

EXPERIENCE WORLD CLASS INTERNATIONAL CONVENTION CENTRE



EVENT GUIDELINES

5 JULY 2016

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1 WELCOME TO ICC SYDNEY

Thank you for choosing Australia's premier convention, exhibition and entertainment venue for your event.

At International Convention Centre Sydney (ICC Sydney), our number one priority is the success of your event. Our experienced and passionate team is here to support you in delivering what success means for you. We will be there every step of the way to help deliver on your vision.

As part of your toolkit for success, these guidelines have been developed to provide you with the essential information you need to plan and deliver success in our exciting new venue. We know you will have more questions than can't be answered by this document and also understand not every challenge can be resolved in a manual. Therefore, we encourage you to please contact your event planner – or our customer service team on +61 (02) 8297 7600 – at any stage through the planning and delivery process.

We look forward to partnering with you to create and deliver your successful event.

Yours sincerely,
ICC Sydney Team

ICC Sydney reserves the right to amend the content of this document at its discretion, including in response to changes in Australian Standards or other requirements.

These Event Guidelines are for information purposes only and are not intended to be legally binding on any party. Please refer to ICC Sydney's Hiring Agreement for specific terms and conditions.

2 ABOUT ICC SYDNEY

Opening in December 2016, ICC Sydney will be Asia Pacific's first fully integrated convention, exhibition and entertainment precinct, underpinning Sydney's place as one of the world's most desirable meeting and event destinations and providing the ideal platform to collaborate and innovate.

Featuring a striking contemporary design, leading technology and multipurpose spaces, ICC Sydney will be a beacon of innovation, learning and entertainment, connecting and celebrating leaders of invention, business, governance and the arts.

ICC Sydney is the centrepiece of the AU\$3.4 billion, 20-hectare transformation of Darling Harbour that will revitalise the way business events are delivered in Sydney. The venue is capable of hosting three separate, concurrent convention and exhibition events, while at the same time hosting 8,000 guests in the ICC Sydney Theatre.

ICC Sydney venue highlights include:

- a range of plenary options ranging from 750 to 8,000 people
- total exhibition capacity of 35,000sqm, including 2,400sqm of multipurpose space
- an external event deck of 5,000sqm, including a bar and lounge featuring spectacular city views
- a premier red carpet theatre with a capacity of 8,000
- adjacent luxury headquarters hotel with circa 600 rooms
- a grand ballroom to provide Sydney's premium banqueting space for up to 2,000 people
- 8,000sqm of total meeting room space across 70 rooms that link to both the convention and exhibition areas
- world's best practice technology throughout, including wireless connectivity across ICC Sydney's precinct
- prime waterfront location on Darling Harbour
- a renewed and upgraded public domain.

Contact Details

Name: International Convention Centre Sydney
Postal Address: PO BOX Q965 QVB NSW 1230
Telephone: +61 (0)2 9215 7100
Website: <http://www.iccsydney.com.au/>
Email: info@iccsydney.com

Globally respected entertainment venue specialists, AEG Ogden, will operate the venue.

3 GETTING HERE

3.1 Location

In the heart of Sydney, ICC Sydney is located in the active precinct of Darling Harbour on Cockle Bay.

Vehicle drop off and pickup is available at the venue's main entrance, located within the loop road at Harbourside Place off Darling Drive and shared with Sofitel Sydney Darling Harbour. An additional drop off point is also available in a shared zone at Tumbalong Place, between the exhibition building and ICC Sydney Theatre.

ICC Sydney features multiple public access points – which can be reached by foot, car, taxi, ferry, coach and light rail that will travel along Darling Drive in Darling Harbour.

If using your navigation device to get to the venue, GPS coordinates for key transport points at and around the venue are:

ICC Sydney Main Entrance	33° 52.389'S 151° 11.909'
ICC Sydney Exhibition Centre car park entry	33°52'30.28"S 151°11'55.58"E
ICC Sydney Exhibition Centre loading dock entry	33° 52.472'S 151° 11.915'E
Tumbalong Place	33° 52.588'S 151° 12.009'
ICC Sydney Theatre loading dock entry	33° 52.611'S 151° 11.992'E
ICC Sydney Theatre south side taxi rank	33° 52.639'S 151° 12.055'E

3.2 Visitor access

3.2.1 Airport

Darling Harbour is located only 8km from Sydney Airport, with an average drive time of 25 minutes.

