Venue Services Guide

Victoria Pavilion
Melbourne Showgrounds

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Welcome

Welcome to the Victoria Pavilion at Melbourne Showgrounds. This sophisticated architectural space is designed to impress and enjoy. The floor to ceiling windows of the glass atrium will captivate and amaze your guests from hello to lights up while it offers state of the art lighting and sound alongside a timeless, neutral colour palette to inspire your creative flair.

We aim to collaborate with you to deliver amazing events and experiences. Whilst working with you to deliver a successful event, we need to ensure that everyone on site is working in a safe and efficient manner that is respectful to the venue and those onsite.

To assist with the event planning process, we have created this Venue Services Guide which provides clear information about elements you may need to consider.

You can use the Venue Services Guide to help you fill out the Event Checklist which was also attached in the introductory email.

I am very much looking forward to working with you and creating a memorable event. I am always here to help so please feel free to contact me at any time should you require any assistance.

Audio Visual

Encore is the proud audio-visual partner for Melbourne Showgrounds and will be able to help you with all your audio-visual requirements (including staging and staging equipment).

Contact details:

Chad Garcia – Venue Director chad.garcia@encore-anzpac.com

+61 466 785 688

Catering

Melbourne Showgrounds has sole catering rights for the sale and/or distribution of any food or beverage product that will be consumed on-site.

Melbourne Showgrounds will work with you to ensure the appropriate catering service is delivered for your event. Hirers are not authorised to engage caterers directly. Melbourne Showgrounds has a wide range of catering options available to suit all event styles.

No exhibitor shall distribute, sell or give away any item of food or drink to visitors without the prior, written approval of Melbourne Showgrounds. Generally, we will not object to the distribution by exhibitors of food items, used as a means of demonstrating any product manufactured or supplied by the exhibitor, forming part of an exhibition. However, the sale of such products is not permitted.

Use of any external food and beverage sampling must be approved by the Melbourne Showgrounds in writing prior to the event.

Anyone without prior approval will be unable to provide food or beverage onsite and may be removed from the venue if in breach of these rules. Please note that there will be financial implication for any catering provided onsite that is not pre-approved. Please submit all applications for sampling to your Event Planner detailing the item/s, quantities, and relation to the core business.

Cleaning

Dedicated event cleaners are included within your venue hire (as well as pre and post function cleans per day). If you would like to have more cleaners present or have them onsite for an extended period, additional costs will apply.

Should there be a requirement for additional cleaning, such as confetti, additional costs will apply.

The use of helium balloons is subject to approval by Melbourne Showgrounds and must be discussed with your Event Planner. Balloons must be secured by strings or weights, and a retrieval fee will be charged for any balloons that become loose and require removal from the ceiling.

Confetti is on a request basis for both inside and outside use. Pending the size of the confetti, how many cannons used, location, events happening after (to allow enough cleaning time), etc.

The estimated cleaning cost of 2 x confetti cannons is $2000 inc GST in labour and must be pre- paid (price dependant on how many cannons – the Melbourne Showgrounds Event Planner can obtain an estimate).

The application is to be emailed through to the Event Planner for venue approval.

Contractor Induction

All employees, staff and hired contractors that are working on site, must complete a site induction. Click **here** to be taken to the registration page. Through this, all risk assessments, and other documents such as Public Liability must be uploaded for compliance.

Your Event Planner will provide you with step-by-step guides to assist with this.

If you require any technical assistance, please contact the Melbourne Showgrounds Risk and Safety Team at RiskandSafety@melbourneroyal.com.au and we will get back to you as soon as possible.

It is also important to note that low-risk contractors who perform minimum to no manual handling (e.g.: florists, presenters, event volunteers) do not need to complete this induction. If you are unsure if your contractor is high or low risk, please do not hesitate to ask Mark Rippingale.

Deliveries

Please be advised that Melbourne Showgrounds does not have storage facilities or a loading dock so deliveries can only be accepted when the client/exhibitor is onsite to receive them.

Please use the delivery label that was attached in this email to place on your goods.

Emergency Evacuation

In the event of an emergency, it is essential all persons working on-site can understand and follow the emergency protocols provided by Melbourne Showgrounds.

The "beep! beep! beep!" tone is used to alert workers that an emergency event may be about to take place. All persons must begin to prepare for a possible evacuation.

The evacuation tone "Whoop! Whoop! Whoop!" requires all persons to immediately cease what they are doing and begin the evacuation process.

Follow your warden to the designated emergency location and wait there for further advice. All first-aid incidents are required to be reported to your Duty Manager or the OHS Manager.

