EXHIBITOR SERVICES

HOTEL GRAND CHANCELLOR HOBART | HCEC HOBART CONVENTION & EXHIBITION CENTRE

HCECGRANDCHANCELLOR.COM

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1 OVERVIEW

Exhibitors should take the time to read this information as it will affect the way you operate within the Hotel Grand Chancellor Hobart.
Please ensure that you understand all bump in and bump out procedures within the Hotel Grand Chancellor Hobart.
There are two delivery points within the Hotel. Please take note of the specific instructions for size limits for each area.

Macquarie Street Loading Bay is the preferred delivery point for all smaller goods. Evans Street Loading Bay is strictly for all pallet/oversized deliveries, please refer to Exhibition Move In/Move Out Schedule for key freight forwarding dates.

All forms for equipment / Hotel services arranged must be accompanied by an Exhibitors Payment form for all items to be supplied.

All payments are required 7 working days prior to the commencement of the Conference, all order forms must be returned 30 working days prior to the first day of the Conference starting.

All prices supplied are inclusive of GST.
Completed forms must be returned to:

HOTEL GRAND CHANCELLOR HOBART
Conference & Events Department – your event coordinator

GO Box 1601
Hobart TAS 7001

Tel: (03) 6235 4707

2 VENUE OUTLINE

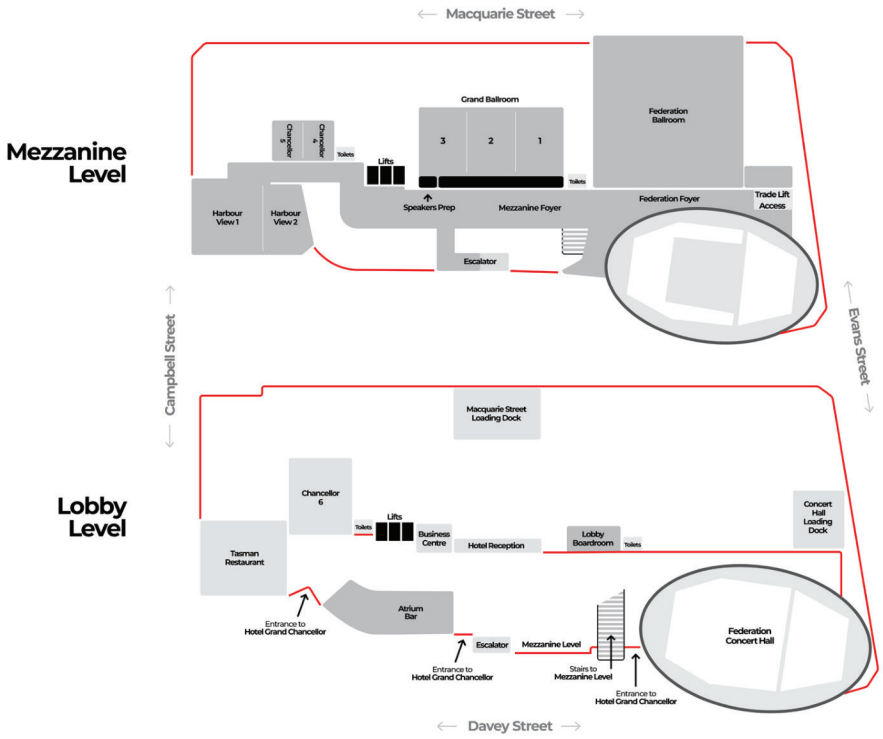
The Hotel Grand Chancellor's function and exhibition space is spread over two levels. These are the Mezzanine and Lobby Levels.

The Federation Ballroom and Grand Ballroom are on the Mezzanine Level, as is the Mezzanine Foyer and Federation Foyer.
Chancellor Room 6 is situated on the Lobby level.

Please refer to the below diagram for function room locations.