3.2.2 Bus

State transit operates services across the Sydney Metropolitan area seven days a week. Buses in the city centre operate along Elizabeth, Castlereagh, Park, Druitt, Clarence and York streets. For more information about routes and timetables, please visit <http://www.sydneybuses.info>.

3.2.3 Ferry

Cruise into Darling Harbour on a ferry, with direct services from Circular Quay to King Street Wharf, or Pyrmont Bay Wharf. Both are only a short walk away from ICC Sydney. Pyrmont Bay Wharf is located in front of the Australian National Maritime Museum.

3.2.4 Light rail

Two light rail stations (exhibition centre and convention centre stops) run alongside the venue to provide immediate connectivity with Central Station and Sydney's inner west. For more information, please visit <http://www.sydneylightrail.transport.nsw.gov.au/projects/sydney-light-rail>.

3.2.5 Parking

ICC Sydney has more than 800 car spaces in two locations. The Darling Harbour precinct has a further 11 car parking stations that are a short walk from ICC Sydney. Many of these offer special early bird and weekend rates. For more information, please visit www.darlingharbour.com/gettinghere.

3.2.6 Taxi

There are two taxi ranks which service ICC Sydney. One is located in Harbourside Place alongside the convention centre. The second is located in Tumbalong Place, between the Theatre and the exhibition centre.

3.2.7 Train

There are improved east west pedestrian connections between Darling Harbour and neighbouring precincts of Chinatown, Town Hall, Central, Ultimo and Pyrmont. Pathways will assist in directing visitors to and from Town Hall and Central Stations to ICC Sydney.

Take the train to Town Hall Station and exit south into Bathurst Street. A short downhill walk along Bathurst Street will take you directly to Tumbalong Park and ICC Sydney.

Take the train to Central Station and follow the signs to the South Concourse and UTS via the Devonshire Street Tunnel. Go west to cross beneath George Street. Then take the Ultimo Pedestrian Network and The Goods Line to its northern end, at Macarthur Street. Turn right and cross Darling Drive onto Hay Street. Turn left into Darling Harbour where Quay Street meets Hay Street.

3.2.8 Water taxi

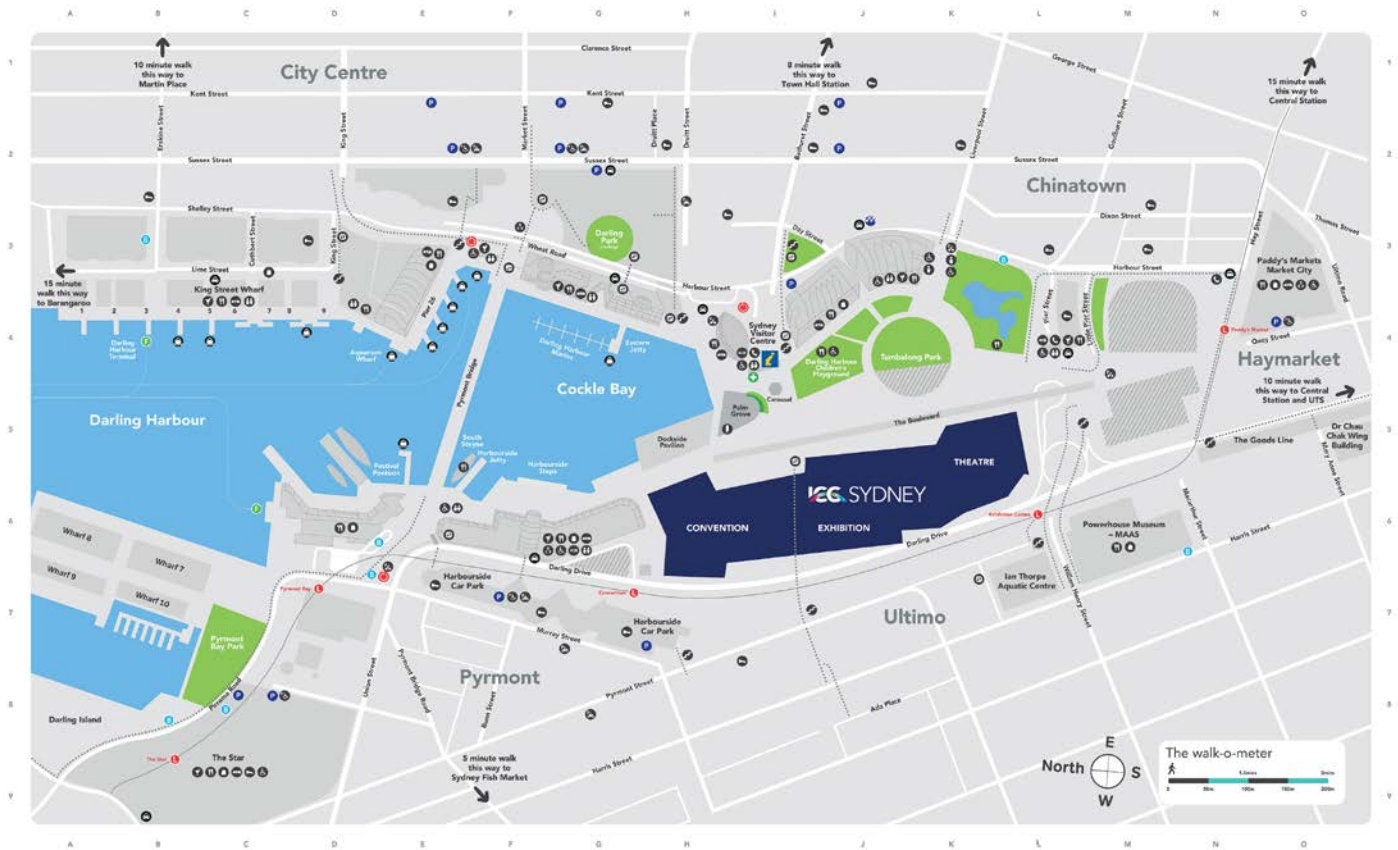
Water taxi connectivity provides ease of access to Darling Harbour from The Rocks, Circular Quay, The Opera House and Luna Park.