If an ambulance is required, please call one (by dialling 000) immediately and inform them of the situation. Stay on the phone and await their instructions. Ask someone else to contact the venue security team on 03 9372 2744 to allow us to assist.

All of our emergency procedures are contained within our venue induction, all event staff and contractors are required to be familiar with these processes before coming on-site and will need to undergo the venue induction in order to be allowed on site.

Victorian OHS legislations is very clear in that you, as well as the venue, have a duty of care to provide relevant and appropriate safety information to anyone working on or on behalf of you or your event.

As Melbourne Showgrounds has an agreement in place with you, it becomes your responsibility to forward this safety information to your exhibitors, staff and volunteers. The venue induction has been set up to make this as easy as possible for you to complete this.

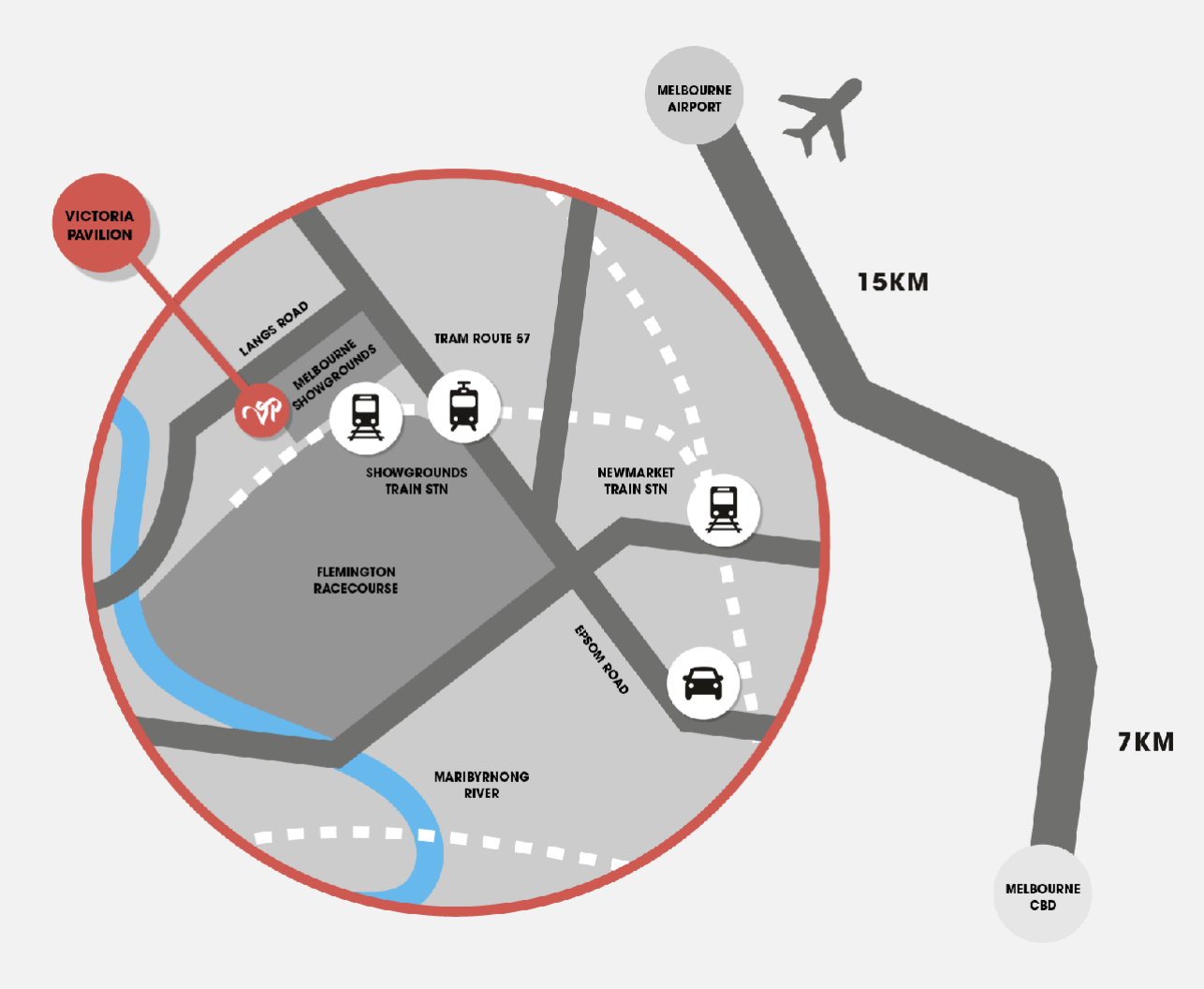
Exit Signage

In the interest of site safety and the safety of all our stakeholders, it is a mandatory requirement that temporary luminescent emergency exit signage is provided for all events (as necessary) to ensure such exit signs indicating an exit door, or part of an egress path to an exit, are clearly visible to patrons in the event of an emergency.