HOTEL GRAND CHANCELLOR HOBART
HCEC
HOBART CONVENTION & EXHIBITION CENTRE

FLOOR PLAN



3 FREIGHT FORWARDER

Any pallet sized or oversized deliveries (max 2.3m H x 2.4M W and 1.2M deep) are required to be sent to the freight forwarder. Tas Freight Solutions. This includes all custom builder equipment and materials.

Freight must arrive to the freight forwarder with a minimum of 4 weeks prior to the conference trade build day. Any deliveries before or after will attract additional charges and late deliveries may be delayed to the venue. Refer to the Move In/Out schedule for full details.

All freight to the forwarder must have the correct delivery labels attached and the delivery advice form completed and emailed to the freight forwarder. The freight forwarder will deliver to the venue as per the move in and out schedule attached to this document.

The Hotel does not offer any onsite storage; therefore, road cases/containers will need to be stored off site. Please refer to the Move In/Out schedule to see if this is necessary for your event.

Please contact Tas Freight Solutions for bookings and applicable charges.

Mark Clark
Branch Manager - Total Freight Solutions
209 Kennedy Drive, Cambridge TAS 7170
Ph: (03) 6232 9600
M: 0417 002 530
E: mclark@totalfreightsolutions.com.au
W: www.totalfreightsolutions.com.au

TOTAL FREIGHT SOLUTIONS

4 MACQUARIE STREET LOADING DOCK

(ONLY GENERAL DELIVERIES ARE TO BE SENT TO THIS LOADING DOCK – see below size guide)

General deliveries should be sent to this dock. All deliveries need to be labelled correctly using the delivery label. Goods that are not labelled clearly will not be accepted. HGCH may sign for goods but accepts no responsibility for the security or safety of goods delivered into the venue.
Deliveries will only be accepted a maximum of three days prior to the start of the venue hire. HGCH reserves the right to refuse delivery of items prior to this.
Goods must be collected 1 working day after the event has concluded, or the following business day. Items not collected may be disposed of by the Hotel.
Goods that do not fit in the lifts will be left on the loading bay until there is a representative from the sender to witness unpacking to accept responsibility of the goods and ensure their safety and security.

Deliveries are limited to the following size:
1.20M W by 2.00 H by 1.20M DĀ

Maximum weight:
1800kg (service lift access)

Loading Dock height:
Ground to platform 1.20M

5 EVANS STREET LOADING DOCK

(PALLETISED AND OVERSIZED GOODS ARE TO BE SENT TO THE FREIGHT FORWARDER)

Deliveries to the Evans Street loading dock can be arranged by prior agreement and specific delivery time, this is used for palletised and oversized goods to be delivered directly to the conference floor.

They are limited to:
2.3m H x 2.4m W x 1.2m D

Goods must be packed on standard pallets or have a minimum height of 150mm, for clearance of forklift tines and pallet jack.

Trade Shows and Custom Trade Booth Builders should contact the Event Coordinator to discuss Evans Street Loading Dock access and delivery schedule.

A tall mast forklift is required to provide access to the Evans Street Loading Dock and charges are applicable. The hotel engages Oz Wide Rigging, as a 3rd party contractor. Please liaise with Oz Wide Rigging for bookings and applicable charges.

Alex Gibson
M: 0490 526 801
E: ozwiderigging@gmail.com
Where the Evans Street loading dock is required, please refer to the Exhibition Move In/Out Schedule.

Incorrectly packed or palletted items will not be accepted by the Hotel and its representatives. Occupational Health and Safety Standards must be adhered to.

6 TRADE SHOWS & CUSTOM TRADE BOOTH BUILDERS

For those suppliers who need to bump in large quantities of road cases and other gear to the Federation Ballroom, arrangements should be made with the hotel's Event Coordinator. Deliveries to the Evans Street loading dock can be arranged by prior agreement and specific delivery time, this is used for palletised and oversized goods to be delivered directly to the conference floor.