3.2.9 Opal card

Opal makes getting around on public transport easy. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. The Opal network includes train, bus, ferry and light rail services in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands.

Please see [Opal services](#).

3.3 Access map



EXPLORE

Australian National Maritime Museum
Captain Cook Cruises
Carousel
Chinese Garden of Friendship
Cockle Bay Wharf
Darling Harbour Children's Playground
Darling Harbour Marina
Darling Quarter
Dockside Pavilion
Harbourside Amphitheatre
Harbourside Shopping Centre
IMAX Theatre Sydney
King Street Wharf
Lend Lease Darling Quarter Theatre
Madame Tussauds Sydney
Market City/Paddy's Markets
Powerhouse Museum - MAAS
Pyrmont Bridge
SEA LIFE Sydney Aquarium
Sydney Heritage Fleet
The Star
WILD LIFE Sydney Zoo

PARKS

Chinese Garden of Friendship
Pyrmont Bay Park
The Garden at Darling Park
Tumbalong Park
Village Green

HELP

Sydney Visitor Centre
First aid
Public toilets
Baby change
Accessible toilets
Telephone
ATM
Money exchange
Accommodation/hotel
Police
Mobility exchange point

ACCESS

Uphill
Stairs
Accessible way

RELAX

Café/restaurant
Bar
Shopping

GET AROUND

Train
Bus
Ferry
Light Rail
Commercial ferry options
Express ferry to/from Circular Quay
Missions Point and Manly
Hop-on/hop-off
Harbour cruise
Chartered vessels
Water taxis
Sydney Explorer bus stop
Taxis
Parking station
Accessible parking
Cycle parking
Motorcycle parking

4 ESSENTIAL INFORMATION

4.1 ABN and business structure

4.1.1 ABN

An Australian Business Number (ABN) is a unique 11-digit number allocated and recorded by the Australian Business Register (ABR), which identifies a business in its dealings with the government and the community.

The ABN of ICC Sydney is 66 154 180 748.

4.1.2 Business structure

Legal Entity Name: ICC Sydney Pty Ltd.

Entity Type: Australia Proprietary Company, Limited by Shares.

Relationships: The NSW Government, in partnership with Darling Harbour Live Partnership (DHL), is delivering ICC Sydney. ICC Sydney is proudly operated by ICC Sydney Pty Ltd, an AEG Ogden company.

