



MELBOURNE
CONVENTION
EXHIBITION
CENTRE

MCEC Operations Manual

January 2025

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1. Welcome to MCEC

1.1 Manual purpose

The Operations Manual provides all the essential information needed to plan and deliver your event. It includes key details about MCEC's facilities, services, operating procedures, and technical specifications.

All exhibitors, contractors, subcontractors, and event staff must comply with the requirements outlined in this manual.

1.2 Manual updates

The information in this manual is current; however, updates are issued quarterly to reflect changes in legislation and industry trends. Please refer to the documents provided by your Account Manager or Event Planner for the most up-to-date information for your event.

For further details about the venue or our operations, please contact your Event Planner. □



General Enquiries

Telephone: +61 3 9235 8000

Facsimile: +61 3 9235 8001

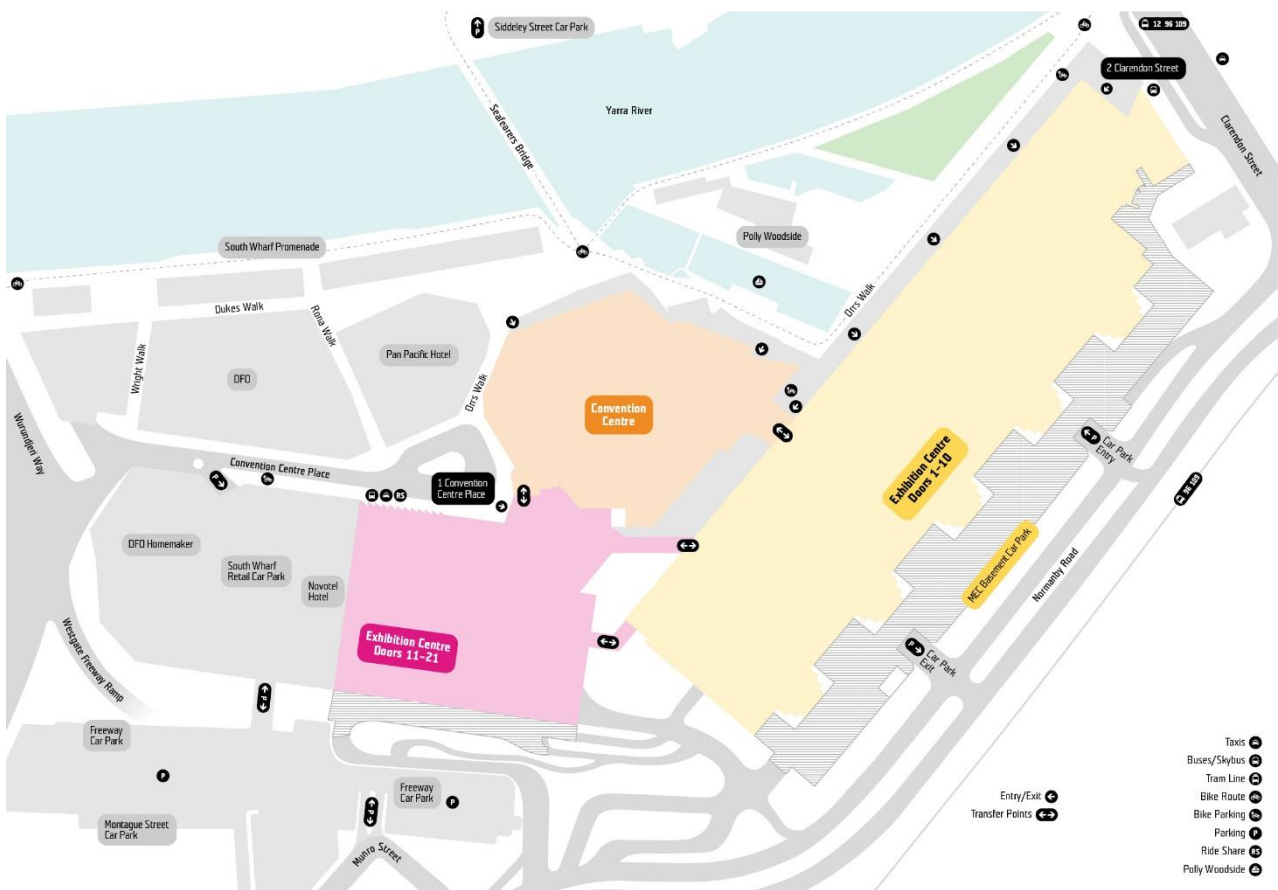
Email: enquiries@mcec.com.au

2.2 Airport

When arriving from Melbourne Airport (Tullamarine), you have three options to reach MCEC. You can take a taxi from outside your terminal or request an Uber by following the signs to the designated pick-up zones.

Alternatively, you can catch the SkyBus Southbank Docklands Express, which stops at MCEC's Clarendon Street entrance.

2.3 Parking



[Click here to view the Parking map.](#)

There are multiple car parks located near MCEC. Please note that these car parks are not managed by MCEC. For any queries, contact the car park operator directly. [Click here](#) for current pricing and information.



Discounted Parking Tickets

Exhibition Centre car park

One complimentary multi-use car park ticket for the Exhibition Centre car park is provided to the organiser for every four Exhibition Bays contracted.

While MCEC does not own or manage the Exhibition Centre car park, we offer discounted parking tickets at the early bird rate. These discounted passes are subject to availability, with a maximum order limit of 50 passes per day and a total of 250 passes per event.

A printing fee of \$0.11 applies for any unused passes ordered beyond 50.

*Please note that pass orders for the MEC car park can only be accepted for events scheduled within the next 30 days.

There are two discounted parking ticket options:

Charged to master account

You can choose to cover parking costs for some of your guests, with charges added to your final event invoice. The process is as follows:

- Enter the Melbourne Exhibition Centre car park via Normanby Road.
- Take a ticket from the boom gate upon entry.
- Attend the event as usual.
- Collect a discounted “follow-on” ticket from the event organiser.
- When leaving, proceed to the boom gate.
- Insert the original entry ticket first.
- Insert the “follow-on” ticket.
- The boom gate will open, and you can exit as normal.

User pays

Guests pay for their own parking at the discounted rate. The process is as follows:

- Enter the Melbourne Exhibition Centre car park via Normanby Road.
- Take a ticket from the boom gate upon entry.
- Attend the event.
- Collect a discounted “follow-on” ticket from the event organiser.
- At the end of the event, proceed to a pay station located at doors 1, 4, 6, 8, or 10.
- Insert the original entry ticket.
- Insert the “follow-on” ticket—the parking fee will be reduced to the discounted rate.
- Press the receipt button if a receipt is required.



- Make payment using coins, notes, or a credit card (follow the on-screen instructions).
- Remove the ticket.
- Collect change and receipt if needed.
- At the exit boom gate, insert the ticket—the boom gate will open.
- Exit as normal.

For more information or to order discounted parking tickets, please contact your Event Planner.

Siddeley Street car park

Discounted tickets for the Siddeley Street car park are available upon request. Guests pay for their own parking at a discounted rate. The process is as follows:

- Enter the Siddeley Street car park.
- Take a ticket from the boom gate upon entry.
- Attend the event.
- Collect a discounted “follow-on” ticket from the event organiser.
- At the end of the event, proceed to the pay station on the ground floor.
- Insert the original entry ticket.
- Insert the “follow-on” ticket—the parking fee will be reduced to the discounted rate.
- Press the receipt button if a receipt is required.
- Make payment using coins, notes, or a credit card (follow the on-screen instructions).
- Remove the ticket.
- Collect change and receipt if needed.
- At the exit boom gate, insert the ticket—the boom gate will open.
- Exit as normal.

Valet Parking

Valet parking is available at the Pan Pacific Melbourne hotel and is not limited to hotel guests. For more information, speak to your Event Planner.

2.4 Public transport

Tram



Tram routes 96, 109, and 12 (Stop 124A Casino/MCEC) stop directly at our Clarendon Street entrance. Alternatively, tram routes 48 and 70 (Stop D5) will take you to Flinders Street, from where it's just a short walk up Clarendon Street to MCEC.

Train

The closest train station is Southern Cross. From there, you can take tram routes 96, 109, or 12 and arrive at MCEC in just a few stops.

Bus

From Monday to Friday, bus route 237 runs via Southern Cross Station to Lorimer Street, approximately a five-minute walk to MCEC.

2.5 Taxi and rideshare

If you're heading to the Exhibition Centre, ask your taxi or rideshare driver to drop you off at MCEC's Clarendon Street entrance.

If you're going to the Convention Centre, request drop-off at Convention Centre Place, next to Pan Pacific Melbourne and DFO South Wharf.

There are two nearby taxi ranks:

- Crown, Clarendon Street
- DFO, Convention Centre Place

2.6 Coaches

Coach pick-up and drop-off bays are located at the front entrance of each building and are for drop-off and pick-up only—coach parking is not permitted.

The Exhibition Centre slipway can accommodate up to three coaches at a time, while the Convention Centre Place entrance can accommodate a maximum of two.

To ensure smooth facilitation, especially as coach movements can impact the wider South Wharf precinct, it's important to provide as much information as possible.

If ten or more coaches are scheduled to arrive or depart within a 30-minute period, traffic management by MCEC's event service provider will be required, and additional charges will apply.

Please discuss your requirements with your Event Planner and provide the following details:

- Arrival and departure dates
- Arrival and departure times
- Number of coaches
- Contact name and telephone number of the coach company

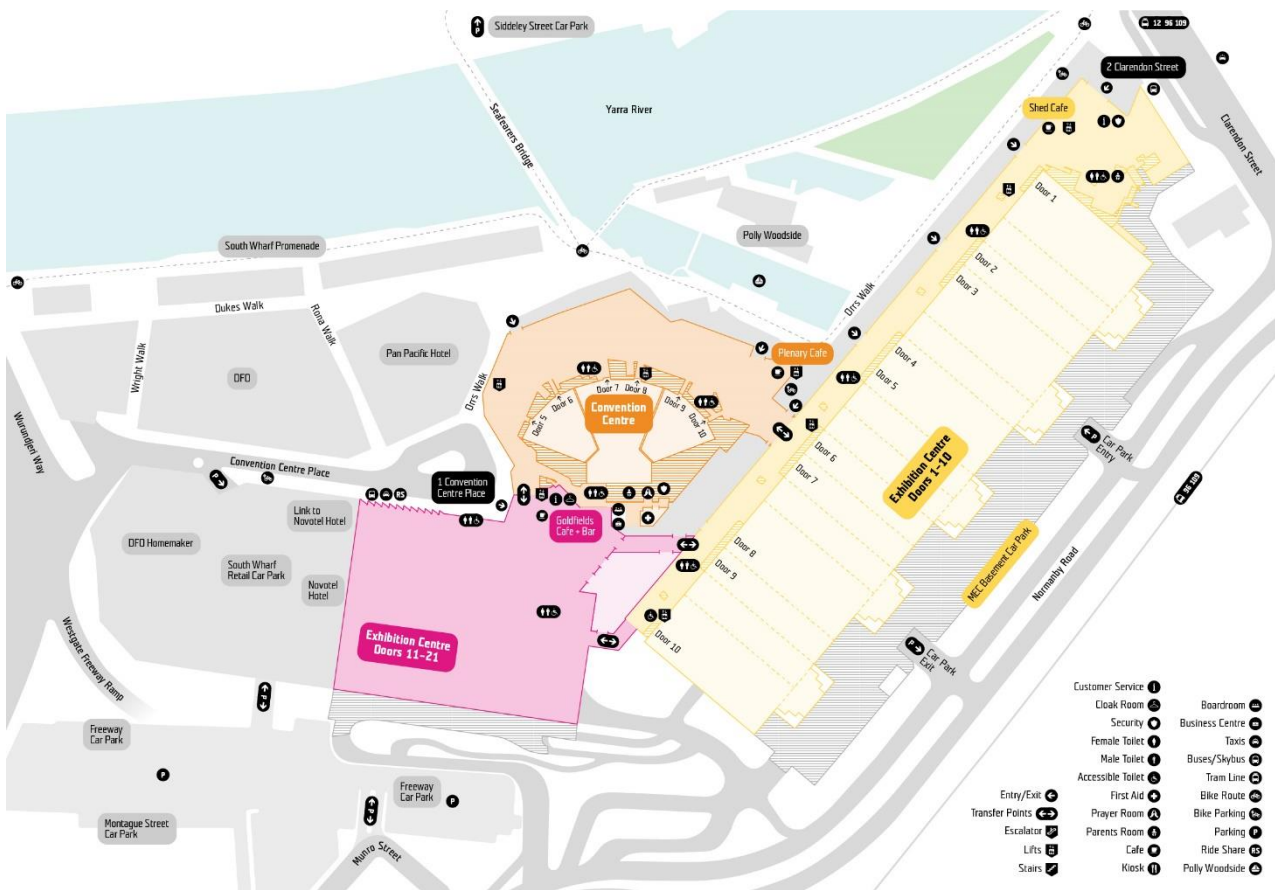
Dedicated coach parking is available on Normanby Road.



3. Facilities and Services

3.1 Accessibility

MCEC is an accessible venue committed to providing an inclusive environment for all guests, contractors, and employees.



[Click here to view the Facilities and Services map.](#)

Assisted hearing devices

Most meeting rooms at MCEC are equipped with a hearing assistance system. Guests can borrow a lanyard-style infrared receiver, which works directly with hearing aids fitted with a T-switch or can be used with standard headphones.

To ensure a smooth experience, contact your Technology Planner before your event to discuss attendee requirements. This allows the units to be pre-programmed before guests arrive.

Guests can pre-book a receiver by contacting Customer Service at +61 3 9235 8310 or emailing customerservice@mcec.com.au. The following details are required:

- Date and time the receiver is needed
- Rooms where the receiver will be used (this service is not available in some rooms)
- Name of the borrower and contact phone number



Units can be collected from the **Convention Centre Customer Service desk**. A form of identification will be required on collection.

Changing places facility

A complimentary Changing Places facility is now available between the MCEC Customer Service Desk and the Security Office.

Access to the Changing Places facility is by an MLAK key. Most users will have their own key. If a key is required, it can be requested from the MCEC Security Office.

BGIS must be notified of any issues in this space, whether urgent or non-urgent, for resolution.

The room contains simple and clear instructions for using the ceiling hoist and change table. As with all Changing Places facilities, users bring their own lifting slings and should already be familiar with the system. MCEC staff are not required to assist with the equipment.

Wheelchairs

A complimentary wheelchair service is available, with a limited number of wheelchairs offered on a first-come, first-served basis each day.

Guests can pre-book a wheelchair by contacting Customer Service at +61 3 9235 8310 or emailing customerservice@mcec.com.au. Your Event Planner can also arrange this for you.

Required information for booking:

- Date and time the wheelchair is needed
- Name of the borrower and contact phone number
- Preferred collection location (Convention Centre or Exhibition Centre)

Wheelchairs can be collected from the designated Customer Service desk. A form of identification will be required upon collection, and wheelchairs must only be used within the venue.

All stages in Plenary are wheelchair accessible. If ramp access is required, please inform your Event Planner so staff can assist.

3.2 Accommodation

MCEC is the only convention centre in Australia with onsite accommodation, offering direct access to two premium hotels via private internal walkways.

- **Pan Pacific Melbourne** is accessible via Level 1 of the Convention Centre.
- **Novotel Melbourne South Wharf** is accessible via the ground floor of the Exhibition Centre.

3.3 ATMs

ATMs are located between Doors 3 and 4 of the Exhibition Centre concourse.



3.4 Bike racks

- **Exhibition Centre** bike racks are located at the Clarendon Street end of the building and at Door 6.
- **Convention Centre** bike racks are located adjacent to the South Wharf car park.

3.5 Building Security

Security control rooms are located in both the Convention and Exhibition Centres.

- **Convention Centre:** +61 3 9235 8333
- **Exhibition Centre:** +61 3 9235 8332

In an emergency, dial **extension 6666** from any house phone or call **+61 3 9235 6666**.

3.6 Cafes

Goldfields Café and Bar: Inside the Exhibition Centre, near Door 14

Opening hours:

- Monday to Friday (events onsite): 07:30 - 16:00
- Monday to Friday (no events): 07:30 - 14:30
- Weekend hours depend on onsite events

Plenary Café: Inside the Convention Centre, near Stair 3

Opening hours: Subject to onsite events

Shed Café: Inside the Exhibition Centre, next to Door 1

Opening hours: Subject to onsite events

3.7 Cloakroom

Cloakroom facilities are available at the MCEC Customer Service Desk. While we strive to accommodate your event's needs, space and capacity are limited.

If you require a dedicated cloakroom for your event, please contact your Event Planner for personalised assistance.

3.8 Customer Service

Customer Service desks are located at MCEC's two main entrances, operating during event hours to provide a central point for information and assistance.



Convention Centre: +61 3 9235 8310
Exhibition Centre: +61 3 9235 8302

3.9 First aid

MCEC's main first aid room is located off the Convention Centre foyer, adjacent to the Security Control Room. A smaller first aid room is available off the Exhibition Centre foyer.

For first aid assistance, please contact Security at +61 3 9235 8333.

3.10 In-venue purchases

Your Event Planner can set up an account card, allowing purchases made onsite at cafés, retail outlets, and business services to be charged to the master account. These charges will appear on your final invoice.

3.11 MCEC free Wi-Fi

MCEC provides free Wi-Fi for the venue with limited bandwidth and timed access, suitable for checking emails and light web browsing. Due to time and bandwidth restrictions and a lack of onsite support, this service is not suitable for event delivery.

For events requiring reliable Wi-Fi, dedicated internet packages are available to ensure seamless and efficient event delivery. Contact your Technology Planner to find the best solution for your event.

3.12 MCEC wireless internet

Your Technology Planner can provide a range of cabled and wireless internet options tailored to your event's specific requirements.

MCEC has made a significant investment in upgrading and maintaining its wireless infrastructure to ensure a seamless experience. Our network is built with end-to-end redundancy, offering reliable and uninterrupted service.

- **No data limits** - simplified packages for ease of use
- **Customised solutions** - designed to meet your event's needs
- **Expert support** - skilled technical event planners available to assist

Contact your Technology Planner to discuss the best internet solution for your event.

3.13 Parents' room

Parents' rooms are located next to the Customer Service desks in both the Convention Centre and Exhibition Centre. They include a microwave, baby change tables, breastfeeding facilities, and toilets.



A prayer room is also available, with separate male and female prayer rooms and washing facilities in the Convention Centre near the Customer Service desk.

3.14 Photocopy services

Photocopying and printing services are available at the Customer Service desks. Charges apply.

3.15 Public telephones

Public telephones are located on all levels of the Convention Centre and in the Exhibition Centre foyer and concourse.

3.16 Session bells

For events in the Convention Centre, session bells can be arranged in the foyers and meeting rooms at designated times. The Customer Service team manages this service and can be scheduled through your Event Planner.

For events in the Exhibition Bays, session bells can be played through the PA system using a CD. Contact your Technology Planner to arrange this.

Portable session bell units are also available free of charge and are recommended for use on levels one and two of the Convention Centre. These units are subject to availability and can be reserved through your Event Planner and collected from the Customer Service desk.

