theatre Attendants are required for all ticketed events held in Plenary. Your Event Planner can provide you with a quote for this service.

Goldfields Theatre

Customer Service Theatre Attendants are required for all ticketed events held in the Goldfields Theatre. Your Event Planner will provide advice based on your event requirements and any associated costs.

Customer Service Staff and Theatre Attendants	Hourly rate
Monday-Friday	\$59.24
Saturday	\$90.97
Sunday	\$109.84
Public Holiday	\$124.91

Minimum 4 hours apply. All prices are inclusive of GST.



Early and late access times

If you require access outside of your contracted tenancy times, an hourly rate will be applied. Please contact your Account Manager for further information. All requests are subject to availability.

Meeting rooms

An hourly charge of \$363 (inc GST) will apply per room per day for early or late access requests.

Foyers

An hourly rate of \$363 (inc GST) per hour will be charged per day for early or late access requests.

Exhibition Bays

An hourly charge of \$726 (inc GST) per bay will apply between 2100-2200 hours, any access after 2200 hours will be charged at \$1,210 (inc GST) per bay per hour.

Melbourne Room, Sovereign Room and Plenary

An hourly charge of \$726 (inc GST) will apply per room per day for early or late access requests.

Goldfields Theatre and Goldfields Event Space

An hourly charge of \$726 (inc GST) will apply per room per day for early or late access requests.

Room turn-arounds

Convention Centre

If you require multiple room set-ups, your Event Planner can advise you on any associated costs.