4.2 Access

4.2.1 ICC Sydney access

ICC Sydney's employees and representatives have, at all times, unrestricted access to all parts of the venue, including the event facilities, for purposes including (but not limited to) safety, security, maintenance, cleaning, food and beverage and audio visual services.

Variations to the hiring period hours may be granted at the discretion of ICC Sydney, subject to room or hall availability. Additional room hire may apply.

4.2.2 Convention centre

For conventions and live entertainment events, the hiring periods are from 07:00 till 23:59 daily, 07:00 to 17:30 or 18:00 to 23:59.

4.2.3 Exhibition centre

For exhibitions, the hiring period starts at 07:00 on the first day of the move in and concludes at 23:59 on the last day of the move out, unless specified otherwise in the Hiring Agreement.

4.3 Access cards

Proximity cards control access to doors and lifts. ICC Sydney's integrated electronic security system provides remote or scheduled locking and unlocking of function room entrances. Specially programmed access cards may be issued to allow entry to designated function spaces or lifts.

Proximity access cards attract a \$50 refundable deposit per card. This is applied to the final invoice for every access card that is not returned.

4.4 Accessibility

ICC Sydney is committed to providing a venue that is inclusive and equitable, where all feel welcome and have an enjoyable and comfortable experience.

ICC Sydney complies with regulations and laws governing accessibility and the rights of persons with specific needs. Some of the venue's accessibility features include:

- accessible car parking spaces
- accessible pedestrian linkages to light rail and taxis
- accessible ramps
- centrally-located changing places toilets
- clear and intuitive circulation to key areas
- designated drop off points
- equitable and step-free access to every entertainment and conference venue
- first aid rooms in the exhibition halls and the theatre
- fully equipped medical centre in the convention centre
- induction loop hearing augmentation system in the grand ballroom and foyer
- induction loop system in all reception desks, ticket offices, cloak rooms, merchandise and concession outlets
- infra-red emitted hearing augmentation systems in all meeting rooms and theatres except the grand ballroom
- guide dogs and other registered assistance animals are welcome in all areas
- lift access from car parks
- lowered counters at key retail and service points
- parent rooms in the convention centre, exhibition halls and the theatre
- spacious passenger lifts for patrons
- wheelchair-accessible baby-change facilities
- wheelchair and ambulant-accessible sanitary facilities for patrons throughout venue
- wheelchair seating with adjacent carer seat in all theatre venues.

Please contact your dedicated ICC Sydney event planner for any other requirements.

4.5 Accommodation

ICC Sydney is surrounded by up to 5,500 hotel rooms and serviced apartments offering the full spectrum of star ratings, all within a 10-minute walk.

ICC Sydney Hotel – a 600 plus room luxury hotel adjoining the venue and operated by Accor under its Sofitel brand – is due to open in November 2017.

4.6 Account cards

Prepaid account cards for food and beverage purchases at all ICC Sydney cafés and bars are available to all exhibitors and visitors.

Please see the [Stand Catering and Kiosk Account Order Form](#).

4.7 Additional orders

Additional goods or services needed while an event is operational require prior ICC Sydney approval and payment before delivery. For assistance, please consult your dedicated ICC Sydney floor coordinator.

4.8 Advertising and promotion of events

All references to the venue in promotional and marketing material should read International Convention Centre Sydney or ICC Sydney.

ICC Sydney images, floor plans and marketing collateral for inclusion in event promotional material are available in the online [media library](#).

Prior written approval is required to display or distribute any posters, signs, advertising or other written, printed, electronic or digital material in – or in connection with – ICC Sydney. Use of logos, trademarks or other intellectual property owned by ICC Sydney will also need prior written consent.

All promotional and marketing materials mentioning ICC Sydney require prior approval by the Marketing and Communications Manager at comms@iccsydney.com.

For media or publicity enquiries, please contact ICC Sydney's Director of Communications at comms@iccsydney.com.

4.9 Air conditioning

All areas of ICC Sydney, excluding the car parks, are air-conditioned. Provision of air conditioning during the event's operational days is included in the room hire.

If air conditioning is required outside of these hours, please advise your dedicated ICC Sydney event planner. Additional charges may apply.

4.10 Air conditioning vents

Drapes and other related items must be rigged below the level of the air conditioning vents and must not, in any way, obstruct airflow.