3.17 Vending machines

Vending machines are located throughout the Convention Centre and Exhibition Centre. Available options include:

- TechBox consumables, stocking tapes and exhibitor supplies
- Powerpod battery recharge stations for mobile devices
- Snack and beverage vending machines
- Mobile phone charging stations

4. Safety

MCEC has a legal obligation to provide a safe environment for all staff and guests. In line with Australian standards and legal requirements, MCEC has established strict safety procedures and policies to ensure compliance.

As the event organiser, you share this responsibility along with your event participants, exhibitors, and contractors. You must ensure that all requirements specified in your occupancy permit are met, including:

- Occupancy numbers



- Exit signs and egress provisions
- Fire protection
- Structural integrity of stands and displays
- Contractor compliance

We ask that all staff, contractors, and exhibitors working at your event maintain the highest standards of safety at all times.

4.1 Dangerous goods

If you or your exhibitors intend to use dangerous goods within the venue, approval must be obtained through your Event Planner. You will need to provide details on the type, size, and volume of the goods, along with their purpose and Safety Data Sheets (SDS).

No more than one day's supply of any dangerous goods may be stored on a display stand at any time. Dangerous goods must be stored in appropriate containers with correct markings, and storage must comply with the Dangerous Goods Act and Regulations.

Discharge of noxious waste

No paint, oil, spirit, chemicals, or other noxious substances may be discharged into the sewage system. These substances must be collected and disposed of lawfully.

LP gas cylinders

All LP gas cylinders must be removed overnight from the exhibition area and stored in the locked compound on the Exhibition Centre loading dock or MCEC Expansion loading dock.

Vendors requiring gas for cooking operations may keep one gas bottle on their stand overnight if connected to a cooking appliance. Any additional bottles must be stored in designated gas cages on the MEC Loading Dock or MCEC Expansion Loading Dock.

Notify your Event Planner of any gas cylinders used within an event or exhibition. The installation and use of gas appliances and cylinders must comply with all relevant acts, regulations, and Australian Standards.

For specific LP gas guidelines, contact your Event Planner.

Storage of cylinders containing gas other than LPG

The storage of gas cylinders is regulated by the Dangerous Goods (Storage and Handling) Regulations. Cylinders must not be left in a freely standing position and must comply with all safety requirements while on venue premises.



4.2 Electrical installation and test and tag

All temporary electrical installations must be carried out by a registered electrical contractor and comply with Victorian OH&S legislation and relevant standards. Only unmodified appliances may be plugged into general-purpose electrical outlets.

All electrical leads, including brand-new ones, must be tagged and tested in accordance with Australian Standards before use on-site. After any electrical installation work, contractors must complete a venue Electrical Safety Certificate, which must be submitted to the venue's Logistics department before the event opens.

4.3 Emergency evacuation

In any emergency, notify your event security provider immediately or dial 6666 internally from the nearest house phone. The MCEC Security Control Centre will contact emergency services by dialling 000 and coordinate the response as required.

Your event security provider has been briefed by MCEC building security on evacuation procedures as part of their requirements to work at MCEC. Follow all directions given and do not hinder or obstruct emergency services, medical personnel, or security officers in the performance of their duties.

For non-emergency security enquiries, dial extension 8333 (or 9235 8333 from any phone).

In the event of an emergency, one of two alarms may sound:

Alert alarm: "Beep! Beep! Beep!"

The alert alarm is operated through the building's emergency warning intercommunication system (EWIS). It signals a potential emergency and serves as a warning only. If it sounds, stand by for further instructions.

Evacuation alarm: "Whoop! Whoop!"

The evacuation alarm signals that an evacuation is required. When it sounds, follow the directions of wardens and exit via the emergency exits. Proceed to the nearest evacuation assembly area as instructed.

For full details, download the emergency evacuation procedure and assembly locations. Volunteer briefings on emergency evacuation can be arranged through your Event Planner.



4.4 Exit signs

Exit signs must comply with Australian Standards and be mounted between 2m and 2.7m above the ground. The viewing distance for standard signs must not exceed 24m.

MCEC is equipped with oversized exit signs at venue entrances. If these are obstructed by stands, clear directional signage must be in place to ensure public access to exits from any location within the Exhibition Bays. The organiser is responsible for installing temporary exit signs where required.

Before installation, MCEC will review and approve the positioning and number of exit signs shown on event plans. In some cases, additional signage may be required, which must be provided by the organiser. Exit sign designs must align with AS/NZS standards, featuring a 'running person' graphic as per below.



Temporary exit signage

Temporary exit signs must be installed if draping or stand construction obstructs the permanent illuminated signage.

4.5 Fire safety

Fire safety controls are determined based on a review of a risk assessment. Please ensure that any potential risks are brought to MCEC's attention, and that all fire equipment remains visible and accessible to the public.

MCEC requires the following stands to implement extra fire safety measures:

- Fitting the requirements for certification by an engineer for a roof area greater than 18sqm or wider than 3m in any direction
- Raised floors of any height made of or containing combustible material
- Where pyrotechnics, smoke machines, or flutter-fetti cannons are to be used

Stands in these categories will also be required to install smoke detectors and fire extinguishers. Fire extinguishers must be a minimum 2.3kg A: B(E) dry powder type and meet AS/NZS 1841: 2007 Portable Fire Extinguishers. Smoke detectors must comply with AS 3786: 1993.

MCEC may also require extra fire safety measures for any other stands deemed to pose a fire risk and will advise the organiser and exhibitor in such cases. These requirements are typically identified during the event sign-off inspection before the show opens.

4.6 High risk activities

Activities, works, or demonstrations classified as high risk require approval from the venue's Safety and Operations team. To review high-risk requests, a Safety Management Plan must be submitted to your Event Planner at least 30 days before your event.

The Safety Management Plan may include, but is not limited to:

- A comprehensive risk assessment detailing all relevant risk mitigations
- An activation plan outlining the proposed activity, timings, responsibilities, space requirements, and accreditation of drivers
- Detailed floorplans
- Any licenses or permits required to conduct the activity, works, or demonstration
- Public liability and additional insurance policies
- Traffic Management Plan (if relevant)
- Security involvement and roller door management (if relevant)
- HVAC, fume, animal, or noise management plans (if relevant)
- Any other relevant safety measures or considerations specific to the activation

4.7 Hot Works

Hot works in the venue require a Safe Work Method Statement (SWMS) and a Safety Management Plan to be submitted. Approval must be obtained from the Event Operations Specialist team.

4.8 Incidents

All incidents, including medical and security-related matters, must be reported by the event security contractor to the MCEC Security Control Room as soon as possible and no later than 24 hours after the incident.

4.9 Noise considerations

Amplified noise can impact adjoining spaces and events, as well as the health and wellbeing of staff and the public. If complaints are received regarding amplified music or noise levels at an event, MCEC may require the volume to be lowered.

4.10 Occupancy numbers

MCEC is bound by the building's occupancy permit, which limits the total number of people allowed in the Exhibition Bays, concourse, and kiosks. This includes all staff, exhibitors, and attendees.



It is the organiser's responsibility to ensure that the maximum occupancy of the licensed area does not exceed the limits outlined in the space hire charge plan.

If MCEC believes on reasonable grounds that occupancy numbers are being exceeded, it reserves the right to:

- Stop further admittance into the licensed area until numbers are within the permitted limits.
- Request that excess attendees be removed from the space.

4.11 Online site induction and contractor management

The following people must complete the [Linksafe online site induction module](#) before commencing work at MCEC:

- Event organisers directly managing event contractors
- Event contractors before starting work at MCEC
- Exhibitors involved in stand construction during the exhibition build, including those building stands, using food trucks, or handling hazardous materials
- Exhibitors displaying products or any person onsite during bump-in or bump-out

A bump-in/out period is generally defined as a time when individuals are inside the licensed event space during build activities or high-risk work. This typically occurs when roller doors are open and/or high-visibility vests are required.

For current information, refer to the [Linksafe online site induction webpage](#).

For Contractors:

Before completing the Linksafe site induction, you and your contractors must be **registered** with **MCEC's Contractor Management System (CMS)**. To register your company, email cms@mcec.com.au with the following details:

- Company name
- ABN (Australian Business Number)
- Company representative (person who will be responsible for the documentation)
- Representative email address
- Representative contact number

For any induction-related queries or technical issues, contact +61 3 9235 8062 or email cms@mcec.com.au.

4.12 Safety and wellbeing of our team

MCEC is committed to providing a safe work environment for all employees. This includes ensuring a workplace free from aggression, harassment, discrimination, abuse, or any breach of privacy, physical safety, or mental wellbeing.



To support a mentally healthy work environment, everyone involved in your event, including employees, contractors, and exhibitors, must adhere to the following standards of behaviour when interacting with MCEC employees:

- Treat all MCEC employees and contractors with respect and courtesy.
- Do not use profanity, abusive language, or an aggressive tone.
- Do not use or attempt to use force or physical violence.
- Respect the privacy of MCEC employees.
- Follow reasonable directions from employees to ensure the smooth operation of the event.
- Follow all applicable laws.
- Speak up if you witness poor behaviour towards employees, if you feel safe to do so. Alternatively, alert security by calling **03 9235 8333**.
- If you have an issue that requires intervention, ask an employee to direct you to a manager or team leader.

Please view MCET's [Conditions of Entry](#) for further information.

4.13 Work health and safety

Familiarisation with the contents of the Work Health and Safety (WHS) Manual is a precondition for permission to work within MCEC. After reading the manual and completing the site induction, all individuals working within MCEC buildings should understand the work environment and relevant health and safety considerations, including:

- Emergency procedures at MCEC
- Emergency contacts (identification and sequence)
- Where and when to report incidents and near misses
- Where to park and general housekeeping guidelines
- Personal safety around an event site

4.14 Working from heights

It is essential to identify all tasks requiring work at heights and assess the risk of falls. Organisers must consider factors such as the type of task, physical surroundings, conditions, and required completion time.

The organiser is responsible for ensuring compliance with current OH&S legislation. Hazard identification, risk assessments, and appropriate risk mitigation solutions must be addressed during the planning stages.

Working from heights procedures and approaches:



- Risk control measures should be implemented to first eliminate and then minimise the risk of falls.
- Ladders should only be used when no other safe alternative is practical. The fall height is measured from where the person's feet are supported on the ladder to the level below.
- Organisers must ensure that incident response procedures are in place and that all workers receive proper information, instructions, and training on the risks of working from heights.

5. Cultural practices

5.1 Acknowledgement of Country and Welcome to Country

A Welcome to Country or an Acknowledgement of Country recognises the continuing connection of Traditional Owners to Country. Incorporating an Acknowledgement of Country or Welcome to Country into meetings, gatherings, and events shows respect by upholding the cultural and diplomatic protocols of First Peoples.

Who can do an acknowledgement?

Anyone can acknowledge the Traditional Owners of the land where an event is held. At MCEC, we're on Wurundjeri Woi Wurrung lands of the Kulin Nation. Acknowledging Country is a meaningful practice that recognises the sovereignty of Traditional Owners.

Acknowledgement of Country for MCEC?

We do have an acknowledgement ready for you to incorporate into your event, but we also encourage you to make it personal.

Built on the banks of the Birrarung (Yarra River), Melbourne Convention and Exhibition Centre (MCEC) Acknowledges the Traditional Owners of Narm, the Wurundjeri Woi Wurrung people of the Kulin Nation. We pay our respects to their Elders past and present, and to Elders of all First Nations communities that visit MCEC. We recognise the significance of the Birrarung to Traditional Owners as a life source and a meeting place for millennia and seek to honour this long-standing tradition of building community and exchanging ideas on these lands.

Who can do a Welcome to Country?

A Welcome to Country is a special ceremony only performed by Traditional Owners to welcome visitors to their land. The specific Traditional Owner group varies depending on the event location.

We recommended connecting with and compensating the Recognised Aboriginal Party for that land to arrange a Welcome to Country. For MCEC, it's the [Wurundjeri Woi Wurrung](#).



If you're hosting an event on another site across Victoria and wish to book a Welcome to Country, you can identify the Recognised Aboriginal Party via this helpful [online map](#).

Welcome to Country ceremonies can include speeches, traditional dances, and smoking ceremonies.

Welcome to Country considerations

- Be mindful that each Traditional Owner group or individual must follow specific cultural practices, and there is no 'one size fits all'.
- A Welcome to Country should always be at the beginning of the event.
- Allow ample time for Traditional Owners to provide a meaningful Welcome to Country; avoid limiting it to just a few minutes.

Should you wish to organise a Welcome to Country, you can contact the below organisations for assistance:

- **Aboriginal Affairs Victoria**
- Ph: 1800 762 003
- Email: aboriginalaffairs@dpc.vic.gov.au

5.2 Smoking ceremonies

The Wurundjeri Woi Wurrung peoples of Victoria have practiced Smoking Ceremonies for thousands of years to promote the wellbeing of people and Country. Today, Smoking Ceremonies remain an important ceremony to First Peoples and can sometimes feature as part of a Welcome to Country.

Like a Welcome to Country, they can only be performed by the Traditional Owners of the land on which a meeting or event is held. This can be arranged through the [Wurundjeri Woi Wurrung Cultural Heritage Corporation](#).

If you wish to conduct a Smoking Ceremony for an event held at MCEC, please speak with your Event Planner first. If your event is indoors, smoke detectors must be isolated, and a fire warden must be present. Some spaces in the venue are better suited than others, and our planners can advise you on the best option for your event.

Approved spaces for conducting Smoking Ceremonies:

- All Exhibition Bays
- Melbourne Room
- Sovereign Room
- Plenary
- Courtyard
- Sunken Garden

These rooms are not approved for Smoking Ceremonies:

- All Clarendon Meeting Rooms



- Clarendon Auditorium
- All Meeting Rooms in the Convention Centre
- All Exhibition Bay Hospitality Suites

5.3 Dance and other ceremonies

Many First Nations communities engage in traditional dance or other important diplomatic and cultural ceremonies. The [Wurundjeri Woi Wurrung Cultural Heritage Corporation](#) can help connect you with cultural performers. MCEC has worked with the [Djirri Djirri Wurundjeri](#) women’s dance group before.

For ceremonies involving body paint, speak to your event planner, and they can arrange for dressing rooms to be set up accordingly. Customers will need to provide drop sheets to protect floor coverings and furniture.

6. Operational information

6.1 Adhesive tapes and decals

The use of tapes is permitted; however, only products from the approved tape list may be used to prevent damage to flooring. A list of approved tapes is available below.

Decal materials and adhesives must comply with low-tack guidelines outlined in the [Marketing Opportunities Guide](#).

Organisers may be charged additional fees for damage, cleaning, or removal of non-approved tapes and decals. No adhesive tapes are allowed on walls or ceiling surfaces. All decals must be submitted to your Event Planner for MCEC approval.

Organisers are responsible for sourcing their own tape supply. Some materials, such as AstroTurf, require a layer of PPS Surface Protect (72mm) applied directly to some surfaces before using double-sided tape. If you plan to install materials of this nature, consult your Event Planner.

Approved tapes list

Gaffer Tapes

K969 Super matte gaffer (48mm x 30m)

K969 Super matte gaffer (72mm x 30m)

K969 Super matte gaffer (24mm x 25m)

Hazard Tapes



K185 Cloth hazard (48mm x 25m)

K185 Cloth hazard (72mm x 25m)

Surface Protection Tape

PPS Surface protect yellow (72mm x 50m)

Double Sided Cloth Tape

K330 D/S Cloth tape (48mm x 25m)

S1362 D/S Cloth tape (48mm x 25m)



6.2 Animals

Animals or pets (other than service animals) are only permitted at MCEC as part of an approved exhibit, activity, or performance. All animals must be on a leash or in an enclosed pen and under the control of a handler at all times. They must comply with all legal requirements for exhibition and adhere to relevant acts and regulations.

An animal management plan detailing the animal's purpose, conditions on-site, and waste removal must be submitted to your Event Planner for approval. All waste must be disposed of offsite, and animals are not permitted to remain in the venue overnight or be left unattended at any time. For further information, contact an Event Operations Specialist or your Event Planner.

6.3 Amusement rides

Amusement rides are permitted in the Exhibition Centre bays or external areas but must be approved by MCEC's Safety Manager.

Amusement companies must be registered with the MCEC Contractor Management System (CMS) before operating on-site and provide the following documents for review:

- Occupational health and safety policy
- Certificate of currency for WorkCover policy
- Certificate of currency for public liability insurance (minimum \$20 million)
- Site and event-specific Safe Work Method Statement (SWMS)
- Risk assessment
- Proposed location of amusement rides

Additionally, a certificate of compliance - 1507 must be provided by an engineer to ensure the build complies with all specifications. Special conditions apply for outdoor amusement rides, requiring a wind management plan.

All amusement company staff must be registered in the CMS and complete all relevant inductions via mcec.com.au/event-planning-resources/venue-induction.

For the Amusement Ride Review process, speak with your Event Planner.

6.4 Aerial performers

Aerial artists and acrobats must provide a copy of their public liability insurance and be included in the event's risk assessment. They must also complete the [online site induction](#).

Any rigging for aerial performances must be carried out by an MCEC-accredited rigging company, with plans submitted for review at least 14 days before the event start date.



6.5 Balloons

Balloons are permitted but must be approved by your Event Planner. All balloons must be weighted down to prevent them from floating to the ceiling.

If balloons accidentally activate the venue's fire protection system, the organiser will be responsible for all associated costs, including Metropolitan Fire Brigade attendance.

A minimum \$300 (inc. GST) charge applies if a scissor lift is required to retrieve loose balloons from the ceiling.

For helium balloon inflation on-site, speak with your Event Planner regarding storage and gas cylinder removal.

6.6 Beauty and body art activities

Under the Public Health & Wellbeing Act, Beauty and Body Art activities must be registered with the City of Melbourne if procedures are being performed on members of the public.

- Registration is not required if:
 - Procedures are performed only on staff or hired models.
 - A member of the public applies a tester product themselves.
 - Samples are given away for later use (e.g., goody bags).
- Examples of activities requiring registration include:
 - Hairdressing or barbering
 - Tattooing (cosmetic tattooing, microblading, feathering)
 - Body piercing (including ear piercing)
 - Waxing, IPL, or laser treatments
 - Nail services (acrylic, pedicure, manicure)
 - Skin care services (facials, eyelash extensions, tinting, tooth gems, makeup application)

Registration ensures compliance with all safety and hygiene guidelines to protect patrons' health and wellbeing.

Makeup glam/touch-up stations are permitted to operate without plumbing or a permit. If you plan to include one, speak with your Event Planner.

The City of Melbourne Health & Wellbeing Branch requires the Temporary Personal Care & Body Art Premises Application for Registration form to be submitted at least 8 weeks before your event.

For these activities to take place at MCEC, the following documentation must be submitted to your Event Planner:

Your approved "Temporary Personal Care & Body Art Premises Application for Registration" form from the City of Melbourne



Adherence to the City of Melbourne’s “Operating at a Personal Care & Body Event - Event Operator Guidelines” which include the following:

Artists must have access to a plumbed hand wash basin with warm water, liquid soap, and paper towels, as well as a plumbed general-purpose cleaning sink with hot and cold water. These sinks must be installed in the immediate procedure area.

