

Event Services Guide 2026

Melbourne Convention Centre

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Overview of event services

The Melbourne Convention Centre (MCC) 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
- 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

MSS Security and IKON Cleaning Service are the Melbourne Convention Centres dedicated venue service partners for security and cleaning. Your Event Planner will provide a quote for these services based on your event requirements.

Security

MSS Security

<https://msssecurity.com.au>

Cleaning

IKON Cleaning Services

ikonservices.com.au



Security

Security Guard rates

When holding an event in the Melbourne Convention Centre, security will be provided by our venue security partner, MSS Security. 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.

Please note that when holding an event at MCEC the security resourcing is determined by a risk-based approach and therefore must be met.

Security Guard	Hourly rate
Monday-Friday	\$84.00
Saturday	\$110.00
Sunday	\$141.50
Public Holiday	\$154.50

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	\$98.51
Saturday	\$123.00
Sunday	\$158.00
Public Holiday	\$193.50



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

Fire Wardens

A Fire Warden is required when undertaking the following activities and must be provided by our Venue Security Partner, MSS 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	\$87.51
Saturday	\$111.00
Sunday	\$141.50
Public Holiday	\$156.00

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



Cleaning

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	\$674.50	\$471.00
11-20	\$1,181.50	\$759.50
21-30	\$1,688.01	\$993.50
31-40	\$2,357.00	\$1,269.00
41-50	\$2,713.50	\$1,431.50
51-60	\$3,102.50	\$1,783.00
61-70	\$3,759.00	\$2,110.00

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.



Loading dock

Deliveries and collections

The Convention Centre Loading Dock is 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

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.

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.

Portering Staff	Rates
Monday-Friday (loading dock business hours 0700 - 1600)	\$77.00 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. Pallet jacks and trolleys can be used back of house to transport goods from the loading dock to the Melbourne Room.



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.

Concert/Ticketed events

Customer Service Theatre Attendants are required for all concert/ticketed events held at MCEC. Your Event Planner will provide you with a quote for this service.

Customer Service Staff and Theatre Attendants	Hourly rate
Monday-Friday	\$62.00
Saturday	\$95.50
Sunday	\$115.50
Public Holiday	\$131.00

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

Room turn-arounds

If you require multiple room set-ups throughout the day, your Event Planner can advise you of any associated costs.