4.11 Aisle space

For the safety of all, exhibition aisles are to be maintained at a minimum width of three metres. Please ensure that exhibitors do not obstruct aisle space in any manner or hinder access to emergency exits, fire hoses, fire extinguisher cabinets, building control access doors or panels. Encroachment into public aisles from a stand or booth is not permitted.

Objects restricting access to aisles will be removed at the exhibition organiser's expense, without liability for loss or damage to ICC Sydney.

4.12 Alcohol

Please see [FOOD AND BEVERAGE – Alcohol](#).

4.13 Amusement rides and devices

Use of amusement rides and devices as part of a stand or booth display requires permission from ICC Sydney.

Please complete and return the [Amusement Rides and Devices Permit Form](#).

4.14 Animals

It is important to secure ICC Sydney's permission if animals are part of a scheduled event, to ensure their welfare and the safety of all. If this permission is obtained, please ensure the care, control and restraint of the animals while at the venue.

A minimum three-metre distance from animals is required to be maintained in all food and beverage service areas, along with provision of hand sanitation facilities.

ICC Sydney welcomes assistance animals such as guide dogs, as defined in the Companion Animals Act 1998 (NSW).

Please see the [Animals Permit Form](#) for more information.

4.15 Announcement and audio systems

A public address (PA) system is available throughout the venue in event related zones.

4.16 Artworks, furniture and plants

Artworks, furniture and plants have been placed in the venue's foyers and public spaces for the enjoyment of all clients and visitors and are to remain in place at all times. Care must be taken to ensure these items are not damaged during event activities. Charges for repairs to damaged items may apply.

4.17 ATMs

ATMs are conveniently located at the ICC Sydney:

- convention centre - beside the main café on ground level
- exhibition centre - southern end of level two
- Theatre - adjacent to Customer Service Desk on level two.

If additional ATMs are required within the event space, please contact your dedicated ICC Sydney event planner.

ATMs can also be found at the adjacent [Harbourside Shopping Centre](#) and [Darling Quarter](#).

4.18 Audio visual (AV)

ICC Sydney has a committed and professional AV Services department which provides a range of exclusive services and support services, depending on the venue and event type. Rigging services are managed by ICC Sydney's AV Services department.

4.18.1 Convention centre AV

- All AV and rigging services within the convention centre are exclusive and provided by ICC Sydney.
- Quality presentation AV equipment is built into and made available as part of the room hire.
- If specialised equipment is required to deliver your event, and ICC Sydney cannot provide the same, please discuss this with your dedicated ICC Sydney event AV project manager.

4.18.2 Exhibition centre AV

Rigging in exhibition centre

- All primary (top point) rigging services within the exhibition centre are exclusive and provided by ICC Sydney.
- Secondary rigging points (attached to primary) can be arranged by ICC Sydney or alternatively by accredited ICC Sydney rigging providers.
- Please provide all rigging requirements to your dedicated ICC Sydney event AV project manager at least two months prior to your event.

Staging in exhibition centre

- A variety of mobile staging equipment can be made available by ICC Sydney to exhibition and event organisers within the exhibition centre for educational and briefing presentations.
- For exhibition organisers, ICC Sydney can quote for AV, staging and production services.

Booth exhibitor AV

- Monitors, lighting, sound and presentation equipment can be provided by ICC Sydney.

- If specialised equipment is required to deliver your exhibition, and ICC Sydney cannot provide the same, please discuss this with your dedicated ICC Sydney event AV project manager.
- Alternatively, equipment for exhibitors may be provided by ICC Sydney's and the exhibition organiser's accredited AV supplier.

Banquet, Meetings, Conference and Entertainment events within the exhibition centre

- For organisers arranging such events within the exhibition centre all AV and rigging services are exclusive and provided by ICC Sydney.
- If specialised equipment is required to deliver your event, and ICC Sydney cannot provide the same, please discuss this with your dedicated ICC Sydney event AV project manager.

4.18.3 Theatre AV

Live entertainment events

Rigging:

- all primary (top point) rigging services within the Theatre are exclusive and provided by ICC Sydney
- secondary rigging points (attached to primary) can be arranged by ICC Sydney or alternatively by accredited ICC Sydney rigging providers
- for touring events with unique rigging requirements, please contact your dedicated ICC Sydney event AV project manager.