Sinks located in bathrooms cannot be used as dedicated hand washing or cleaning sinks for this activation. The event organiser must assist with access to mains water and sewer connections and engage a licensed plumber to ensure compliance.

- Flooring that is smooth, impervious, and easily cleanable
- A layout plan showing the location of equipment, fixtures, fittings, and surfaces
- Safety Data Sheet (SDS) for any materials used
- Clinical waste bins, sharps containers, and sterilisation equipment
- Handwashing and equipment wash facilities with hot and cold water
- Inclusion of these requirements in the overall event floorplan
- A risk assessment outlining hazard compliance and other safety guidelines

For more information on the event operator guidelines and registration application, contact the City of Melbourne Health & Wellbeing Events team at 03 9658 9658 or email hsevents@melbourne.vic.gov.au.

6.7 Child minding

Creche facilities

If you plan to offer crèche facilities at your event, you will need to allocate an appropriate room and engage a licensed crèche or child-minding provider. The chosen provider must supply the following:

- Contact details
- Crèche opening and closing hours
- Public Liability Insurance
- Provider approval under the National Quality Framework or licensed registration under the Victorian Children’s Services Act

6.8 Cleaning and waste removal

IKON Services Australia (IKON) is MCEC’s sole cleaning and waste management provider for licensed areas. IKON must be engaged for the entire duration of your tenancy, including move-in, event days, and move-out.



Cleaning of meeting rooms and adjacent foyers (excluding exhibition builds) is included in your space hire. Additional charges may apply for excessive waste, the use of flutter-fetti, streamers, flyers, brochures, or significant food and beverage waste. Charges will be determined based on your event's requirements.

Events held in meeting rooms that include an exhibition component or trestle table display must have a pre-opening and post-event clean. IKON Cleaning Services will ensure that all waste is cleared before and after your event.

For all public and trade events, venue bathrooms, clearway areas, and kiosks must be cleaned and maintained. Your Event Planner will engage IKON to provide this service, with costs charged to your master account.

Refer to the [Event Services Guides](#) for further details and speak to your Event Planner for a tailored quote.

Post show bay scrub

Once your event concludes and all equipment has been removed, IKON Cleaning Services will conduct a bay scrub. This deep clean, using specialist equipment, restores the area to its original condition. The cost will be charged to your master account.

6.9 Fire isolation

Fire isolation is required when operating the below activities as they involve the isolation of the smoke detectors:

- Cooking demonstrations
- Indoor smoking ceremonies
- Steaming and ironing
- Pyrotechnics and SFX
- Smoke/fog machines/haze
- Flutter-fetti cannons (confetti is not permitted).
- Any other activity that may affect the smoke or heat detectors

All fire isolations require a fire warden provided by the venue's event security provider, and a minimum charge of four hours will apply.

Popcorn machines

Fire isolation required for low ceiling spaces (8m or less).

Food trucks

No fire isolation required:

2 or less trucks that have an internal exhaust system, positioned in a high ceiling space (e.g. Main Foyer or Exhibition Bays)



Fire isolation required:

- Any trucks that have no internal exhaust system
- Trucks positioned in low ceiling spaces (8m or less which includes Melbourne Room)
- 3 or more food trucks in a high ceiling space will require isolation

Retail pop up stations

Retail pop-up stations with an inbuilt exhaust fan and up to two cooking stations in a high-ceiling space (e.g. Main Foyer or Exhibition Bays) do not require fire isolation. Any setup with more than two cooking stations must be isolated.

Flued cooking units

Flued cooking units, such as woodfire pizza ovens or charcoal grills, are **not permitted** for indoor operation.

6.10 Haze and fog

Haze is permitted within your event space. Measures must be in place to prevent fluid spills on stage or floor surfaces.

Smoke isolation is required, and a fire warden must be provided by MCEC's event security provider. A minimum charge of four hours will apply.

6.11 Flutter-fetti

Flutter-fetti is permitted in both the Convention Centre and Exhibition Centre but must not be shot into the audience and should remain contained to the stage area. All flutter-fetti must be fire retardant and measure at least 30mm x 20mm.

The use of confetti is not permitted at MCEC.

Smoke isolation is required, and a fire warden must be provided by MCEC's event security provider. A minimum charge of four hours will apply.

A risk assessment must be completed for any flutter-fetti machines used. Additional cleaning charges apply, and your Event Planner can provide tailored quotes upon request. You may be required to provide a sample onsite to confirm compliance with the size requirements.

6.12 Floor plans

Exhibition floor plans must be submitted to MCEC for approval before the event goes on sale. Plans should be provided to your Event Planner no later than 30 days prior to move-in.

Floor plans must be drawn to a 1:200 scale and submitted in PDF and DWG format.

All floor plans submitted for approval must include:

- Event name (as stated in the MCEC license agreement)
- Event open dates



- Details of the organisation that created the plan (e.g., title block of production company or exhibition builder)
- Event space details, including bay number, concourse, and roller door numbers
- Maximum capacity or occupancy
- Location of temporary exit signs
- All build dimensions, including stands, theatres (with ingress and egress), activations, and food and beverage allocations
- Version number and date drawn
- Dimensions of all aisle ways

As per occupancy permit requirements, exhibitions in the Exhibition Centre must comply with the following:

- Aisles must be at least 3m wide
- Clear aisles must be maintained in both directions (north-south and east-west) to provide alternate egress routes, including fire access paths on the north and south sides
- Aisles must be continuous and uninterrupted (avoiding doglegs)
- Exhibitions spanning four or more bays (6000sqm) must provide at least three main aisles in each direction

Exhibitions in the Convention Centre must comply with the following:

- Aisles must be at least 3m wide
- Designated no-build areas must be kept clear to maintain adequate access and egress

General design requirements for all floor plans

- Stand numbers and dimensions
- Location of storage areas and access (storage areas must be enclosed)
- Clearance of at least 1m on either side of audiovisual and electrical cupboards, air returns, and fire hydrants
- Clear access to emergency exits, toilets, public and house telephones, and lifts
- Location of feature areas, including entrance features, registration desks, ticket booths, theming, draping, and signage
- Layout and configuration of seminar areas, including seating arrangements, aisles, entry and exit points, and total number of attendees
- Details of baffles, nibs, and block-off walling
- Location of service pits
- Clearly marked gaps in walls, including measurements



Note: The layout and configuration of the space will impact the maximum number of occupants. Adjustments to capacity or occupancy may be required before written approval is granted.

Concourse build considerations

Drawings and plans of static concourse displays, including all signage displays, must be submitted to your Event Planner for review.

When planning the position of concourse features, please consider the following:

- All structures must be built within a maximum of four metres from the glass side of the concourse along bays 1-20.
- Displays on the bay side of the concourse must not extend past the wall line of the organiser offices along bays 1-20.
- Display structures cannot be placed directly opposite doors 6, 7, or 9, as these connect the Exhibition Centre to the Convention Centre.
- The Northern Concourse along bays 21-26 has limited build areas available. Please discuss options with your Event Planner.

Construction on the concourse is only permitted between 1900 and 0700 and may be further restricted depending on other scheduled events. Your Event Planner will confirm available build times.

All display features, registration booths, entrance features, and other temporary structures built in public areas are the sole responsibility of the organiser. MCEC is not responsible for any theft or damage to temporary structures in public areas. The security of these structures is the responsibility of the exhibitor, organiser, and their contracted security provider.

6.13 Gas cylinders

Approval is required for gas cylinders, and full details must be submitted to your Event Planner at least seven days before your event. Each application will be assessed with public safety as the primary consideration.

The following information must be provided:

- Number of gas cylinders being brought onsite
- Purpose of the gas cylinders
- Dates the gas cylinders will be onsite
- Delivery date and time
- Collection date and time

Gas cylinders delivered onsite may be refused if they arrive without prior approval or if an exhibitor's representative is not present to accept them.

LPG cylinders must not exceed 9kg in size, with a maximum of two per 3m x 3m stand. All LPG cylinders must be tested and inspected every 10 years. The installation and use of gas



appliances and cylinders must comply with **Australian Standard AS 5601-2004 and The Storage and Handling of LPG Gas (AS/NZS 1596:2014)**.

Decanting of LPG cylinders is not permitted within MCEC event spaces or the MCEC loading dock. Vendors using gas for cooking operations may keep one gas bottle on their stand overnight if it is connected to a cooking appliance. Any additional gas bottles must be stored in the gas cages at the MEC Loading Dock or MCEC Expansion Loading Dock. Exhibitors are responsible for transporting cylinders to and from the storage cages.

For events at the Convention Centre, your Event Planner will advise on the appropriate storage location.

6.14 Glitter

The use of glitter on centrepieces or decorations is permitted; however, additional cleaning charges will apply. Glitter must not be used in conjunction with flutter-fetti or thrown amongst crowds or within the event space.

Glitter is often made of plastic and contributes to pollution. Please consider the environmental impact when deciding whether to use glitter at your event.

6.15 Laser shows

Proposals to use lasers must be submitted in writing to your Event Planner or Technology Planner at least one month prior to the event date.

A risk assessment outlining the step-by-step procedure must be completed and submitted to MCEC, identifying all risks and control measures.

If entertainment lasers are directed towards the audience, beams must be aimed above head height to prevent exposure to eyes or skin.

In Plenary, exclusion zones must be established to ensure lasers do not shine directly at the in-built projectors.

6.16 Lighting considerations

A comfortable and safe level of lighting must be maintained in all event spaces. MCEC may request lighting adjustments if necessary.

Bay lights are programmed from the Central Control Room and operate automatically. Your Event Planner will advise you of the final lighting costs after the event. Bays 21-26 use fully dimmable LED luminaires, divided into sections for additional control.

Additional temporary lighting may be installed, provided it is supplied and fitted by an authorised electrical contractor or stand builder.

6.17 Load limits

The Exhibition Bays are designed to tolerate loads of up to 20 kPa or two tonnes per square metre. If your event involves heavy loads, discuss this with your Event Planner in advance.



Written approval from MCEC is required for any heavy or vibrating equipment that could potentially damage the floor or any part of the venue.

6.18 Motor vehicles

Motor vehicles may be displayed as part of your event, provided your licensed space allows for access.

Each Exhibition Bay can accommodate up to 40 standard-sized vehicles, based on a footprint of 3m x 5m per vehicle. For larger vehicles, please consult your Event Planner.

For public safety and security, exhibitors planning to include a vehicle in their licensed space must comply with the following requirements:

- Place a drip tray underneath the vehicle.
- Ensure the fuel filler cap is sealed or secured to prevent unauthorised removal. Fuel must not be decanted or refilled on the loading dock or inside the venue.
- For petrol-fuelled vehicles, the fuel tank must not be more than one-quarter full.
- For vehicles fuelled by ethanol, methanol, or nitro methane, the fuel tanks must be completely empty/purged.
- Motor vehicles powered by flammable gas (e.g., LPG, CNG) may be displayed if the fuel system complies with relevant Australian Standards.
- Provide contact details for the person responsible for delivering and collecting the vehicles.
- When vehicles are displayed on MCEC carpet flooring, protective carpet or boards must be placed under the tyres.
- Do not leave keys in the vehicle. Keys must be left with the event client or provided to venue security in case of emergency.

Please also note the following requirements:

Portable fire extinguishers

The number of fire extinguishers required depends on the number of vehicles and whether they are grouped in clusters or displayed separately.

Fire extinguishers can be hired from fire safety equipment suppliers.

Number of vehicles	Number of extinguishers	Number of drip trays	Fire extinguisher type
1 vehicle solo (not adjacent to other vehicles)	1 per vehicle	1 per vehicle	2.3kg A: B(E) dry powder extinguisher



2 - 4 vehicles clustered	1 per cluster	1 per vehicle	2.3kg A: B(E) dry powder extinguisher
5 - 10 vehicles clustered	2 per cluster	1 per vehicle	2.3kg A: B(E) dry powder extinguisher

For example, if your event has a group of eight vehicles in one area, another group of two vehicles in a separate area, and a single vehicle, you will require four fire extinguishers.

Electric vehicles

The display of electric vehicles (EVs) is permitted in the venue. The following requirements must be adhered to when displaying EVs:

- Charging of EVs is not permitted anywhere in the venue.
- EVs displayed at events must have a low state of charge (SOC), ideally below 50%, to minimise energy and reduce risks in case of a fault.
- Lithium-ion battery (LIB) vehicles must be shipped with a SOC below 30%.
- EVs must be staggered or spaced at least 2 metres apart.
- EVs with LIBs that are subject to a battery recall, have been in accidents, or have known issues must not be displayed.
- A F500 lithium-ion fire extinguisher must be displayed alongside EV.
- A drip tray is not required for EV displays.
- Hybrid vehicles also require a fire extinguisher and a drip tray.

Move in and move out

The exhibitor or organiser must operate their vehicle during move-in and move-out under the guidance of an MCEC Logistics team member. Keys must not be left in the vehicle while it is on display.

6.19 Naked flames and candles

Naked flames

Naked flames include cooking equipment, barbecues, heaters, candles, and oil burners. If smoke detectors are isolated for these activities, a fire warden must be provided by MCEC's event security provider, with a minimum charge of four hours.

If you plan to use any of these elements within your event, please inform your Event Planner and adhere to the following requirements:

- A fire extinguisher and/or fire blanket must be kept on the stand in an area accessible to the public. The fire extinguisher must be properly signed.
- The stand must never be left unattended while the flame is alight.
- No flammable materials shall be within one metre of the flame.
- Flames must be extinguished at least 15 minutes before vacating the stand at the end of the day.



- Flames must be positioned to prevent public contact with the flame or any surface that could cause burns or ignite clothing. Suitable guarding must be in place and approved by MCEC.
- Cooking facilities must have an automatic emergency cut-off switch.
- Appropriate first aid equipment must be available on-site.

Candles

Small tea light candles in holders are permitted; however, large candelabras will require a fire warden to be present. The lighting and maintenance of candles used for theming or centrepiece design are the responsibility of the organiser. Please speak to your Event Planner for more information.

6.20 Poster board displays

Poster board displays must be included on a floorplan for approval with occupancy. All types of poster boards are permitted, but they must be of a high standard of presentation and not appear tattered.

6.21 Rigging

Rigging is considered a high-risk activity and must be carried out by an MCEC-accredited rigging company. Your Event Planner can provide a list of accredited companies permitted to work at MCEC.

All rigging plans and associated safety documents must be submitted to MCEC for review 10 days prior to the event start date. Final amendments must be submitted three business days before bump-in.

For more information, contact the MCEC Rigging team at rigging@mcec.com.au

Exhibition Centre

- There are 13 beams in each of bays 1-20, each capable of supporting a 2000kg point load with a 2000kg area load. Refer to engineering reports for details.
- Each Exhibition Bay (1-20) has 22 eye bolt rigging points in the ceiling, each supporting a 25kg load for banners or signs.
- Bays 21-26 have 14 beams, each supporting a 2000kg point load within a 6m x 6m grid. The Goldfields Theatre has pre-installed rigging on some of these beams.
- Banner hanging points are positioned on the concourse roof opposite each set of entry doors leading to the Exhibition Bays (10 sets of entry doors).
- There are 19 banner hanging points, with two for each set of doors 1-9, and one for door 10. Each point has a maximum load limit of 5kg, and only lightweight materials may be used.
- Only existing rigging points may be used for exhibition signage. These points are delicate and easily damaged.



The organiser will be responsible for any costs associated with damage.

MEC Concourse

Banner hanging points are located on the roof of the concourse, opposite each set of entry doors leading from the concourse to the Exhibition Bays. There are 10 sets of entry doors in total.

There are 19 banner hanging points, with two for each set of doors 1-9, while door 10 has only one. These points have a load limit between one and five kilograms and only lightweight materials such as silk can be used for banners.

MECE Concourse

Hospitality Suites cantilever above the Exhibition Centre concourse, offering rigging opportunities for signage and branding.

- Hospitality Suites 6-8 each have two 100kg chain motors (eight in total), which can be lowered remotely without the need for elevated work platforms.
- Additional 100kg capacity eyelets are available throughout the concourse area adjacent to Bays 21-26.

Hub

Integrated rigging points are available throughout the Hub space. There are 10 chain motors with cable reticulation that can be used for signage or theatrical purposes, with point loads of up to 500kg.

For more details on rigging in this space, speak with your Event Planner.

6.22 Public address system

The Exhibition Bays have a public address system for announcements and music, which can be operated from the organiser's office via the bay's PA system. This system is for use inside your contracted bays only. Music and announcements cannot be broadcast on the concourse or in public areas.

For more information, speak with your Technology Planner.

6.23 Pyrotechnics

Proposals to use pyrotechnics, flammable gas, smoke generation, naked flames, or other special effects must be submitted in writing to your Event Planner before the event date.

Different notice periods apply depending on the level of risk associated with the activity.

High-risk activities (30-day notice period required):

- All aerial shells



- Chinese firecrackers
- Ground display fireworks
- Aerial salutes

Medium-risk activities (10-day notice period required):

- Flame/fireball effects
- Theatrical pyrotechnics

Low-risk activities (5-day notice period required):

- Cold sparks
- Jets/cannons (CO₂)
- Flutter-fetti
- Smoke Jet/Vertical Fogger

This is not a comprehensive list. Individual requests will be reviewed on a case-by-case basis, as there can be subtle differences between activities based on the contractors involved.

The use of pyrotechnics or other special effects requires the isolation of smoke detectors in the area and surrounding spaces. A fire warden must be provided by MCEC's event security provider, with a minimum charge of four hours.

A risk assessment and Safe Work Method Statement (SWMS) must be completed and submitted to MCEC, outlining the step-by-step procedure and identifying all risks and control measures.

A Safety Data Sheet (SDS) must also be provided for any chemicals or flammable substances used.

6.24 Risk assessments

For events involving high-risk activities, a risk assessment schedule must be provided covering:

- The concept of the event
- The contents of the event
- Details of any dignitaries or high-profile guests
- Any controversial aspects of the event, such as political, environmental, or social impact
- Movement and traffic management of plant, equipment, or vehicles

A risk assessment template is available from your Event Planner. If event requirements change before or during the event, an updated safety data sheet or secondary event risk assessment must be submitted before any changes in work can be approved.



6.25 Room turnaround charges

Each room included in your space hire charge plan comes with an initial complimentary setup before the start of your tenancy. If you require a room setup change during the day, this can be arranged for an additional fee.

Your Event Planner can provide a quote and confirm the timeframe required to complete the turnaround. Additional time may be necessary for moving operable walls.

6.26 Security

For events 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 security and/or guest control, as well as for Responsible Service of Alcohol (RSA) requirements. Licensed security contractors must be employed during the event's licensed period, move-in and move-out times, and when the concourse or loading dock roller doors are open.

Refer to your Event Planner for more information about security at the Exhibition Centre and for a list of accredited security providers. The final security schedule must be submitted to your Event Planner for MCEC approval and confirmation.

6.27 Smoking Policy

MCEC is a non-smoking venue, except for the sunken garden. This policy applies to traditional cigarettes, electronic cigarettes, and vaporisers. All requirements outlined in the Smoke-Free Environment Act 2000 and Smoke-Free Environment Regulation 2016 must be followed.