7 DELIVERY OF VENDOR & TRADE BOXES TO BOOTHS

The Hotel can sort the marked boxes and deliver them to the respective trade booths, however, all deliveries must be clearly identified with the Hotel's delivery label **(Please refer to page 13).**

8 STORAGE

The Hotel does not offer any onsite storage; therefore, road cases/containers will need to be stored offsite. Please refer to the Move In/Out schedule to see if this is necessary for your event.

9 CAR PARKING

HGCH has a car park on site which can be accessed via Macquarie Street. Charges apply.
Vehicle access is limited to cars only, with a maximum vehicle height of 1.9m.
Car parks are subject to availability.

10 CONFERENCE ROOM MEASUREMENTS

FUNCTION ROOM	DIMENSIONS	AREA	HEIGHT
Federation Ballroom	35 x 35m	1225m^2	5.2m
Grand Ballroom	34 x 17m	578m^2	4.8m
Grand Ballroom - Two Thirds	22.6 x 17m	385m^2	4.8m
Grand Ballroom - One Third	11.3 x 17m	192m^2	4.8m
Chancellor Room 4	8.2 x 8.6m	70.5m^2	3.0m
Chancellor Room 5	5.7 x 8.6m	49m^2	3.0m
Chancellor Room 6	13.2 x 10.5m	138m^2	2.67m
Harbour View Room 1	14.25 x 19m	270m^2	2.6 - 4m
Harbour View Room 2	17 x 6.3m	107m^2	3.0m
Mezzanine Grand Booths			2.3m
Mezzanine Fed Foyer Booths			2.3m

11 AV & PRODUCTION REQUIREMENTS

Scene Change, our in-house partners, can provide all your AV and production requirements onsite but you may use your own AV supplier.

Your supplier will need to provide HGCH with all relevant insurance documentation before entering the venue. Documentation will need to include public liability and workers compensation certificates.

If you choose a third-party supplier some equipment may be cross hired with the approval of Scene Change.

All equipment cross hired will need to be returned in the same condition as when it was hired. If AV technicians are required a minimum staff call out fee of three hours applies.

Scissor lifts can be hired with an operator at an hourly rate, subject to availability.

12 FURNITURE HIRE

No furniture is included with any shell scheme or exhibition space hire unless organised directly with the trade booth supplier.

A range of furniture including bar stools, a variety of tables, tub chairs, lockable cupboards and shelves can be pre-arranged directly through ExpoTas.
(Please contact **ExpoTas** on 03 6287 6462 or email on exhibitions@expotas.com.au)

Lobby and foyer furniture cannot be used as booth furniture as they are for guests' comfort.

13 EXTRA POWER REQUIREMENTS

Any existing wall mounted GPOs within HGCH are available for use without charge. Charges apply for any power dropped from the ceiling into trade booths or where distribution panels are used to extend into multiple trade booths.

ExpoTas can provide additional 15amp and 20amp by prior arrangement. Charges apply. The use of extension cords and power leads must be approved by Hotel Grand Chancellor Hobart and have current "test and tag" certification.

(Please contact **ExpoTas** on 03 6287 6462 or email on exhibitions@expotas.com.au)

14 BOOTH CLEANING

HGCH provides cleaning of the public areas and walkways of the venue. The Hotel can provide cleaning of exhibition booths for an additional charge, should this be required. Please complete the Booth Cleaning Form supplied and forward to HGCH. Form supplied must be completed and returned 30 days prior to the conference and full payment received 7 working days prior to the conference (Please refer to page 16)

Exhibitors are responsible for cleaning and disinfecting common touchpoint surfaces of their booths. Exhibitors will need to consider specific cleaning schedules and cleaning chemicals when disinfecting the area.
HGCH can assist with providing touchpoint cleaning services at an additional charge.

It is HGCH policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in.

15 RUBBISH REMOVAL

General and small rubbish will be removed at no charge. However, exhibitors will incur additional cleaning charges for removal of large rubbish, bubble wrap, large wrapping material, debris, sawdust and custom trade building materials (please note service provided is upon payment).