This service can be organised directly through your contracted shell builder, or you can discuss further options with the Showgrounds as required.

Furniture

Victoria Pavilion includes banquet rounds and chairs for your event. Alongside trestle tables for registration and high bar furniture for the Atrium. Should you require any further furniture, you can view them here.



Getting to the Melbourne Showgrounds

Located just 7km from Melbourne CBD and 15 minutes from Melbourne Airport, Melbourne Showgrounds is easily accessible by public transport or car. Car parking areas are located throughout the site and within proximity to your venue.

Click here for more information.

Move In Access

A member of our Operations team will meet you at Victoria Pavilion when you arrive. Please also make a note of our **Duty Manager's number 0411 204 720,** in case you need to contact our team on arrival (and throughout your move in period).

Victoria Pavilion can be accessed via Gate 5, Langs Road, Ascot Vale (complimentary entry between 7am and 7pm, Monday - Friday)

Parking

Move In and Move Out

Access to site: Gate 5, Langs Road, Ascot Vale (please note, this may change due to other events that may be running simultaneously with your event).

Location: Parking will be available on the gravel area directly opposite Victoria Pavilion or within the Carnival Car Park grounds (across the boulevard roadway)

Charge: Parking will be free of charge for all event staff, contractors, and exhibitors.

Event Day

Access to site: Entry via Gate 5, Langs Road.

Location: Carnival Car Park across the boulevard roadway.

Charge: $25.00 inc GST per vehicle. All staff and contractors will be required to pay at the gate upon entry and will be asked to display a parking ticket on their dashboard. Both card and cash are accepted on arrival, contactless payment preferred.

Complimentary passes: 18 passes will be provided for you to pass onto staff if required.

Bus parking: $30.00 inc GST per bus is to be charged if buses remain onsite for the duration of your event. Please let me know if a bus drop off / pick up zone or all-day bus parking will be required. Buses will not be charged if they are simply dropping off and picking up.

Please be aware that parking in the street during event day is not advised due to significant local council restrictions.

Security

During your event, gate guards will be required to monitor pedestrian and vehicle entry/exit into the Melbourne Showgrounds which will be an additional charge for your event.

Smoke Isolation

If you are intending on using smoke, dry ice, live flames (candles) etc. within the venue, please check with your Event Planner to request approval for any activity requiring smoke isolation.

If approved, a Fire Warden will be required at an additional cost to disable the smoke alarms. They will need to be present during the entire time the smoke alarms are isolated.

As Victoria Pavilion doesn't have louvres or ventilators, cooking within this space is not permitted.

If you are planning on engaging in such activities, please inform your Event Planner as soon as possible.

Test and Tagging – Mandatory

Victoria Pavilion has power connections throughout the venue, included within your venue hire costs. In accordance with Australian Standard 3760:2022 all portable

electrical equipment brought onto Melbourne Showgrounds premises by clients, their guests, and their contracted suppliers, must be tested and tagged by a licensed electrician, and the tag must be valid.

Should you require on site Test and Tagging service, your Event Planner can organise this for you at $10.00 per item, with a $100.00 call out fee. Please arrange this prior to coming on site so that we can book our electrician to be on site.

Unclaimed Goods

Melbourne Showgrounds will not accept responsibility for any goods left on the premises after the license period.

All items left after the completion of the license period will be treated as rubbish and disposed of accordingly.

Wi-Fi and Technology

Wi-Fi

Melbourne Showgrounds has over 200 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our fibre connections. Whatever your IT needs, Melbourne Showgrounds is confident to provide a great experience.

All our plans have unlimited data allowance.

Free Wi-Fi

At Melbourne Showgrounds, we have over 200 Wi-Fi Access Points providing free Wi-Fi at 1 Mb/s. This service is available all year round, either for use by your contractors, or patrons. Perfect for light internet browsing and checking emails.

How to: When you are on-site at Melbourne Showgrounds, use your device's Wi-Fi settings, login to Showgrounds Free Wi-Fi, then accept the terms and conditions.

Should you require any further IT requirements, please fill out this form and return to your Event Planner.