6.28 Storage

It is recommended that exhibitor and production storage be factored into your floor plan or allocated within auxiliary rooms.

Limited open-air storage is available at the Exhibition Centre loading dock, with charges applicable. For more information, contact the Exhibition Centre logistics team at mecdockenquiries@mcec.com.au.

6.29 Swipe cards

Swipe cards can be issued to access your licensed areas. Doors can remain online (locked), with access restricted to swipe card holders, allowing you to control who enters your space.

6.30 Ticketed events

MCEC is not contracted to a ticketing company and does not take commissions on ticket sales. If your event requires ticket sales, you must appoint a ticketing agency.

- Ticket printing guidelines apply - refer to [Ticket Design Guidelines.pdf](#)



- Ticket proofs must be submitted to your Event Planner for approval before tickets go on sale
- A minimum two-hour turnaround is required between events to allow for safe patron egress and venue cleaning, including foyers and facilities

6.31 Use of combustible fuels

The use of flued gas appliances in the exhibition bays or anywhere inside the venue is prohibited unless an exemption has been approved for an exhibitor by Energy Safe Victoria (ESV).

The use of brickettes, wood, and charcoal for demonstrating non-flued appliances is permitted upon completion of permit approval and submission of appropriate mitigation and safety documentation.

The use of brickettes, wood, and charcoal for demonstrating flued appliances will be assessed on an event-by-event basis in consultation with the organiser or exhibitor. Any exemptions from ESV will be considered, along with MCEC's mitigation processes and preplanning checks to ensure all risks and hazards are safely managed.

For all vehicles displayed indoors or in the exhibition bays, the fuel tank must not exceed one-quarter full upon arrival.

6.32 Unmanned aerial vehicles (UAV or drones)

The static display of drones or UAVs is permitted. However, specific parameters must be followed for their operation and demonstration to ensure the safety of guests and exhibitors.

Refer to the Civil Aviation Safety Authority for further details: [CASA Drone Rules](#)

For information on UAV operating procedures at MCEC, contact your Event Planner.

6.33 Utilities

Cable Reticulation

Bays 21-26

Due to the building structure, temporary cable reticulation differs from Bays 1-20. This section of the Exhibition Centre is situated above a car park, allowing cable reticulation via cable trays accessed through the car park.

Bays 21-26 are located above a retail shopping centre (DFO), meaning there is no access underneath for cable reticulation. Instead, a series of trenches and pits provide access to a sub-floor network, allowing cables and hydraulic services to be routed from primary pits to secondary pits.

Ceiling Pits



Each bay in Bays 21-26 has 28 ceiling pits, positioned at each end of the rigging beams. The pits alternate with the following services:

- 1 x 50A 3-phase / 1 x 32A 3-phase power
- 6 x Cat6 data connections
- 1 x 6-core fibre connection

Lower and upper service tunnels

Bays 1-20

These areas contain high-level services, including high-amp three-phase power. Access is restricted to qualified electricians and requires prior arrangement with MCEC, along with an approved safety plan.

Discuss any access requirements with your Event Planner.

Outside broadcast

The loading dock adjacent to Bays 21 and 22 is equipped with the necessary services for outside broadcasts. These include:

- 1 x 200A Power Lock
- 1 x 6-core fibre connection
- 1 x connection point for a temporary generator to integrate with the building supply

Power

- Power for exhibition stands, foyer features, and registration desks must be arranged through your appointed stand builder or production company.
- Floor and roof power will be isolated at the end of each day and reinstated two hours before show opening. These procedures mitigate risks associated with power remaining on overnight. The timing of isolation and energisation can be coordinated with your Event Planner.
- Power for foyer features or registration desks must be arranged through your appointed stand builder or production company.
- Power for trestle table displays or registration desks supplied by the venue can be arranged through your Technology Planner, and charges may apply.

Service pits

Services to support event-related requirements are supplied to the Exhibition Bays through in-floor service pits.

Bays 1-20

- 30 primary in-floor service pits per bay provide services to exhibitors' stands



- 54 secondary pits per bay allow cabling to be brought up to other locations in a north-south direction only

Bays 21-26

- 30 primary in-floor service pits per bay provide services to exhibitors' stands
- 48 secondary pits per bay allow cabling to be brought up to other locations in a north-south direction only

The network of primary and secondary pits maintains a 6 x 9m grid. Each primary service pit is equipped with the following services:

Service	Description	Note
Power Bays 1-20	1 x 50A three phase outlet per service pit 1x15A single phase (general purpose) outlet per service pit	Additional power can be run to primary or secondary service pits as required, including additional three phase power. The three-phase power can remotely be switched on/off per bay.
Power Bays 21-26	1 x 50A three phase outlet per service pit 1 x 32A three phase outlet per service pit 2 x 15A single phase (general purpose) outlet per service pit	Additional power can be run to primary or secondary service pits as required, including additional three phase power. The three-phase power can remotely be switched on/off per bay.
Communications: telephone, internet, data Bays 1-20	6 x RJ45 category 5 data ports	High speed broadband, digital telephone, fax, EFTPOS and ISDN connections. Digital TV signal.
Communications: telephone, internet, data Bays 21-26	6 x RJ45 category 6 data ports 1 x 6 Core single mode Fibre per service pit	High speed broadband, digital telephone, fax, EFTPOS and ISDN connections. Digital TV signal.
Drainage Bays 1-20	1 x 100mm drainage grate, discharge rate 6l/s	Connection also possible via 40mm VSP male nipple over grate.
Drainage Bays 21-26	1 x 50mm drainage outlet, discharge rate 6l/s	Connection also possible via 40mm fitting.



Compressed air	1 x 690kPa industrial quality air, 15mm ball valve (half inch BSP female) on 15mm galvanised steel piper risers, delivers 25l/s, 2-3 degrees, maximum pressure 700 kPa (7bar)	Air lines connected to this service must take pressure up to 700 kPa.
Natural gas	Bays 1-20 natural gas connections are located in the carpark beneath. Connection points for 21-26 are located at the north and south of bays.	Brought to service pits by arrangement with MCEC.

Additional services can be arranged through your Event Planner. Charges apply for most services, and these are detailed on the MCEC Exhibitor Services page. Only licensed contractors approved by MCEC may access power, water, or other services on the exhibition floor.

Water

Water supply to stands can be arranged through the in-floor service pits by coordinating with your Event Planner. Water cannot be taken from fire hydrants or hose reels without written approval from MCEC.

6.34 Venue condition report

At the start of the licensed period, a member of the MCEC logistics team will conduct an inspection of the licensed area and complete a condition report. This report must be signed by both the organiser and MCEC.

All parties are responsible for reporting any damage during the licence period. The organiser is responsible for any damage that occurs within the licensed area.

At the conclusion of the licensed period, a final inspection of the licensed area will be conducted by the organiser and MCEC.

6.35 Weapons

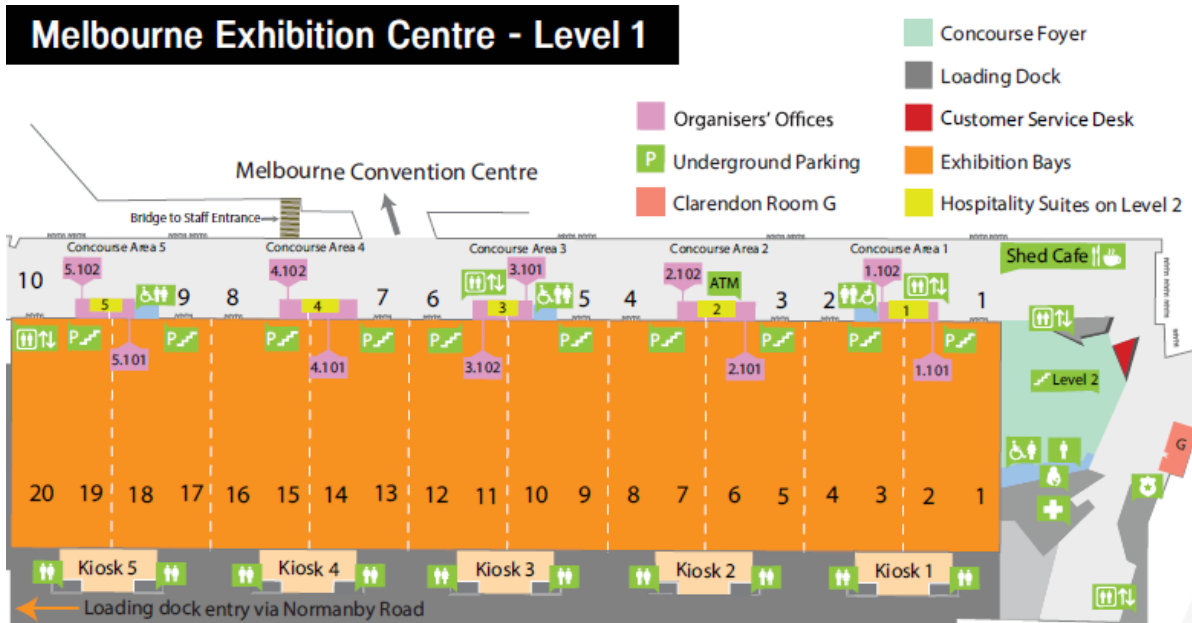
MCEC has a weapons policy that may restrict the use, display, or sale of weapons within your licensed space. Contact your Event Planner for more information.



7. Rooms and spaces

7.1 MEC - Exhibition Bays

Bays 1-20



Concourse foyer (inkwell)

The concourse foyer is located at the Clarendon Street end of the Exhibition Centre. It provides 676sqm of floor space, making it suitable for registration, promotional events, and other pre-function uses. Refer to your space hire charge plan for allocation details.

The ceiling height is 2.78m. Limited 10 amp and 3-phase power is available, with power locations needing consideration when assigning exhibitors. There are no floor pits, but some power points are available on the pillars, and 3-phase power is available in the ceiling.

Concourse loading doors

Loading doors are located adjacent to Concourse Doors 3 and 8 and are used for moving large display items, such as cars or build materials, onto the concourse.

Doors adjacent to Concourse Doors 3 and 8:

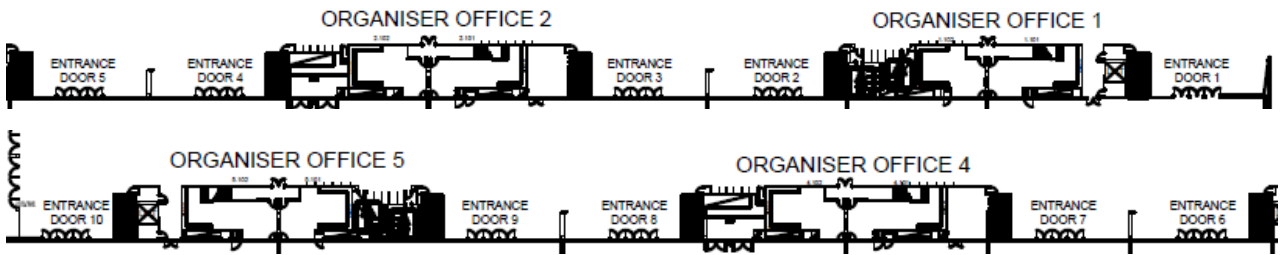
- Width: 5.4m
- Height: 3m (maximum clearance under bulkhead is 2.8m)

Building permit conditions restrict the use of these doors to loading only. They must not be used for guest access or egress during an event. If you require the use of these doors, please speak to your Event Planner.



Concourse entry doors

There are 10 sets of entry doors that provide access to Exhibition Bays 1-20. Height clearance through the doors is 2.1m, the total width of the entrance doors is 1.5m.

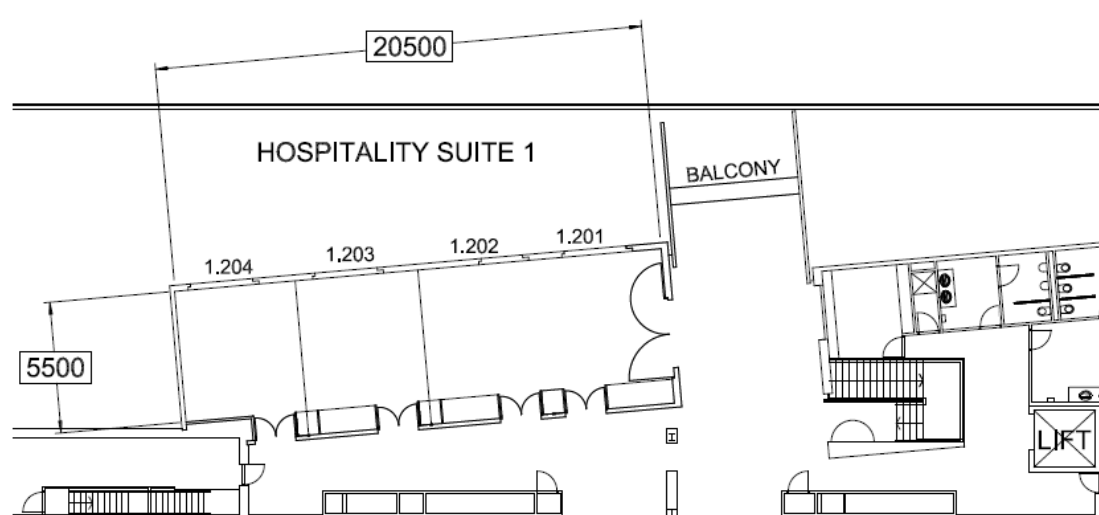


Dimensions

Description	Area	Length	Width	Maximum roof height	Client hanging height
Total space (Bays 1-20)	30,000sqm	84m	358m	18m	11.5m
Per bay	1,500sqm	84m	18m	18m	11.5m
2 bays	3,000sqm	84m	36m	18m	11.5m

Note: Height varies due to building architecture. Clear hanging height is 11.5m (floor to bottom of wall track).

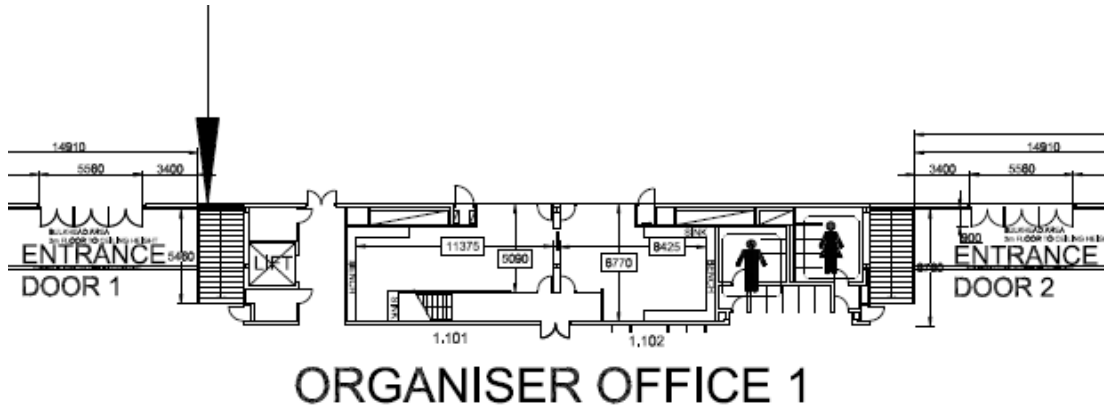
Hospitality suites



Five 100sqm hospitality suites for bays 1-20 are located on level one, above organiser offices 1-5. The hospitality suites overlook the Exhibition Bays and concourse. Suites 1, 2, 4 and 5 can be divided into three separate spaces with operable walls. Suite 3 can be divided into two separate spaces.

The rooms feature blackout blinds for presentations, lift access from the concourse (next to organiser offices 1, 3 and 5), toilets, telephone and data points. Note there is no direct access to the Exhibition Bays from these rooms.

Organiser offices



Five 120sqm organiser offices are accessible from Exhibition Bays 1-20, providing access to power, telephone and data connections, a sink, boiling water unit and bar fridge.

7.2 MEC - Meeting Rooms

Clarendon auditorium

The Clarendon Auditorium provides tiered seating for 466 people. Some seating may be removed if requested at an additional fee. Blinds can be lowered to reduce the capacity in the room. Please speak to your Event Planner for more information.

The foyer adjacent to the auditorium is accessed by the main staircase from the Exhibition Centre foyer and provides 800sqm of space.

Dimensions

Ground Level

Room	Length	Width	Height
Clarendon Foyer	26m	26m	2.7m
Clarendon Room G	14m	17m	3m
Eureka Meeting Room 1	18.2m	9.9m	5m
Eureka Meeting Room 2	18.2m	9.9m	5m
Eureka Meeting Room 3	18.2m	9.9m	5m
Courtyard Meeting Room 1	10.4m	7.2m	5m

Courtyard Meeting Room 2	10.4m	7.2m	5m
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Level One

Room	Length	Width	Height
Clarendon Auditorium	25m	16m	4.3m
Auditorium Foyer			4.4m
Clarendon Room C	8.7m	8.7m	2.7m
Clarendon Room D	13.1m	7.5m	2.7m
Clarendon Room E	13.1m	6.5m	2.7m
Clarendon Room D & E	13.1m	14.9m	2.7m
Clarendon Room F	8.2m	5.5m	2.7m
Hospitality Suites 1-5 (each)	20m	5m	3m
Hospitality Suites 6-7 (each)	14.6m	9.3m	4.5m
Hospitality Suite 8	13.9m	9.3m	4.5m
VIP suites 1-2 (each)	8.2m	8.2m	4.5m

Level Four

Room	Length	Width	Height
Clarendon Room A	17m	8.5m	4.5m
Clarendon Room B	17m	8.5m	4.5m
Clarendon Rooms A&B	17m	17m	4.5m
Clarendon Room	16m	7.3m	4.5m

Lifts

Area	Length	Width	Height
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Clarendon lift (behind Customer Service desk) door opening	1.5m	2.22m	2.5m
		1.08m	2.1m
Convention Centre dock lift door opening	2.2m	1.6m	2.5m
		1.4m	2.4m
Eureka Meeting Rooms service lift door opening	2.2m	1.6m	2.5m
		1.4m	2.4m
Eureka Meeting Rooms goods lift door opening	3.5m	2m	2.5m
		1.6m	2.4m

The front of house lifts are located behind the Customer Service desk and provide access to levels two and five. The lift on the left-hand side, when facing the lifts, is the largest and offers additional space. There are no back of house lifts.

Meeting room doors

Room	Width	Height
Eureka Meeting Rooms (front of house)	1.8m	2.6m
Eureka Meeting Rooms (back of house)	1.8m	2.6m
Courtyard Meeting Rooms (front of house)	1.8m	2.6m
Hospitality suites (front of house)	1.8m	2.6m
Sovereign Room (front of house)	1.8m (four sets)	2.6m
Sovereign Room (back of house)	3m	2.6m
Sovereign Room (vehicle access door)	2.6m	2.6m
Clarendon Room A	2m	2m
Clarendon Room B	2m	2m
Clarendon Room C	1.7m	2m
Clarendon Room D	1.8m	2m
Clarendon Room E	1.8m	2m
Clarendon Room F	1.7m	2m



Dividing operable walls

The following rooms are divided by an operable wall that folds away entirely when in combined mode. The wall does not have a door, so when in place, there is no connection between the two rooms:

- Clarendon Rooms A&B
- Clarendon Rooms D&E
- Eureka Room 1&2
- Eureka room 2&3
- Courtyard Room 1&2
- Hospitality Suite 6&7
- VIP Suites 1&2

Lighting

Lights inside the meeting rooms can be adjusted via the AMX panel at the back of the room or at the intelligent lectern. Multiple pre-set lighting functions are available for presentations and displays.