16 LABOUR REQUEST

If exhibitors require assistance for set up & pack down, based on your requirements charges may apply. Please complete the Labour Request form supplied and return to HGCH to confirm staff is required. The form supplied must be completed and returned 30 days prior to the conference and full payment received 7 working days prior to the conference.

Labour hired through HGCH can only assist with general duties, under supervision and have no trade qualifications or technical experience **(Please refer to page 17).**

17 STAND SAMPLING/SELLING

HGCH hold the sole rights for the sale and distribution of any article of food or drink for consumption.

Generally HGCH will have no objection to the provision by exhibitors of foodstuffs as a means of demonstrating any plant or equipment forming part of the exhibition, or a product manufactured or supplied by the exhibitor. However, the sale of such products will not be permitted.
Samples to be given away free to patrons must be:

- Items which exhibitors or registered members of the association buy wholesale in the normal conduct of their business
- Food must be handled following HACCP principles
- Items which are produced by equipment used in the normal conduct of their business
- Items that are related to their normal business operations
- Portions to be of normal tasting size only
- Non-alcoholic beverage samples should be no more than 100mls
- Liquor samples are to be no more than 50mls for wine, 100mls for beer and 20mls for spirits
- Food items should be no larger than bite size and should not be a replacement to HGCH's catering
- Storage of equipment and food items by HGCH may incur charges.

The forms supplied must be completed and returned 30 days prior to the conference and the exhibitor must receive approval from HGCH for any food and beverage being supplied to delegates **(Please refer to page 19).**

18 PAYMENT OF SERVICES

For all additional services, it is HGCH policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. Orders must be placed 30 days prior to an event and payment received no later than 7 days prior to bump in **(Please refer to page 18).**

19 SECURITY

Function rooms can be locked up after trade show hours. However, trade booths in foyer areas can be accessed by the public and cannot be secured. Should dedicated security be required, this can be arranged at an additional charge payable by the requesting party.

20 PORTERAGE

HGCH is prepared to arrange the transfer of standard amounts of deliveries from Macquarie Street Loading Dock to booths. The hotel reserves the right to apply additional charges should an unreasonable quantity of freight be received for an event.

Deliveries via Evans Street Loading Dock will require additional equipment e.g. pallet jack, and additional staff to deliver items to your stand. Please liaise with the Hotel Coordinator to discuss requirements and applicable charges.

21 BUMP OUT & REMOVAL OF GOODS

To ensure a smooth bump out and that all goods are delivered to their correct destination, please abide by the following guidelines specific to each loading dock.

Macquarie Street Loading Dock:

• Contact your preferred freight company on the day of pack down to collect freight (within 1 working day) and ensure they arrive with your organisations name and number of items to collect.

• Standard sized goods are to be collected from The Hotel Grand Chancellor Hobart – Macquarie Street Loading Bay, Hobart 7000.

• Items to be freighted need to be packed and labelled and have your freight companies consignment documents completed and signed. Leave boxes in your booth and they will be taken to the loading dock for collection by your freight company.

• Please advise your courier to collect on the same day where possible or the following working day. Any boxes left at the hotel will be deemed abandoned and dealt with at the venue's discretion.

Evans Street Loading Dock:

• Pallet, oversized and custom booth materials will be removed by the freight forwarder.

• The removal/pick up of pallet, oversized items and custom booth materials must be pre-arranged with the freight forwarder via ExpoTas and be collected from The Hotel Grand Chancellor Hobart – Evans Street Loading Bay, Hobart 7000. Refer to Exhibition Move In/Out Schedule.

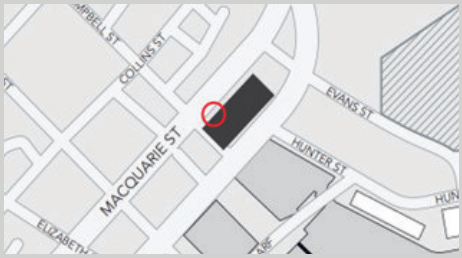
• Ensure your custom booth provider has clear instructions on the use and safety of Evans Street loading bay.