To save power and costs, lighting in exhibition bays can be reduced to 25% or 50%. For multi-day events, organisers should request that power be turned off overnight in the exhibition bays.

Load limits

The Exhibition Centre meeting rooms are designed to tolerate loads of up to 5 kPa or 0.5 tonnes per square metre. If your event involves heavy loads, discuss this with your Event Planner in advance.

Written approval from MCEC is required for any heavy or vibrating equipment that could cause damage to the floor or any part of the venue.

Rigging

Banners in the auditorium can be installed on either side of the main stage from the upstage lighting bar. There are no rigging points in the Exhibition Centre meeting rooms.

For more information, contact your Technology Planner or reach out to the MCEC Rigging team at rigging@mcec.com.au.

Move-in and move-out considerations

There is no back-of-house access to the Exhibition Centre meeting rooms except for the Eureka Meeting Rooms. When planning move-in and move-out, consider the following:

- Access for stand builders is permitted before 0700 and after 1900. Speak to your Event Planner for access outside these times. These access times apply to both the lifts and loading dock.
- Due to the small lift size, items must be unloaded at the base of the stairs and carried up by hand. Adhering to access times is essential.



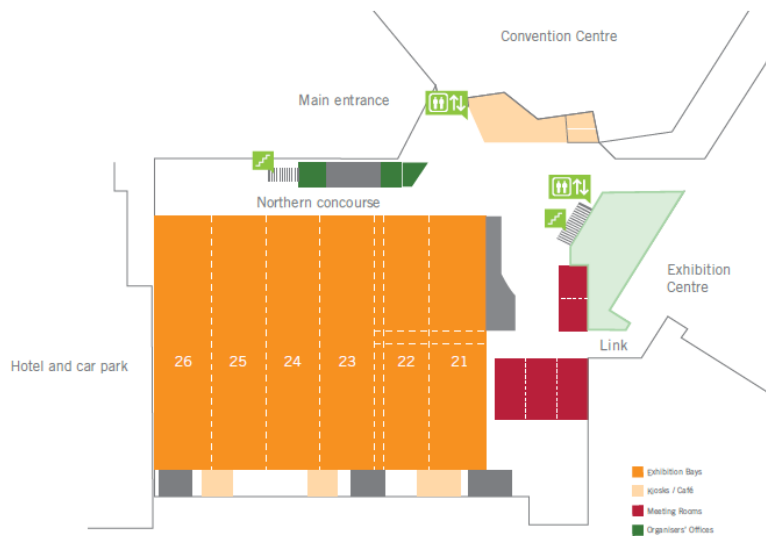
- Security is required for bump-in and bump-out of exhibitions and displays in the foyers.

Utility services

Power and data connections in the Exhibition Centre meeting rooms are provided via wall outlets. There are no service pits, and water is not available. Your Event Planner can provide a floor plan indicating the location of power outlets.

7.3 MEC Expansion - Exhibition Bays

Bays 21-26



Concourse loading doors

Loading doors are located adjacent to Concourse Doors 18. These are used to move large display items (e.g. cars) and/or build materials onto the concourse.

Door adjacent to concourse Door 18:

- Width 2.8m
- Height 3m

Building permit conditions restrict the use of these doors to loading only. They must not be used for guest access/egress during an event under any circumstances. Please speak to your Event Planner if you require the use of these doors.

Concourse entry doors

There are nine sets of entry doors that provide access to Exhibition Bays 21-26. Doors 15-19 are considered the main entry points for exhibitions in Bays 21-26. Space is allowed at the front of each of these doors for entrance features to be built as required. Height clearance through the doors is 2.7m and width is 1.6m.

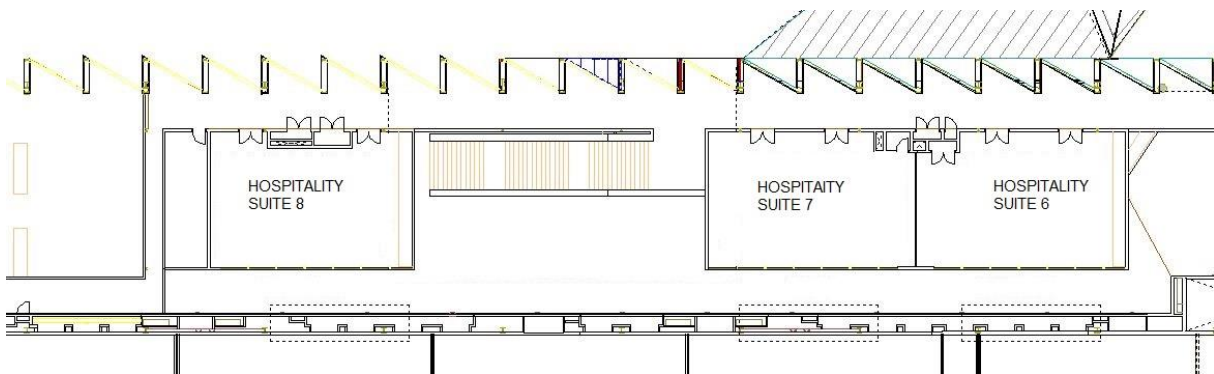


Dimensions

Description	Area	Length	Width	Maximum roof height	Client hanging height
Total space (Bays 21-26)	9000sqm	84m	108m	18m	11.5m
Per bay	1,500sqm	84m	18m	18m	11.5m
2 bays	3,000sqm	84m	36m	18m	11.5m

Note: Height varies due to building architecture. Clear hanging height is 11.5m (floor to bottom of wall track).

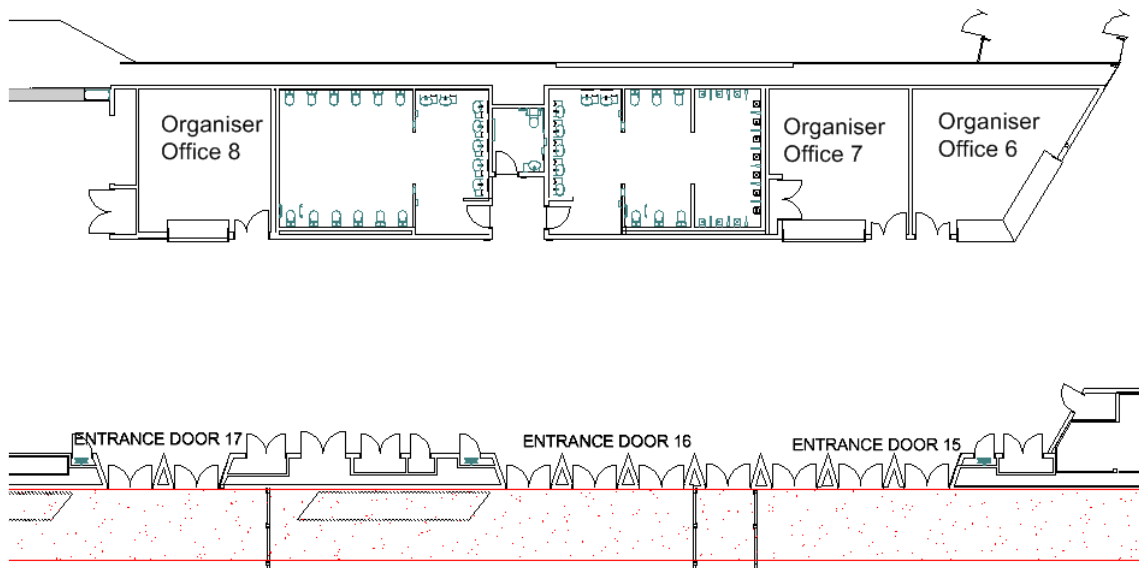
Hospitality suites



Three 130sqm hospitality suites are located on level 1, above organiser offices 6-8. Suites 6 and 7 can be combined into one large space with an operable wall.

Access doors to both spaces can be secured and accessed via swipe cards which can be organised by your Event Planner.

Organiser offices



Three 30sqm organiser offices are located on the northern concourse located opposite Doors 15, 16 and 17 to service bays 21-26.

Each office has operable panels at the front which can be opened to act as a service counter which can be used as a ticket/registration window.

Pin code pads

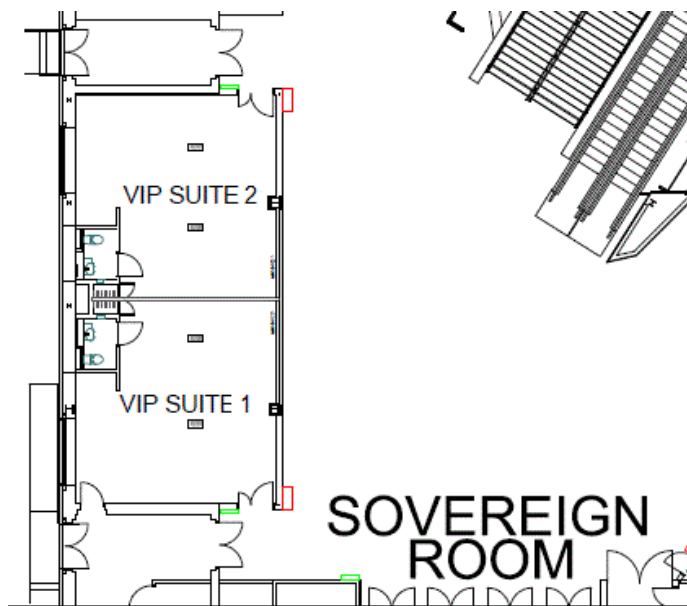
Pin code pads are available for concourse door access to the Organiser Offices along Bays 1-20. If you have an event in these Exhibition Bays, you may wish to use the pin code pad instead of a swipe card. This is particularly useful if you have multiple team members who need access to the Organiser Office or if you are using the Hospitality Suite for sponsors or exhibitors.

Public spaces

The concourse of the Exhibition Centre is a public space that provides access to the South Wharf Precinct. Entry doors can be secured upon request but require operational approval and are considered on a case-by-case basis.

The concourse also provides access to the public underground car park, which is open 24 hours a day and managed by Wilson Parking. Out-of-hours access to the car park is via Door 1, with times dependent on event activity.

VIP suites



Two VIP suites serve as support rooms for the Sovereign Room. Each suite is equipped with an ensuite and lounge furniture. VIP Suite 1 has a discreet entry, allowing guests to access the Sovereign Room without passing through front-of-house areas. An operable wall divides the two suites, which can be opened to create a single larger space.

7.4 MEC Expansion - Goldfields Theatre

The Goldfields Theatre is located within Bays 21-22 and provides tiered seating for 1023 people. The theatre can be reconfigured to accommodate smaller numbers. For more details, speak to your Event Planner.

7.5 MCC - Plenary

Plenary has a total seating capacity of 5,500 and can be divided into three self-contained theatres: one with a capacity of 2,500 and two accommodating up to 1,500 guests each.

Seating arrangements can be adjusted for cabaret, conventions, theatrical productions, or sporting events. Retractable seating and floor movement allow for various configurations.

There are multiple access points for guests requiring wheelchair access. Assisted-hearing facilities are also available.

Auxiliary rooms

Several auxiliary spaces are located adjacent to Plenary. Room allocations are detailed in your space hire charge plan. All rooms are fully furnished, and floor plans and furniture lists are available upon request from your Event Planner.



Dressing rooms

Two group dressing rooms are available, each accommodating up to 15 people. There are also two individual dressing rooms for principal speakers or lead artists. All dressing rooms include full-length make-up mirrors, showers, and toilets.

Green rooms

Two green rooms are available, each accommodating up to 30 people. Guests in the green rooms have access to male and female toilets, showers, change rooms, and a kitchenette.

VIP suites

Two VIP suites are available, each accommodating up to 30 people. Each suite includes male and female toilets, showers, change rooms, and make-up mirrors.

Speakers' Preparation Room

A dedicated Speakers' Preparation Room is provided for speakers to prepare for their presentations.

Plenary lounge A and B

A lounge area with casual furniture is available and can be used as a respite area for cast and crew or as a space for after-show gatherings and cocktail parties for up to 70 people. The lounge can also accommodate up to 50 guests' banquet-style for catering and can be themed with mood lighting. Speak to your Event Planner for more details on how this space can be used for your event.

Additional furniture

MCEC offers a wide range of furniture, including stools, lounges, and tub chairs. Speak to your Event Planner for more information.

Crowd control

A crowd control barrier is required at the front of the stage when Plenary is in General Admission (GA) standing mode or when deemed necessary by MCEC's Security Manager. A 28m Framelock Barrier with two variable hinges is available. Speak to your Event Planner if this is required.

Customer Service staff

For events in Plenary, MCEC Customer Service staff will assist with seating and work alongside security in the event of an emergency.



For allocated seating and ticketed events, MCEC recommends three Customer Service employees per entry door. Charges apply, and a quote will be provided based on estimated numbers, timings, and event requirements.

If your ticketing company provides staff to scan tickets, a minimum of one employee and scanner per door (up to 16 doors) is required. MCEC will then provide two additional Customer Service employees per door, with charges applying.

Entertainment

Inform your Event Planner or Technology Planner about any entertainment planned for your event. Performances may be allowed in foyer areas or public spaces, provided no amplification is used and pending consideration of surrounding events. If amplification or larger-scale entertainment is required, discuss this with your Event Planner.

Specific artist requirements, including performance riders, should be submitted as early as possible. MCEC can tailor catering to meet artist requirements. As MCEC holds exclusive catering rights, no external food or beverage is permitted in the venue.

Merchandise

Display benches and furniture are available in the Main Foyer for the display and sale of event merchandise. MCEC does not take commissions on merchandise sales.

Operable walls

Two internal double-operable walls allow Plenary to be divided into three individual spaces. The walls are acoustically treated to minimise disturbance to neighbouring events.

Power

Your Technology Planner can provide a floor plan indicating available power locations. Outside Broadcast power is located in the loading dock, approximately 10 metres from the stage door.

Registration desks

Mobile registration desks are available for events in Plenary. These modular units can be assembled in various configurations and can include power, data connections, storage cupboards, and chairs.

Due to their modular design, the units cannot be locked and should be staffed at all times.

Event signage can be displayed in the removable A4 (landscape) signage holders. Corflute signage can be installed along the top of the storage cupboard tracks or at the front of the registration desks.

For more information about dimensions or to reserve a registration desk, contact your Event Planner. If your event is not in Plenary, registration desks are assigned on a first-come, first-served basis.



Reserved seating

Reserved seating hats are available to mark designated seats. Availability is limited, so please speak to your Event Planner for more information.

Rigging

Catwalks / fly gallery

Plenary is equipped with seven dedicated lighting bridges and a fly gallery. This infrastructure supports heavy loads and allows for sophisticated rigging for concerts and other major performances.

Fly system

- 30 x assisted rigging bars (fly lines) above the main stage
- 5 x assisted rigging bars (fly lines) Front of House (FOH) (Plenary 1 and Plenary 3)

Note: fly system is not suitable for flying people.

Proscenium

Proscenium height: 9.5m from stage at standard height (10.5m from floor level).

Technical grid

- Height to underside of technical grid: 15.9m from stage
- Max trim height of fly bars: 14m from stage

Seating distances

The distance from the front row of seats on the flat floor to the downstage edge is 1.8m (6') when the pit lifts are up, or 4.5m (15') for the standard stage configuration for a concert*.

*Standard configuration for a concert: Pit lift 2 at floor level, all other stage lifts at 1000mm.

Stages

Plenary stage

Stage width	Stage depth	Prompt/opp prompt wing width	Prompt/opp prompt wing depth	Orchestra pit max depth	Stage to technical grid height	Fly gallery height
18m	12m	10m	12m	1.75m	16m	7.6m

Surface

- Masonite - painted matte black
- Stage must not be screwed or nailed into
- Tenacious K969 tape must be used (can be supplied if required)



Loading capacity

- 7.5kPa when elevated
- 20kPa when flat (ground level with loading dock and flat floor).
- Rake 0 Degrees

Tormentor panels (masking)

Removable tormentor panels are located at the front of the stage to change proscenium (front of stage) from approximately 18m wide up to 38m wide. The tormentor panels are located on each side of the main stage. These tormentor panels can be either in or out (i.e. we cannot take out one panel at a time) to change the width of the stage. Please speak to your Technology Planner for more information or for special requests.

Stage setup / moves

The stage will be pre-set to your desired height, which can be arranged with your Event Planner.

MCEC employees do not control stage movement, so last-minute changes on-site may not be possible. Any adjustments require contractors to be called, and charges may apply.

If stage height changes are needed during setup or bump-in, they must be arranged in advance with your Event Planner or Technology Planner.

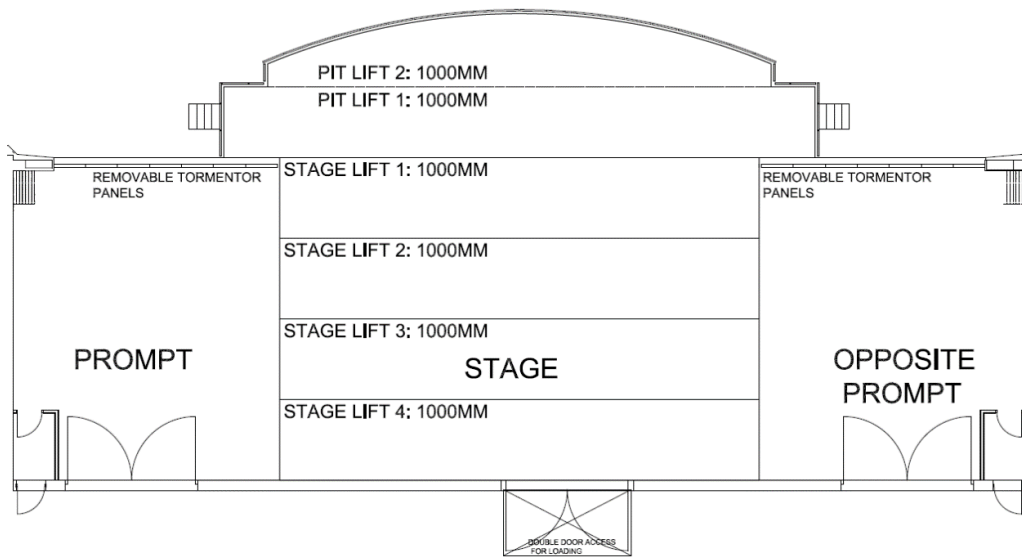
Stage crossover

A 2m(W) x 2.5m(H) stage crossover runs behind the stage allowing movement from one side of the stage to the other.

Main stage (Plenary 2 and Entire Plenary)

The main stage is made up of four mechanical elevators providing flexibility in stage configurations and height. There are also two forestage elevators that can be lowered to create an orchestra pit.





The forestage has two mechanical sections consisting of a 22m rectangular section and a 19m wide curved section. When in orchestra pit mode, the forestage is 1.75m below flat floor level. A safety barrier is also installed with a finish height of 1m above flat floor level.

- Total overall stage width - 38m (124ft)
- Total overall stage depth - 12m (40ft) not including orchestra pit/thrust

Plenary 1 and 3 stage

Demountable stages are provided in Plenary 1 and 3. The demountable stage floor has hinged openings to enable cables to be passed through to the service pits below.

Stairs with a handrail provide access to the stage from floor level.

Stage width	Stage depth	Stage height	Prompt/opp prompt width	Prompt/opp prompt depth
10m	7.5m	1m	12m	8m

All stages in Plenary are wheelchair accessible however please advise your Event Planner should you have a speaker requiring this access so that a wheelchair lifter can be arranged if required.

Sub-divisional blinds

Blinds can be lowered at the fixed tiered seating and balcony level to conceal unused seating. These blinds are fully motorised and controlled from the AV desk. Preferred blind positions should be confirmed before the event with your Event Planner or Technology Planner.

Translation booths

There are six locations for temporary interpretation booths, each with hardwired electronic patching points. Up to two booths can be installed per Plenary, accommodating two translators per booth.

- Internal dimensions: 1600mm (length) x 1600mm (depth) x 2000mm (height)
- The booths sit on a removable floor platform, allowing for ventilation
- Additional ventilation is available through a removable system on the roof
- Plenary seats may need to be removed depending on the booth location

Installation must be arranged in advance via your Technology Planner.

VIP lift

A VIP lift is located near the Customer Service desk in the Convention Centre, providing direct access to the lower ground dressing rooms. This lift is secure and requires swipe card access, which can be arranged via your Event Planner.

The VIP lift can only be taken offline (allowing access without a swipe card) if an event security or Customer Service staff member is positioned on the ground level to monitor access. Otherwise, the VIP lift must remain on swipe access.

7.6 MCC - Meeting Rooms

Auxiliary rooms

Two dressing rooms are available for the Melbourne Rooms, as outlined in your space hire charge plan. Each dressing room includes a make-up mirror and dressing table, a full-length mirror, a toilet, a shower, a change area, and a screen displaying a feed from the Melbourne Room.

For events held in other meeting rooms, speak with your Event Planner about auxiliary room requirements for performers or speakers.

Dimensions

Level 1

Room	Length	Width	Height
101 Small	7.5m	9.5m	4m
102 Small	7.5m	9.5m	4m
101 & 102 Combined	7.5m	19.5m	4m



103 Medium	17m	8.5m	5m
104 Medium	17m	8.5m	5m
105 Large	19.5m	12m	5m
106 Large	19.5m	12m	5m
105 & 106 Combined	19.5m	24.5m	5m
107 Small (cantilevered)	9m	7.5m	4m
108 Small (cantilevered)	9m	7.5m	4m
109 Large	20m	12m	5m
110 Large	20m	12m	5m
109 & 110 Combined	20m	24.5m	5m
111 Small	8.5m	8.5m	4m
112 Small	8.5m	9m	4m
111 & 112 Combined	8.5m	17.5m	4m

Level 2

Room	Length	Width	Height
Melbourne Room 1	42.5m	28.5m	8.5m
Melbourne Room 2	42.5m	28.5m	8.5m
Melbourne Room 1&2 Combined	42.5m	56.5m	8.5m
203 Large	19.5m	12.5m	5m
204 Large	19.5m	12.5m	5m
203 & 204 Combined	19.5m	24.5m	5m
205 Small (cantilevered)	9m	8.5m	4m
206 Small (cantilevered)	9m	8.5m	4m



207 Medium	15.5m	8m	5m
208 Medium	15.5m	8m	5m
209 Medium	15.5m	8m	5m
210 Large	19.5m	12m	5m
211 Large	19.5m	12m	5m
210 & 211 Combined	19.5m	24.5m	5m
212 Large	19.5m	12m	5m
213 Large	19.5m	12m	5m
212 & 213 Combined	19.5m	25m	5m
214 Small (cantilevered)	8m	9m	4m
215 Small (cantilevered)	8m	9m	4m
216 Medium	15.5m	8m	5m
217 Medium	15.5m	8m	5m
218 Medium	15.5m	8m	5m
219 Large	19.5m	12m	5m
220 Large	19.5m	12m	5m
219 & 220 Combined	19.5m	25m	5m

Meeting room doors

Room	Width	Height
Level 1 (front of house)	1.9m	2.55m
Level 1 (back of house)	1.7m	2.6m
Level 2 (front of house)	1.9m	2.6m
Level 2 (back of house)	1.7m	2.6m



Melbourne Room (front of house)	2m	3.88m
Melbourne Room (back of house)	2.18m	3m
Melbourne Room (three panel bi-fold door)	4.7m	3.9m

Lifts

	Length	Width	Height
Truck lift	9.5m	3.5m	4m
Vehicle lift	8.1m	3m	3m

Dividing operable walls

Melbourne Rooms 1 and 2 are separated by an operable wall that folds away entirely when in combined mode. The wall does not have a door, so when in place, there is no direct connection between the two rooms. Panels can be removed upon request to connect the rooms, but this must be arranged in advance, as an external contractor is required to move the walls. Speak with your Event Planner for more details.

Similarly, large and small-sized rooms are also divided by operable walls. When opened, these walls create a larger combined room. Panel removal must also be organised in advance through an external contractor. Refer to your space hire charge plan for contracted room details.

Lighting

Lights in meeting rooms can be adjusted using the AMX panel at the back of the room or via the intelligent lectern. Multiple pre-set lighting functions are available for presentations and displays.

Lighting in the Convention Centre foyers can also be reduced. Any adjustments should be discussed with your Event Planner or Technology Planner before your event start date.

Load limits

The Convention Centre is designed to accommodate loads of up to 5 kPa or 0.5 tonnes per square metre. If your event involves heavy loads, discuss this with your Event Planner in advance.

Written approval from MCEC is required to bring in any heavy or vibrating equipment that could cause damage to the floor or any part of the venue.

Rigging

Rigging points are available in all meeting rooms within the Convention Centre, as well as in the Main Foyer, Level 1, and Level 2 foyers.



Only the existing supports should be used when installing exhibition displays, banners, or technical equipment to prevent damage to the facility. The organiser is responsible for any costs associated with damage.

For further details, contact the MCEC Rigging team at rigging@mcec.com.au.

Security

For events at the Convention Centre, security must be provided by MCEC's event security provider. A security quotation will be provided by your Event Planner based on the number of attendees, timings, and event requirements, including security risks, demographics, and event type.

For exhibitions in foyer areas, security is required throughout the licensed period, including move-in, move-out, and building open hours. Security is also required for dinners and special events to ensure compliance with Responsible Service of Alcohol regulations.

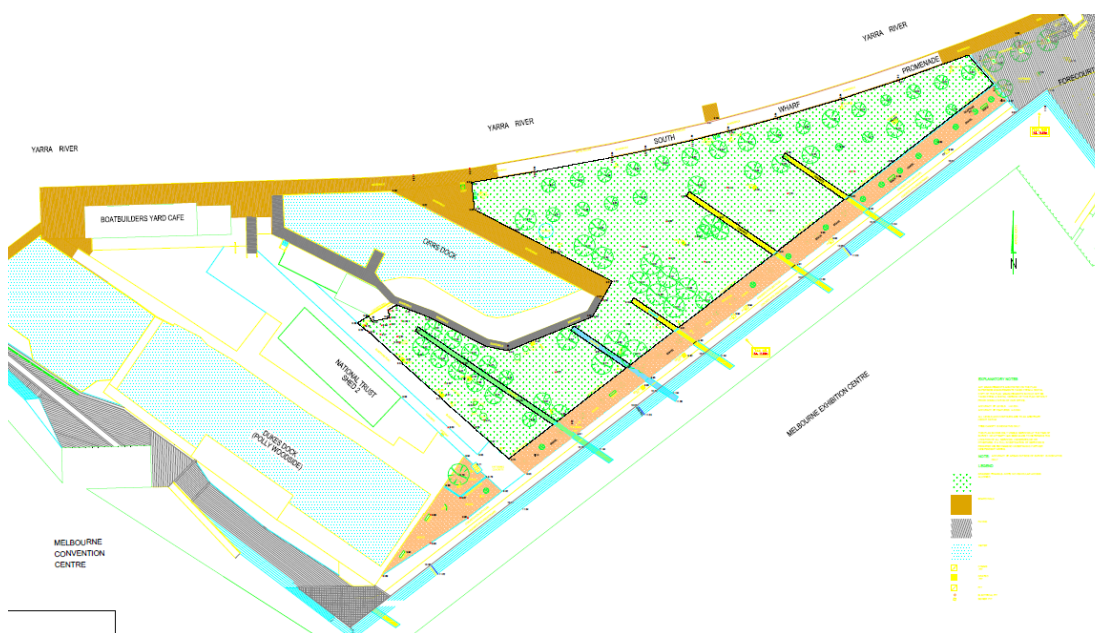
Refer to the [Event Services Information Kit](#) for rates and discuss your security requirements with your Event Planner.

Utilities

In-floor service pits with power and data connections are available in the Convention Centre. All external contractors must have current licences and registrations and comply with MCEC requirements.

Contractors must enter the venue through the loading dock and back-of-house areas only. Water is not available via the floor pits. Your Event Planner can provide a floor plan showing the locations of service pits.

7.7 External grassed area



The external grass area is located adjacent to the Exhibition Centre, along the banks of the Yarra River. Special considerations apply when using this space for activities beyond access. As a public area, its use requires MCEC approval.

Occupancy

The usable event space is 4800 sqm.

Maximum occupancy will need to be calculated and confirmed by MCEC, taking into consideration service areas, production, site furniture and structures.

Site access

The only access to this area is via the Clarendon Street slip lane, outside the Exhibition Centre.

- Vehicle bollards are installed at the entrance and can be removed to allow vehicle movement on the grassed area.
- Access and bollard removal timings must be approved by MCEC and comply with council and noise regulations.

Floorplan / Site plan

A floor plan must be submitted to MCEC for approval and should include:

- Entry and exit points
- Fence lines
- Emergency exit locations
- Smoking areas (if required)
- Activations or activities
- Temporary structures
- Furniture
- Event builds or special features

A draft floor plan must be submitted for review before contracting, with the final safety plan due 14 days before bump-in. The safety plan must be approved by MCEC Operations and Safety.

Permits

- Events in this space may require various permits or licenses, which must be submitted to MCEC for review. Deadlines are outlined in the Grassed Area Customer Timeline document.
- A City of Melbourne representative and an engineer must review and sign off on the event build before opening, in accordance with POPE Permit requirements.
- A full list of required permits can be found in the appendix.



Grass management

At the start of the licensed period (or the day before event bump-in), an inspection of the area must be conducted with BGIS, Green Event, MCEC representatives, and the organiser. BGIS will prepare a condition report and provide it to the client and MCEC.

The organiser is responsible for any damage to grass, trees, irrigation systems, granitic sand, street furniture, or other infrastructure during move-in, the event, and move-out. Any repair costs may be charged to the organiser.

Maintenance includes watering (via sprinklers or hand watering), rotating furniture for extended tenancies, and mowing. An irrigation test with BGIS may be required after bump-in.

Penetration into the grass surface is not permitted due to underground infrastructure.

A post-event condition report will be completed after bump-out, and the organiser must cover any costs incurred for repairs.

Temporary fencing

Any fencing plan, including scrim or shade cloth, must be approved by MCEC Operations and Safety, considering:

- Temporary fencing may be required to define the event perimeter
- Adequate emergency exits must be in place
- The pedestrian and bike path, as well as access to Boat Builders and Polly Woodside, must remain open
- Fencing must be weighted appropriately and comply with safety regulations
- Engineering sign-off may be required

Move in/ Move out

Access to the site is via the Clarendon Street slip lane outside the Exhibition Centre. A move-in/move-out (MIMO) schedule must be submitted to MCEC at least 14 days before bump-in and include:

- Vehicle access timings
- Exhibitor/stallholder bump-in and bump-out
- Contractor bump-in and bump-out (fencing, bathrooms, temporary furniture, amusements, containers, screens, etc.)
- Power and water connection/disconnection
- Delivery schedule
- Traffic management schedule

For long-term events, the move-out schedule can be provided 14 days before bump-out. Move-in and move-out must avoid peak pedestrian traffic periods and comply with EPA noise restrictions.



Traffic management

In addition to a traffic management plan for bump-in and bump-out, the following may be required depending on the event:

- Details of vehicle movements and their management, including speed limits, signage, spotters, and high-visibility gear
- If the shared bike path needs to be closed, a traffic management company must be engaged to create a detailed traffic management plan
- MCEC may require barriers or manned traffic control
- On-site parking is not permitted unless pre-approved

Utilities - Power and Broadcast

- Limited power is available on the grassed area. EventPower must be engaged for power supply.
- An outside broadcast (OB) feed and satellite uplink site are available.
- Fiber, network, and coax patching are available in the supply cabinet outside Yarra Door 3.

Utilities - Water

- A single water connection is available near Yarra Door 3. F. Wood & Sons must be engaged for water supply.
- A grey water disposal plan must be arranged with MCEC Ops and Logistics.
- Water connection costs will apply.

Load limits

The external grassed area can support static loads up to 20 kPa (2000kg/m²). All equipment, vehicles, and temporary structures must remain within this limit and be approved by MCEC.

Temporary structures

The following must be submitted before contracting:

- Measurements & weights
- 3D renders or photos
- Build specifications
- Appropriate weighting for outdoor spaces
- Wind ratings
- Other relevant compliance documentation as required

All temporary structures will require sign off by an engineer prior to event commencing as per POPE requirements.

For inflatables and non-standard structures (jumping castles, scaffolds, signage installations, etc.), City of Melbourne POPE applications require:

- Design reports (Certificate of Compliance for Proposed Building Work)
- Inspection reports (Certificate of Compliance for Building Work)

Both must be completed by a civil engineer and submitted to MCEC.



Security

For events at the External Grassed Area, security must be provided by one of MCEC's approved security providers.

Security is required for the duration of the licensed period, including move in, event on and move out.

A minimum of 1 x guard per entry is required 24 hours per day, however additional guards may be required depending on the event inclusions and size.

If the event includes the selling or distribution of alcohol, security must be arranged in line with the client's Liquor License requirements.

A security roster / schedule must be provided to MCEC 14 days prior to bump in, for review and approval.

Cleaning

Cleaning must be provided by our partner, IKON Cleaning Services.

Waste management plan must be submitted to MCEC 14 days prior to bump in, taking the following into account:

- Demographic of attendees
- Number of attendees
- Supply and distribution of bins
- Inclusion of larger skips / bins
- Waste removal from site
- Removal of different waste types (general rubbish, recyclables, organic matter etc.)

Toilet facilities

Depending on the type and size of event, portable toilets may be required. This is particularly relevant for all events that have a POPE permit and any events selling alcoholic beverages.

Portable toilets should be placed in an appropriate position that is suitably distanced from food and beverage service and in a location that allows for easy access for the removal of bathroom waste.

For multi-day events or extended tenancies, a waste removal schedule for the toilet facilities must be provided for review and approval.

All portable toilets must align with requirements set out in the POPE Permit from City of Melbourne, including provision of an accessible toilet and appropriate landings.

Emergency management

The client must provide MCEC with a detailed emergency management plan 30 days prior to bump in.

The external grassed area is one of the main evacuation points for the MCEC building and its occupants. When an event is being held on the external grass, a suitable alternative / additional evacuation point must be established. This point is to be confirmed by the building's Chief Warden and emergency management plans must be updated and distributed accordingly.



Risk assessment

A risk assessment must be submitted to MCEC for review and approval.

The risk assessment should include the following:

- Event concept - Overview of the event's purpose and theme
- Event content - Key details on programming, activities, and structure
- Participant profiles - Relevant details on attendees, speakers, or performers
- Potential controversies - Considerations around political, environmental, or social sensitivities
- Risk analysis - A comprehensive review of event-related risks

Outdoor event-specific risks

Additional considerations for outdoor events include:

- Weather conditions (wind, rain, storms, etc.)
- Crowd control measures
- Animal management strategies
- Noise management plans
- Waste management solutions
- Traffic management for both foot and vehicle movement
- Adequate lighting for safety and visibility
- Cable management to prevent hazards

To accurately monitor risk, an anemometer must be used to provide regular wind readings to MCEC.

For high-risk work or activities, additional compliance documentation may be required by MCEC.

Event delivery

A detailed Event Management plan must be provided to MCEC 30 days prior to bump in, encompassing several of the areas referenced in this document. I.e. daily event management, safety, external services, utilities, waste, emergency management etc.

The client must submit a full contact list to MCEC, including a roster of duty managers (for extended or multiday tenancies).

Daily run sheet must be submitted to MCEC 14 days prior to bump in, including the following:

- Bollard removal timings
- Delivery and waste removal schedules
- Vehicle movement times
- Event opening and closing times
- Amplification times (if relevant)



Vehicles

Vehicles must not travel more than 10km/hour along the granitic sand / pedestrian pathway with hazard lights on and a spotter walking in front of the vehicle.

Appropriate terrain tyres and floor matting must be in place when plant equipment or vehicles are being used.

All vehicles must have drip trays underneath and fire extinguishers in an accessible location.

Food & beverage

Any proposal to engage any type of food van or temporary sale of food must be submitted to MCEC for review and to determine any potential loss of revenue fees.

For events that are permitted to bring in their own food, organisers must ensure that all providers are registered with FoodTrader and comply with City of Melbourne regulations.

To serve alcoholic beverages, the organiser must obtain their own, independent liquor license. The liquor license and red line plan must be provided to MCEC prior to operation. The client is responsible for adhering to all stipulations listed in the liquor license including operation times and security requirements.

Further to the liquor license, all vendors selling alcohol are required to provide a Responsible Service of Alcohol (RSA) Certificate.

For vendors that require gas for cooking operations, they are permitted to have 1x gas bottle remain on their stand overnight as long as it is connected to cooking appliances. Any additional gas bottles must be stored in the gas cages located on MEC Loading Dock or MECE Expansion loading dock. A plan for the daily collection and storage of gas bottles must be determined pre-event.

Sound limits

All events must comply with the EPA guidelines relating to outdoor venues.

Clients will require a permit from EPA where:

- The event will occur outside standard operating hours
- Monday - Saturday - 7am - 11pm
- Sunday or a public holiday - 9am - 11pm
- A concert will be held between 7am - 12pm (Mon - Sat) or 9am - 12pm (Sunday & public holidays).
- Musical entertainment runs for a period of >8 hours.
- Noise levels exceed noise limits.
- Noise limits are considered 65 dB(A) outdoors and 55 dB(A) indoors at nearby residential areas.
- If applicable, an amplification proposal must be submitted to MCEC 14 days prior to bump in for review and approval.

To accurately monitor noise, a sound level meter is required for providing regular decibel readings to MCEC.