EXHIBITORS DELIVERY LABEL

Standard sized items / goods

DELIVER TO:

HOTEL GRAND CHANCELLOR HOBART



LOADING BAY
MACQUARIE STREET
HOBART TAS 7000

(PHONE: 03 6235 4535)

(Mon-Fri 8.00am - 4.30pm)

Maximum Size for Deliveries:
2.00m High x 1.20m Wide x 1.20m Deep and 1800kg

EVENT NAME:

EVENT DATES:

SENDER NAME &
COMPANY:

CONTACT NUMBER:

PURPOSE OF BOX:

ITEM _____ OF _____

EVENT CO-ORDINATOR:
DIRECT NUMBER:

EXHIBITORS DELIVERY LABEL

Oversized items / goods and custom trade (must be pre-booked)

DELIVER TO:

TOTAL FREIGHT SOLUTIONS

209 Kennedy Drive
Cambridge TAS 7170
Ph: (03) 6232 9600

Deliveries as per Freight Forwarding schedule (must be pre-booked)

HOTEL GRAND CHANCELLOR HOBART

Maximum Size for Deliveries:
2.3m High x 2.4m Wide x 1.20m Deep

EVENT NAME:

EVENT DATES:

SENDER NAME & COMPANY:

CONTACT NUMBER:

PURPOSE OF BOX:

ITEM _____ OF _____

EVENT CO-ORDINATOR:
DIRECT NUMBER:

DELIVERY ADVICE FORM

Please email this form to your allocated Hotel Event Coordinator.

Name of Event/Conference:	Date of Collection:
Company/Stand Name:	Intended Date of Delivery:
Contact Name Exhibitor:	LOADING DOCK Items Sent To:
Courier Company:	Qty of Individual Boxes:
Courier Phone:	Qty of Pallets/Dimensions:
Exhibition/Event Start Date:	

SENDER DETAILS

Company Name:		Phone:
Company Address:		Mobile:
State:	Postcode:	Fax:
		Email:

Please return this form to:

The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001
Email: cateringevents@hgchobart.com.au

HOTEL GRAND CHANCELLOR HOBART | HCEC HOBART CONVENTION & EXHIBITION CENTRE

OVERNIGHT GENERAL BOOTH CLEANING

HGCH provides general cleaning of all public areas and exhibition walkways. Reasonable levels of rubbish will be removed from the exhibition during the event. It is Hotel Grand Chancellor Hobart policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in.

CASUAL LABOUR DESCRIPTION	NUMBER OF DAYS REQUIRED	COST	TOTAL COST (Rate x Days)
Standard 3 x 3m or 3 x 2m Expo Booth		$62.00 per clean	
Custom Booth		$182.00 per clean	
	TOTAL		$

TOUCHPOINT CLEANING

Exhibitors are responsible for cleaning and disinfecting common contact surfaces of their booths. Exhibitors will need to consider specific cleaning schedules and cleaning chemicals when disinfecting the area.
HGCH can assist with providing touchpoint cleaning services at an additional charge.

It is HGCH policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in.

CASUAL LABOUR DESCRIPTION	NUMBER OF DAYS REQUIRED	COST	TOTAL COST (Rate x Days)
Touch Point cleaning (3 times per day)		$182.00 per day	
	TOTAL		$

Touchpoint cleaning includes wiping down frequently-touched/used areas and surfaces several times a day with an antibacterial solution – this will be scheduled post morning tea, lunch and afternoon tea.

Please return this form to:

The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001
Email: cateringevents@hgchobart.com.au

HOTEL GRAND CHANCELLOR HOBART | HCEC HOBART CONVENTION & EXHIBITION CENTRE

LABOUR - CASUAL

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in.