Other

For further details on POPE Permits and planning an outdoor event in the City of Melbourne, refer to the Event Planning Guide. If your event affects the bike path in any way, you must notify Bicycle Victoria in advance. Additionally, clear signage outlining detour routes must be installed at least 14 days before the event to inform the public of any changes.

Before finalising your event contract, you must also provide MCEC with a Public Liability Insurance certificate valued at \$20 million.

Permit Information

PERMIT	WHEN REQUIRED	TIMEFRAMES	MORE INFORMATION
Places of Public Entertainment (POPE)	For all activations holding an event over an area of more than 500m ² , an occupancy permit will need to be obtained.	Submit to CoM 90 business days prior to the date of bump in. Submit initial approval to MCEC 14 business days prior to bump in. Final sign off to be provided prior to event opening.	City of Melbourne
Temporary Siting Approval	For all activations planning to erect a temporary structure for a public event.	Submit to CoM 15 business days prior to the date of bump in. Submit to MCEC 14 business days prior to bump in.	City of Melbourne
Environmental Protection Authority (EPA)	For music noise from outdoor entertainment venues and events.	Submit to CoM 45 business days prior to the date of bump in. Submit to MCEC 14 business days prior to bump in.	EPA
Liquor Control Victoria	For all activations where alcohol is to be served.	40 - 90 days prior to the date of bump in. Submit to MCEC prior to event opening.	Victorian Government
Parks Victoria	For activities on waterways, you will need to contact Parks Victoria. Parks Victoria issue permits for organized activities on the Yarra River.	Submit to Parks Victoria 60 business days prior to the date of bump in. Submit to MCEC 14 business days prior to bump in.	Parks Victoria
Public Transport Victoria (PTV)	For activities likely to have an impact on public transport services	Submit to PTV 120 days prior to bump in for less than 10,000 people, or 150 days prior for more than 10,000 people.	PTV



		Submit to MCEC 14 business days prior to bump in.	
WorkSafe	For inspection and approvals of fireworks.	Notify WorkSafe 7 business days prior to the date of your event / activation. Notify MCEC 30 business days prior to bump in. Must be approved by MCEC Safety Manager.	WorkSafe
Planning and Building Permits	May be required for certain builds and temporary infrastructure	Contact CoM for more details on timelines	City of Melbourne
Street Trading	For street and footpath trading activities		City of Melbourne



8. Event types

8.1 MEC - Exhibitions

Cardboard stands

For a single cardboard stand within a standard expo, the following documentation must be submitted to MCEC for review:

- Fire prevention and response plan to outline potential fire sources, prevention, treatment and responsibility
- Stand electrical plan
- Public Liability Insurance (standard MCEC PLI is sufficient)

The following items must also be present on the stand:

- Smoke detector (if stand has a ceiling)
- 2.3kg A:B(E) dry powder extinguisher in a prominent location

If an event includes more than one or two cardboard stands, a fire engineer may need to be engaged to assess additional fire safety measures, including placement away from heat sources. Additional cleaning and recycling costs may also apply post-event.

Recycling Requirements:

- Cardboard stands must be broken down by the stand builder, to fit in the existing 1100L bins that are used for Cardboard. The dimensions of those bins are as follows:
 - Height 138cm
 - Width 124cm
 - Depth 107cm

If any stand needs to be disposed of after the event, Ikon Cleaning Services must be notified in advance to ensure adequate staffing for waste management.

Custom stands and upgrades

All custom stand plans and upgrades must be approved by the organiser before being submitted to your Event Planner for review.

For events with more than 10 custom stands, the Event Operations Specialist will create a SharePoint folder for document submission, which your Event Planner will share with you.

MCEC Requirements for Custom Stand Review

Company to be inducted into [Linksafe](#), providing the following:

- \$20 million PLI
- Workers Comp
- SWMS
- Individual workers inductions + relevant licenses



Event Operations Specialist to receive the following

Drawings: plan, front and side elevations of the stand (no hand drawings). These drawings are to include:

- Construction materials
- Measurements
- Flooring

Event Operations Specialist may request additional documentation around the type of equipment that will be in operation and/or displayed, including but not limited to, machinery, stages, amusements.

Engineering documentation and/or sign off will be required when the following are present:

- High risk
- Large, occupied structures
- Multi-levelled structures
- Amusement

We always recommend you speak to your Event Planner for additional documentation that may be required around your specific display needs.

Robotic, mechanical and automation displays in stands/exhibitor booths

Any exhibitor planning to showcase robotics, mechanical systems, or automation displays must submit plans for MCEC approval before the event. The MCEC Safety Team will inspect the setup onsite.

This includes, but is not limited to:

- Generic robots such as cleaning, cooking or transporting items
- Conveyer belts or sorters
- 3D printers & other robotic generators
- Filtering/Recycling systems
- Any product that moves autonomously/by remote for a demonstration.
- Any item that emits steam/smoke
- For UAV and Drones please refer to 6.32

If more than 10 robotic or automation activations are planned or if the event theme is technology-focused, a SharePoint folder will be created by the Event Operations Specialist for documentation submission.

When submitting the above robotic, mechanical and automation displays/activations for approval, please provide the following:

- Brief description of product/display/machine and what is the purpose of the item.
- Complete dimensions and total weight



- Will this be a static display or will there be components moving?
- If moving/operational, a video is required to assess what movement will be occurring and any risks that may arise.
- If moving/operational, a risk assessment is required
- If moving/operational, a secluded area of operation with a suitable barrier or closed off area to avoid any attendees making dangerous contact while operational.
- Robotics/Moving item must not be used in the aisles and only in the approved booths

Emergency egress and fire safety

No stand, vehicle, or display should obstruct an aisle, emergency exit, or fire cupboard. Aisles and crossover aisles must be at least three meters wide, ensuring clear vehicular access to all areas from the loading dock doors. Each aisle system must provide at least two exit points.

If display materials block existing exit signage or restrict access to exits, the organiser must install temporary exit signage. Additional signage may also be required if banners or custom stands obstruct existing exit signs. All signage must follow AS/NZS standards, using the designated 'running person' graphic for clear visibility.



Viewing distances should ideally fit within the following parameters:

Exit Sign Size

The minimum allowable size of any pictorial element on an exit sign must be determined by the maximum viewing distance intended under the design as follows:

(a) For viewing distances less than 32 m, see the following table:

Maximum Viewing Distance (m)	Minimum pictorial element height (mm)
16	100
24	150
32	200

(b) For viewing distances greater than 32 m, see the following equation:

$$\text{Minimum element height} = \frac{\text{Maximum viewing distance}}{160}$$

Access to fire emergency exits, hydrants, electrical cupboards, air returns, and sensors must always remain clear.



Some stands will be required to implement extra fire safety measures. This applies to stands with any of the following features:

- a false ceiling, or a ceiling generated by a two-storey structure, with an area greater than 18sqm or wider than 3m in any direction, where pyrotechnics, smoke machines or flutter-fetti cannons are to be used

Stands in these categories must install smoke detectors and fire extinguishers.

MCEC may identify other stands posing a fire risk and will notify the organiser and exhibitor accordingly.

Event sign off

Before the exhibition opens, a preliminary inspection of all stands will be conducted by the MCEC Event Operations Specialist and Safety team, in collaboration with the organiser and a stand builder representative. The organiser must sign a report acknowledging any concerns or required actions and committing to addressing them before the exhibition begins. Any electrical installations must be accompanied by an MCEC Electrical Safety Certificate, completed by contractors and submitted to the logistics or operations team during move-in.

A final inspection will be carried out before the exhibition opens.

Exhibition stand materials

Materials used in stand construction must be in accordance with the Building Code of Australia and must not cause dampness or stain. Materials must not be readily ignitable or be capable of emitting toxic fumes should ignition occur.

The use of crepe paper, corrugated cardboard, straw, hay bales, untreated hessian or PVS sheet (except on floors as a protective membrane) will require approval by MCEC, therefore please notify your Event Planner should you wish to use these materials.

Sawdust, tan bark or wood chips of a reasonable size may be used to decorate floors provided a protective membrane is laid first, and chips are always kept slightly moist.

Display equipment likely to injure a member of the public or a swimming pool containing water must be separated from the public by a physical barrier and attended at all times.

Provided that suitable and adequate provision is made to prevent water leaking onto the floor and the floor is otherwise protected, you may permit an exhibitor to display fountains, aquariums, spas, rock pools and swimming pools in the licensed area.

A suitable safety plan to prevent stand materials igniting should be developed. This may include non-flammable surface sprays to remove risk and fire protection devices.

Exhibitor manual

In order to ensure exhibitors, have all the information they need about exhibiting at your event, it is recommended that you compile and distribute an Exhibitor Manual. MCEC has a range of information for your use on the [MCEC Exhibitor Services page](#). For more information contact the Exhibitor Services team at exservices@mcec.com.au



You as the organiser are responsible for ensuring that all pertinent information is provided to your exhibitors, and a copy of your exhibitor manual is required to be forwarded to MCEC for review prior to distribution.

Any unusual or additional requirements for exhibition stands or exhibition layout should be discussed with your Event Planner.

Move in and move out

All move in and move out activities should take place via the loading dock roller doors unless exhibitors have handheld items or small collapsible trolleys.

A move in/move out schedule will need to be supplied by your stand builder detailing the following information:

- Build Location (building & room/level) - e.g. Melbourne Exhibition Centre - Bays 1-2
- Shell scheme build times
 - Custom stand build times
 - Exhibitors move in/out
 - Show open/close
 - Distribution and collection of furniture and signage
 - Build times for entry features, registration desks etc.
 - Contact on site (name and number)

A freight forwarding contractor must be appointed to manage the move-in and move-out freight process, including the receipt and transfer of materials into the bays. The freight forwarder will liaise with exhibitors regarding their individual schedules.

All contractors, tradespeople, exhibitors, and event staff must always wear high-visibility safety vests in the Exhibition Bays and loading dock area during move-in and move-out.

Closed-toe shoes are also mandatory, and children under 15 are not permitted onsite.

Any cutting or sawing must be done in the designated wash bay on the loading dock. This prevents interference with other contractors and minimises cleaning requirements before the event opens.

Move out meeting

In order to confirm the logistics of the move out of your exhibition and any special considerations, a move out meeting will be scheduled by a member of the MCEC Logistics team. The following parties should attend when possible:

- Organiser
- Principal stand builder
- Security contractor
- Freight forwarder
- Principal rigging contractor
- Principal custom stand builder
- MCEC Logistics representative
- MCEC Event Operations Specialist
- Other relevant contractors



Typically, this meeting takes place on the final move in day or first show day, one hour after the show opens. Please advise your Event Planner if you have a preferred time for this meeting to take place. A member of the MCEC Logistics or Operations team will reconfirm the meeting time with you on site.

Move out letters

To assist exhibitors with move-out logistics, MCEC can provide a move-out letter detailing the process. Logistics will coordinate this on-site during move-in.

Raised flooring

Flooring between 0mm and 32mm requires edging with a 1:1.3 gradient. Flooring between 33mm and 115mm must have a beveled edge with a maximum angle of 30 degrees or a 1:1.8 gradient.

Any flooring above 115mm is considered a step. If the stand is accessible to the public, a ramp must be provided within the allocated stand space.

Stand certification

Certification by an engineer is required for:

- Stands of two storeys or more, where the second or subsequent storey will be occupied. If the floor of any occupied area is more than 1.5m above the ground level, it will be deemed a two-storey structure whether the bottom area is occupied or not.
- Any structures within stands that are constructed with steel.

Certification is required to confirm the structural integrity of the stand. The exhibitor, or the builder of the stand, is responsible for proving that the stand is structurally sound and safe for occupancy.

The engineer must certify that the design of the stand complies with Australian Standards and the structural parts of the Building Code of Australia 2006 regulation 1507. Before the stand is occupied, the exhibitor must engage an engineer to inspect the stand after it has been constructed to complete the certification process and confirm that additional fire safety measures have been carried out.

All costs for the certification process are the responsibility of the exhibitor or stand builder.

It is the responsibility of the organiser to ensure that all information, plans and evidence of certification are collated and provided to MCEC prior to the opening of the exhibition.

Stand heights

Any stand with a height greater than 2.4m must be approved by the organiser and discussed with your Event Planner.



Theatre / seminar room builds

All theatre-style grouped seating must be assembled in a manner that ensures a safe egress in the event of an emergency. Seats must be in groups of not less than 4 and no more than 16. Any enclosed seminar areas on the show floor will require adequate emergency exits and temporary exit signs installed.

The following egress requirements must be observed for theatre/seminar room builds within the Exhibition Bays:

Number of persons	Number of exits required	Aggregate width of exits (mm)
1-25	1	1000
26-50	2	1500
51-75	2	2000
76-100	2	2500
101-200	2	3000
201-400	3	4500
401-600	4	6000
601-800	5	7500
801-1000	5	9000
Over 1000	5 plus one additional exit for each additional 450 pax or part thereof.	9000mm plus 500mm for each additional 50 pax or part thereof.

Toolbox meeting

It is highly recommended to schedule a daily toolbox meeting each morning during the move-in period of your exhibition. These meetings should include relevant stakeholders to review progress, address any challenges, discuss incidents from the previous day, and outline the action plan for the day ahead.

8.2 MCC - Exhibitions

Ceiling heights

The ceiling height of the level one and two foyers varies and this should be considered when planning the positioning of your exhibition booths and stand heights.



Move in and move out

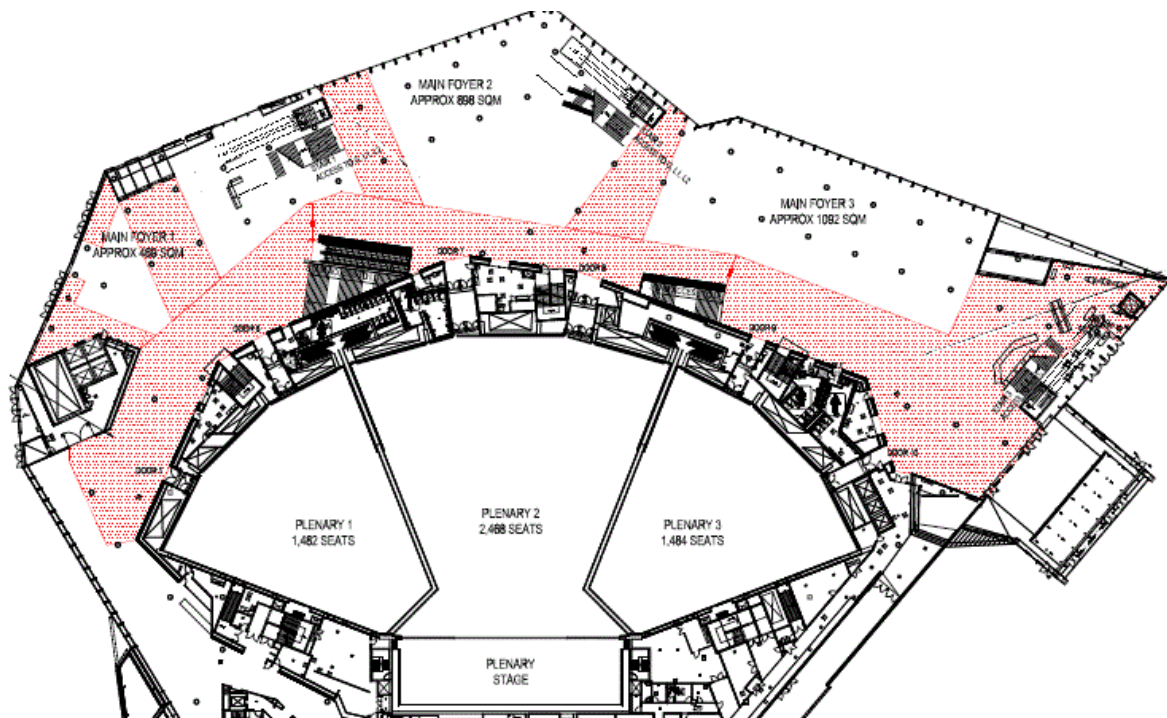
Venue-supplied plywood boards must be used when operating plant equipment in the main foyer (tiled area) and on the Plenary flat floor. These boards help evenly distribute weight and prevent damage. The MCEC Logistics team will provide and assist with placing these boards.

Spaces

Main Foyer (Ground Level)

The main foyer of the Convention Centre is a public thoroughfare, providing pedestrian access to the Exhibition Centre, Pan Pacific Melbourne, and DFO South Wharf. When designing the floor plan and assigning stands to exhibitors, it is essential to maintain clear pathways and strictly adhere to the designated "no build zone."

All construction and exhibitor move-in must be completed by 07:00, in time for the building's opening hours, unless otherwise agreed.



Convention Centre ground floor - main foyer no build zones

Level One Foyer

The Level One foyer provides a direct link to Pan Pacific Melbourne via internal public access doors next to Room 109. These doors can be secured upon request—please speak to your Event Planner for more information. All construction and exhibitor move-in must be completed by 07:00, in time for the building's opening hours, unless otherwise agreed.

Level Two Foyer

Exhibition stands may be built in the Melbourne Room foyer, subject to available space and occupancy. Due to the limited depth of space, shell scheme booths should not be built in other foyers on Level Two, as egress must be maintained to provide a clear pathway and access to

rooms. All construction and exhibitor move-in must be completed by 07:00, in time for the building's opening hours, unless otherwise agreed.

Melbourne Room

All exit doors within the Melbourne Room must remain unobstructed. Stands and furniture cannot block exits at any time. Any entry features or registration desks in the Melbourne Room foyer must be built before 07:00 to align with the building's opening time. However, construction within the room may continue in accordance with your space hire charge plan tenancy times.

Stand heights

Any stand exceeding 2.4m in height must be discussed with your Event Planner. The following height restrictions apply for exhibitions in the Convention Centre:

- Exhibits in the Main Foyer and Melbourne Rooms must not exceed 3.5m.
- Exhibits in the Level One and Level Two foyers must not exceed 3.2m.

8.3 Dinners and special events

Feature stairs

When a feature stair, such as the Tivoli stair, is used at the front of the stage, handrails are not required as long as a secondary stair with a handrail is available at the side of the stage. This ensures all accessibility requirements are met.

Production

A production schedule will be required to be submitted to your Event Planner or Technology Planner, detailing:

- Production move in/out times
- Rehearsals
- Sound checks times
- Rigging
- Entertainment arrival/departure
- Distribution and collection of theming/props/signage
- Contact on site (name and number)

This will be cross referenced with surrounding events to ensure there is minimal impact by noise generated by your event. In order to avoid disturbance to other events in the venue, MCEC reserves the right to change or prohibit sound check and performance times.

All deliveries for the event will need to be made via the Convention Centre loading dock and must have an event specific delivery label (available from your Event Planner).

Stage height

Stages higher than 600mm must be reviewed by the MCEC Operations or Safety Manager to ensure compliance with handrail requirements. Generally, if two or more steps are installed, a handrail must be present on at least one side. A balustrade is required if there is a potential



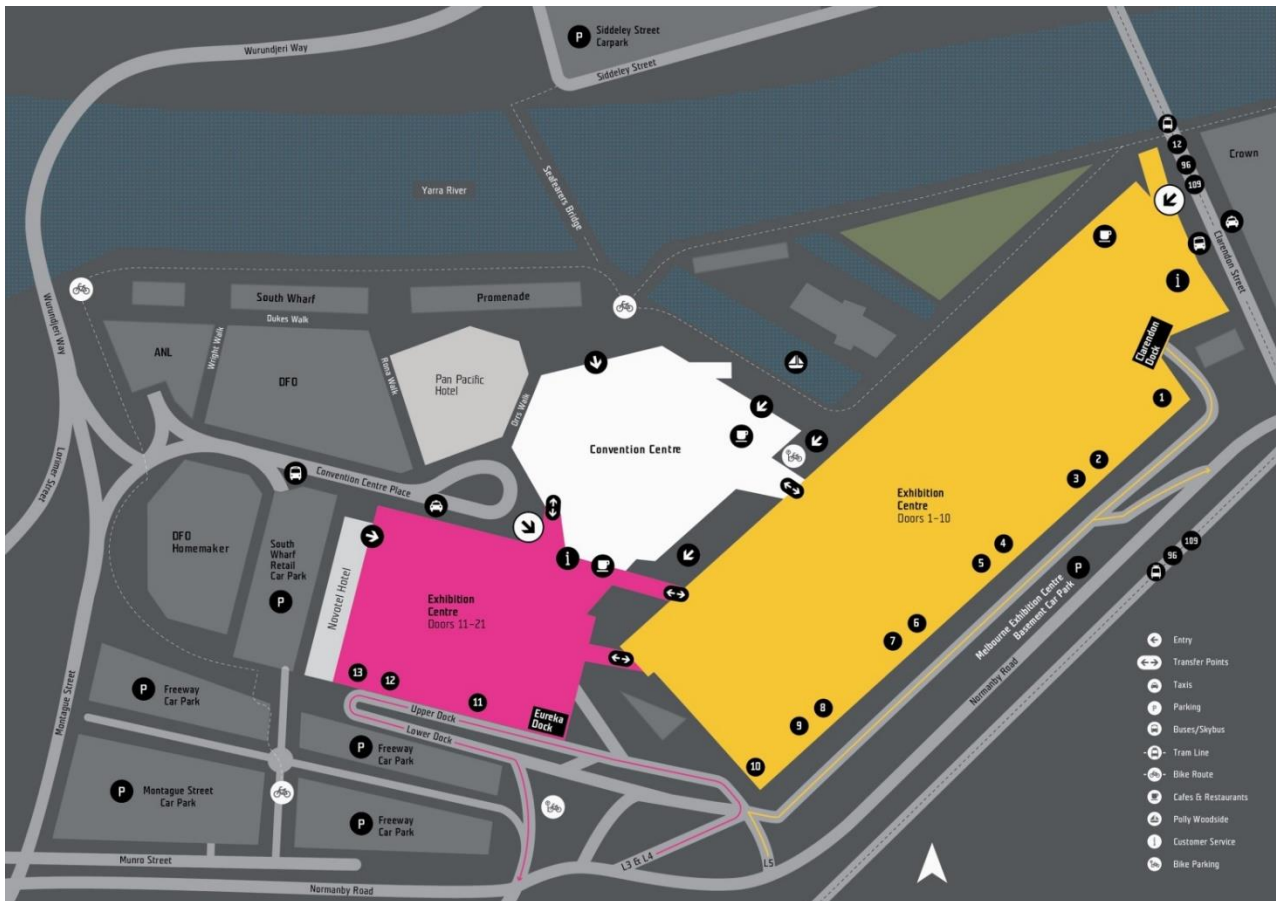
fall of more than 1m, though exemptions may apply depending on the activity. Speak to your Technology Planner for further details.

Technology

The MCEC technology team brings extensive expertise across lighting, audio, vision, rigging, multimedia, and IT, ensuring seamless event execution. There is no pre-installed technology in the exhibition bays, but a customised proposal can be arranged through your Technology Planner.

9. Loading dock and deliveries

9.1 MEC



Entry to the Exhibition Centre loading dock is via Normanby Road, South Wharf. The dock is managed and controlled by MCEC's Logistics department.

The loading dock servicing Bays 1-20 runs the full length of the Exhibition Centre and is 45m deep. It narrows above the entries to the underground car park and behind the kiosks. Traffic moves in a one-way direction, entering and exiting via Normanby Road. All vehicles must check in at the boom gate upon arrival. If the gate is not manned, use the intercom to speak with security.

The loading dock for Bays 21-26 is split across two levels: upper and lower. The upper dock is level with the exhibition floor and serves as the main access point for Exhibition bump-ins. Adjacent to Door 11, a separate loading area provides access to the Eureka Meeting Rooms, Sovereign Room, and Courtyard Meeting Rooms, as well as the ground-level servery and service lifts.

The lower dock is designated for smaller vehicles (up to 8m), couriers, and exhibitors. It is located at street level, with access to the upper dock via a ramp, stairs, and two dock levellers.

Storage on the upper dock is not permitted. However, partially covered storage is available on the lower dock beneath the freeway.

The Exhibition Centre (Bays 21-26) loading dock is connected via an internal road network to all existing loading docks.

For safety reasons, children under 15 and animals are not permitted on any loading docks.

A 30-minute parking limit applies for drop-off and pick-up of goods during move-in and move-out. Vehicle owners are responsible for their vehicles and contents.

Clarendon Dock

The Clarendon Dock is located at the north east end of the Exhibition Centre loading dock and is accessible from Normanby Road. This dock services events taking place in the Exhibition Centre meeting rooms.

There is a dock leveller to allow vehicles to unload at floor level however there are no goods lifts available at the Clarendon Dock and this should be taken into consideration when planning the logistics of your move in or move out. Trolleys can be made available upon request however these are subject to availability.

Deliveries

All deliveries must be delivered to the Exhibition Centre via the loading dock on Normanby Road. No deliveries will be accepted through the front entrance of the Exhibition Centre on Clarendon Street.

Loading dock business hours are Monday to Friday, 0700 - 1630. If you require access to the dock outside of these hours your Event Planner can assist with arranging access (charges may apply).

For large exhibitions and events, it is recommended that a freight forwarder is appointed to manage the move in, move out and storage process, including receipt of all materials and transfer of deliveries into the venue. Please provide the details of your freight forwarder to your Event Planner.

For events that have deliveries for meeting rooms, the Exhibition Centre Logistics team can assist with portering services pre and post event. Please discuss this option with your Event Planner as portering charges apply.



Delivery labels

Your Event Planner will be able to create a delivery label specific to your event for use on all deliveries. Deliveries will not be accepted by MCEC if labelling is insufficient.

Forklift and porter hire

Forklifts must be operated by a licensed driver and accompanied by a trained spotter.

Forklift services are available upon request for small exhibitions of less than four bays. Refer to the [Event Services Information Kit](#) for information on forklift hire and porter fees.

Plant and equipment

All plant and equipment, including electrical tools brought into MCEC, must be adequately constructed and fitted with any safety devices required by state and federal laws.

- Machinery must be used only for its intended function.
- Machinery requiring foundations must be mounted on appropriate bases. Core drilling or fixing into the floor is not permitted.
- All equipment used to set-up your event must be removed from inside the venue when work is completed.
- Forklifts may be stored in designated parking bays beside the wash bay in the Exhibition Centre loading dock during your event and must be promptly removed from the site on the completion of the event move out. It is the responsibility of the hirer to ensure hire companies provide relevant compliance certification for plant or equipment operating within MCEC.

Delivery of all plant and equipment **must** be approved by MCEC's Logistics department.

Operation of plant and equipment

Plant and equipment operators must carry a current WorkSafe Victoria Licence to perform high-risk work, or a national equivalent in the relevant class.

MCEC reserves the right to request evidence of competency at any time. All plant operators must comply with relevant standard operating procedures required by state or federal laws or regulations and must abide by any instructions made by MCEC.

Pedestrians and equipment

Under the guidance of WorkSafe Victoria, MCEC operates a zero-tolerance procedure of mixing plant/equipment with pedestrians.

Plant and equipment entering the Exhibition Bays must be accompanied by an inducted spotter to ensure pedestrians and equipment remains separated.

Operators must ensure they comply with this guidance note. Breach of Safety notices will be issued that may exclude the operator from continuing on-site.



9.2 MCC



Entry to the Convention Centre loading dock is via Normanby Road, South Wharf.

The dock is managed and controlled by MCEC's Logistics team and is located on the lower ground level of the Convention Centre.

- Total size of 2,000sqm
- Clear working height of 4.4m
- Fully weather protected
- Three dock levellers allow vehicles to load and unload at floor level
- A 30-minute parking limit applies for drop-off/pick-up of goods during the move in/move out process. Vehicles are not permitted to park on the loading dock at any other time.
- Children under 15 and animals are not permitted during move in and move out
- Vehicles and contents are the responsibility of the owner while on the loading dock

Deliveries

All deliveries to the Convention Centre must be made via the loading dock. No deliveries will be accepted through the main entrance of the Convention Centre.

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 with arranging access (charges may apply)

For large exhibitions and events, it is recommended that a freight forwarder is appointed to manage the move in, move out and storage process, including receipt of all materials

and transfer of deliveries into the venue. Please provide the details of your freight forwarder to your Event Planner.

For deliveries to meeting rooms, the Convention Centre Logistics team can assist with portering services pre and post event. Please discuss this option with your Event Planner, portering charges will apply.

Delivery labels

Your Event Planner can create a delivery label specific to your event for use on all deliveries. Deliveries will not be accepted by MCEC if labelling is insufficient.

Forklift and porter hire

Forklift and porter services are available upon request. Refer to the [Event Services Information Kit](#) for information on forklift hire and porter fees. Speak to your Event Planner for a tailored quote.

Loading dock to stage access

Loading dock to stage	Clear width	Clear height
Combined and divided modes	4m	4.5m
Divided modes	3m	4.5m

Plenary can be accessed via the Convention Centre Loading Dock. This is adjacent to the back and side stage areas and is at the same level as the Plenary floor. Access is via Normanby Road, South Wharf.

The loading dock has a total size of 2,000sqm and offers:

- A clear working height of 4.4m
- Three dock levellers allowing vehicles to load and unload at floor level
- A sound insulating wall with roller shutter doors separating the stage and loading dock
- Full weather protection
- Clear access from the loading dock to the stage, and
- A wash bay for the preparation of paints, trade materials and cleaning purposes.

The loading dock can accommodate one full size Outside Broadcast truck and has dedicated power outlets. For concerts, up to six 48' semi-trailers can be accommodated. Please provide your Event Planner with vehicle details prior to your arrival on site.

As other areas of the venue share the loading dock, car parking is not permitted. A 30-minute parking limit applies for the drop-off/pick-up of goods during the move in and move out process. Vehicles are not permitted to park on the loading dock at any other time.

Children under 15 and animals are not permitted on the loading dock during move in and move out times. Vehicles and their contents are the responsibility of the owner while on the loading dock.



Storage space on the loading dock can be arranged however space is limited and charges may apply. Please speak to your Event Planner for more information.

Move in and move out

Movement of materials through the foyers of the Convention Centre must be scheduled to avoid impacting normal business and other events and must therefore be included in the move in and move out plan and discussed with your Event Planner.

Standard move in and move out hours are after 1900 and before 0700 unless otherwise stated on your space hire charge plan or discussed with your Event Planner.

No trolleys are to be used in public areas between the hours of 0700 - 1900 unless exhibitors have handheld items or small collapsible trolleys.

Truck and vehicle lifts

Lift	Length	Width	Height
Truck lift	9.5m	3.5m	4m
Vehicle lift	8.1m	3m	3m

There is one truck lift at the Convention Centre with access via the loading dock. The lift allows for large deliveries and equipment to be transported directly to all levels. The truck lift is large enough for a vehicle to fit inside. The maximum weight load for the truck lift is 13.9 tonne.

A vehicle lift is located behind Melbourne Room 1 with access via Rona Walk. Large deliveries and equipment can be brought directly to Levels 1 and 2. The maximum weight is 10 tonnes.

For further information, please contact our Logistics team on +61 3 9235 8386 or mccdockenquiries@mcec.com.au.

10. Sustainability and community

MCEC was the first convention centre in the world to achieve a 6-Star Green Star rating, recognised for our innovative environmental design and forward-thinking operations.

Our commitment to sustainability has also earned us EarthCheck Platinum Certification—recertified in 2024—making us one of only six convention centres worldwide to achieve this elite status. In the same year, we were officially recognised with Sustainable Tourism Accreditation, reinforcing our dedication to high-quality, eco-conscious services.

Over the years, our sustainability leadership has been celebrated with industry accolades, including the Best Corporate Citizen Award at the EEAA Awards for Excellence (2018) and the Premier’s Sustainability Award in the government category (2018) for our role in the Melbourne Renewable Energy Project.



10.1 Sustainable design features

Our venue features:

- Maximum natural light with an 18-metre-tall glass façade
- Energy efficient lighting
- Solar hot water
- Displacement ventilation with fresh air being released at lower levels
- Radiant slab heating and cooling
- Low Volatile Organic Compounds (VOC) to enhance indoor air quality
- Sustainable use of building materials.

10.2 Sustainable event initiatives

Explore our [Sustainable Events Guide](#) for practical tips on making your event more environmentally friendly—from food choices and setup to transport, energy use, and waste management.

Need help sorting waste? Our [A-Z Waste & Recycling Guide](#) ensures everything ends up in the right bin in back-of-house areas.

Chat with your **Event Planner** about the sustainable initiatives available for your event and discover how small choices can make a big impact.

- Sustainable menu options including plant-based and locally sourced ingredients
- Avoiding disposable packaging and prioritising reusable items like glassware, crockery and metal cutlery.
- Introducing additional back of house waste streams for recycling, such as electronic waste, soft plastic, textiles, metal, timber, organic waste etc.
- Disposable coffee cup recycling stations for expos (Simply Cups)
- Carbon offsetting your event
- Preventing waste from event collateral
- Reducing lighting levels
- Reusable or digital signage
- Promoting BYO coffee cups and water bottles, and discounts on coffees
- Renting portable drinking stations for water bottle refills
- Encouraging public transport to our venue
- For more ideas, view our [Sustainable Events Guide](#)



10.3 Positive impact initiatives

Explore our [Positive Impact Guide](#) for practical ways to make your event more meaningful—whether it's partnering with our community, celebrating First Nations culture, championing accessibility and inclusion, or curating inspiring speakers and immersive add-on experiences.

10.4 Community partners

We're committed to making a real difference by partnering with some of Australia's most impactful charities across food sustainability, health, and environmental initiatives.

Through OzHarvest, the Starlight Children's Foundation, Variety - The Children's Charity, and the Good Friday Appeal, we're helping those in need and bringing joy to kids across the country.

Closer to home, we're working with Yarra River Keepers Association, Banksia, and Skyfarm to protect our environment and build a greener, more sustainable Melbourne.

11. Event signage and branding

At MCEC, we offer an extensive range of marketing and promotional platforms to help you connect with over 2.6 million potential attendees—many of them at no extra cost.

From digital signage and branding opportunities to in-venue promotions, our [Marketing Opportunities Guide](#) outlines how you can maximise exposure within your licensed space.

To get started, speak with your Event Planner or contact our Marketing team at marketing@mcec.com.au.

11.1 Digital door card signage

Door card signage is available on the screens positioned at each meeting room door, to display the session name or purpose of the room. The below specifications apply:

- Maximum characters are 40-50, however this is dependent upon the size of the text
- 1 logo can be displayed
- Extra logos can be displayed at an additional charge
- Each Door card screen is a 40-inch LCD panel in Portrait orientation

Your Event Planner can create the door card signage content. For large programs, you may wish to control the content yourself via our iPad application. Your Event Planner will be able to provide more information regarding this service including a content template.

11.2 Wayfinding signage

There are complimentary wayfinding signage opportunities available within both the Convention and Exhibition Centres.



11.3 Free standing signage

Freestanding signage is permitted only within your licensed space unless otherwise approved. All free-standing signage organised by exhibition organisers to advertise their show, can only be displayed on the concourse within the boundaries of their contracted exhibition space unless otherwise advised.

Please indicate all free-standing signage positions either on the main floor plan or via a separate signage plan and submit to your Event Planner for approval.

11.4 Decals

Decals may be used upon approval of the material to ensure adhesive does not damage the floor surface. Signage (including decals) is to be removed from all areas at the conclusion of the event and should be included on the move in/move out schedule. If non approved decals are used and leave a residue there may be additional cleaning charges.

11.5 Signage brackets

Custom-made brackets are required for the installation of bulkhead signage in the main foyer of the Convention Centre. These need to be hung by an MCEC accredited rigger.

Your stand builder can organise for these to be available by contacting the MCEC Logistics team on 03 9235 8386 or logistics@mcec.com.au This activity should be included in the move in/move out schedule.

11.6 Banners

Convention Centre banner locations

The Convention Centre has four locations to hang banners that are highly visible in the Main Foyer.

Exhibition Centre Concourse banners

Hanging points for banners are located on the roof of the Exhibition Centre concourse, opposite each set of entry doors. There is a total of 19 banner hanging points, two for each set of doors, except for Door 10, which only has one.

The points have a limited load of between one and five kilograms. Only banners made from silk, corflute or similar lightweight materials can be used. The signage rods accept a total of two banners each with a maximum width of 2.6m for each banner. The bottom of the banner cannot hang more than 4m below the rod (banners cannot hang lower than 4m as they obstruct the safety exit signs).

The Level 1 balcony provides signage opportunities with multiple eyelets located along the balustrade. Please refer to the [Marketing Opportunities Guide](#) for more information.



Hospitality Suites cantilever the *Northern concourse* (Bays 21 to 26). These areas present rigging opportunities for signage and branding. Each hospitality suite on the *Northern concourse* is equipped with 2 x 100kg chain motors (eight in total and can be lowered remotely without needing to access with elevated work platforms. Additional eyelets (100kg) capacity is available throughout the Northern Concourse area.

11.7 Outdoor digital signage

Outdoor digital screens are located at the Clarendon St and Convention Centre Place entrances to the Exhibition Centre. Events held in the Exhibition Bays can promote your event on the digital screens on event days between the hours of 06.00 - 23.59.

You will need to supply two sizes of artwork - 1080 x 400 pixels and 710 x 400 pixels and we recommend following the following artwork guidelines:

- Maximise the space and use event branding and colours to distinguish your event.
- White backgrounds are discouraged as it makes the sign very bright and harsh to look at.
- Avoid excessive text and ensure the design is easy to digest by passers-by.
- Include opening times where appropriate.
- Avoid listing the venue.
- Due to VicRoads safety restrictions, video and fast-moving animations are not permitted.
- Artwork needs to be submitted at least one week prior to your event to your Event Planner.

11.8 Dressing room signage

Dressing rooms for the Melbourne Room and Plenary allow for paper signage to be printed and installed on the dressing room doors. Your event logo can be incorporated on the signage.

Please advise your Event Planner of the room allocations.

11.9 Promotional opportunities

MCEC offers a range of promotional opportunities to help boost your event's visibility—from digital platforms and in-venue signage to in-destination partnerships and guest discounts.

To explore the options available for your event, download our Marketing Guides.

Need high-quality visuals? Access MCEC's image library for your own promotions—register at medialibrary.mcec.com.au.