Exhibition/Conference:	Phone:
Stand Number:	Mobile:
Company Name:	Fax:
Company Address:	Email:
State: Postcode:	

A minimum charge of 3 hours is required for the hire of general casual labour

CASUAL LABOUR

CASUAL LABOUR DESCRIPTION	COST PER HOUR (GST EXCLUSIVE)	NUMBER REQUIRED	HOURS REQUIRED	TOTAL (AUD) (No. Required x Cost P/H x Hours Required)
Casual Labour Per Person (Monday to Friday) Min 3 hours	$57.00 per hour			
Casual Labour Per Person (Saturday / Sunday) Min 3 hours	$67.00 per hour			
Casual Labour Per Person (Public Holiday) Min 4 hours	$77.00 per hour			
	TOTAL			$

Please provide a brief description of duties:

Please return this form to:

The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001
Email: cateringevents@hgchobart.com.au

HOTEL GRAND CHANCELLOR HOBART | HCEC HOBART CONVENTION & EXHIBITION CENTRE

EXHIBITOR SERVICES & PAYMENT

It is Hotel Grand Chancellor Hobart (HGCH) policy that all exhibitor services are paid prior to commencement of an event. Services will not be available at your stand until payment has been received. **Orders must be placed 30 days prior to an event** and payment received no later than 7 days prior to bump in. **To be completed and sent to HGCH with the Service Request form.**

Exhibition/Conference:	Phone:
Stand Number:	Mobile:
Company Name:	Fax:
Company Address:	Email:
State: Postcode:	

This form is to be completed in FULL and returned to HGCH no later than 30 days prior to your event

DETAILS OF SERVICES TO BE CHARGED

SERVICES REQUIRED	CHARGE	TOTAL

Please specify how you would like to pay (tick box):

☐ Bank Transfer (EFT) ☐ Credit Card

Orders will not be confirmed until all payments are processed and cleared in full.

Please return this form to:

The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001
Email: cateringevents@hgchobart.com.au

HOTEL GRAND CHANCELLOR HOBART | HCEC HOBART CONVENTION & EXHIBITION CENTRE

STAND SAMPLING/SELLING REQUEST

Exhibition/Conference:	
Stand Number:	Phone:
Company Name:	Mobile:
Company Address:	Fax:
State: Postcode:	Email:

Only with the written approval from the Hotel Grand Chancellor Hobart (HGCH) will the exhibitors be permitted to distribute, sell or give away items of food or drink that is NOT supplied directly by HGCH.
Generally HGCH will have no objection to the provision by exhibitors of foodstuffs as a means of demonstrating any plant or equipment forming part of the exhibition, or a product manufactured or supplied by the exhibitor. However, the sale of such products will not be permitted.

Samples to be given away free to patrons must be:

- Items which exhibitors or registered members of the association buy wholesale in the normal conduct of their business
- Items which are produced by equipment used in the normal conduct of their business
- Portions to be of normal tasting size only and served in conjunction with hotel content
- Non-alcoholic beverage samples to be no more than 100ml
- Liquour samples are to be no more than 50ml for wine, 100ml for beer and 20ml for spirits
- Food items should be no larger than bite size
- Items that are related to their normal operations
- Physical distancing protocols still apply where food and beverage is served.

Description of core activities of your company:

Description of what will be prepared and how:

Description of how samples will be served and by whom:

I hereby agree that if the Hotel Grand Chancellor Hobart grants permission, I will indemnify and hold harmless the Hotel Grand Chancellor Hobart against any liability, claim or expense arising in connection with any activities or work carried out by or on behalf of _____ (insert the name of your company), including any activities or work authorised by the Hotel Grand Chancellor Hobart. I also agree that both my representatives and I will abide by the terms and conditions of the Hotel Grand Chancellor Hobart and any instructions issued by its officers or employees. I also agree to pay for any damage or charges that may subsequently arise from this permission being granted.

Phone:

Mobile:

Fax:

Please return this form to:

The Hotel Grand Chancellor Hobart
PO Box 1601
Hobart TAS 7001
Email: cateringevents@hgchobart.com.au

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