Sound, Lighting, Video:

- it is acknowledge that touring events will be required to bring show specific equipment into the Theatre; therefore all requirements must be communicated through the promoter to your dedicated ICC Sydney event AV project manager.

All other events in the Theatre

AV for all other Events in the Theatre (such as Plenary's, Meetings, Conferences, Launches, Town Hall Meetings, Product Launches, Religious gatherings, AGM's):

- all primary (top point) and secondary rigging points (attached to primary) rigging services within the theatre are exclusive and provided by ICC Sydney
- please provide all rigging requirements to your dedicated ICC Sydney event AV project manager at least two (2) months prior to your event
- all AV Services within the theatre are exclusive and provided by ICC Sydney
- if specialised equipment is required to deliver your event and ICC Sydney cannot provide the same, please discuss this with your dedicated ICC Sydney event AV project manager.

4.19 Baby change facilities

Baby change facilities are located throughout ICC Sydney.

Dedicated parents' rooms can be found in the following locations:

- convention centre – on the ground level and level two
- exhibition centre – on level two
- the theatre – on level two.

Each parents' room has a feeding area, change table and a food preparation area.

4.20 Balloons

Helium balloons can be used as fixed features of an exhibit, event display or as table decoration. Due to the complexity and cost of retrieving balloons trapped in overhead spaces, removal charges may apply.

4.21 Band meals

Please see [FOOD AND BEVERAGE – Crew Catering](#).

4.22 Banking facilities

The following major banks are located near the venue:

- Commonwealth Bank of Australia
Shop C4 Darling Walk, 1 Harbour Street
Sydney NSW 2000
Phone: 02 9120 4910
- St George Bank
Corner George Street and Ultimo Road
Haymarket NSW 2000
Phone: 13 33 30
- Westpac
671-675 George Street
Sydney NSW 2000
Phone: 02 8217 0300

Foreign currency can be exchanged at any bank branch. Foreign exchange services are also available at the [Harbourside Shopping Centre](#).

4.23 Banner hanging

There are variety of banner hanging opportunities available throughout the venue. To arrange a quote, please note your requirements on the [Banner Hanging and Rigging Order Form](#).

4.24 Boat displays

To ensure a safe environment for all, it is important to comply with Australian Legislation:

- install covers or protectors for trailer tow bar couplings
- install head strike protection on bow rollers
- position boats entirely within the hired space
- carefully position propellers, with protective barriers, plants and the like where appropriate
- ensure trailers are fully supported and stable with brakes on or wheels chocked

- protect carpeted and concrete areas
- provide appropriate guardrails on raised platforms to access boat displays.
- when two or more steps (risers) are provided to access a raised platform, provide a handrail to at least one side of the steps.
- where applicable all “removable” fuel tanks must be removed
- boats with fitted tanks carry a maximum of 5L of fuel (not including fuel that may be present in the fuel line and engine); fuel tanks are locked and sealed with a fuel cap to prevent removal by third parties
- all LPG bottles are removed.

Specific rules apply to boats fuelled by ethanol, methanol or nitro methane. These boats must have a completely empty (purged) fuel tank.

4.25 Broadcasting and telecasting

Please obtain prior written approval from ICC Sydney for any filming, streaming, video and audio taping of all or any portion of an event – for commercial purposes.

For information required for such things as OB vans, cable runs and camera positions, please consult your dedicated ICC Sydney event planner.

4.26 Building inspections – pre-event and post-event

To ensure that the highest facility standards are maintained, ICC Sydney floor coordinators undertake pre- and post-event building inspections of the hired spaces, ideally with the client’s representative or service contractor present. The pre-event inspection is conducted on the first day of tenancy and the post-event inspection is scheduled after the post-clean, on the last day of move out.

Both inspections are documented and the client’s agreement is recorded. If the client is not available to complete and sign the inspection reports, ICC Sydney will do so on the client’s behalf.

4.27 Bus and coach parking

To arrange parking for buses and coaches, please contact your dedicated ICC Sydney event planner. Charges may apply.

4.28 Business suites

ICC Sydney has business suites available for use by event organisers as part of the event tenancy. They are located on levels one and two of the convention centre and level three of the exhibition centre. Please consult with your dedicated ICC Sydney event planner for further details.

4.29 CAD plans

CAD plans of the venue are available on request from your dedicated ICC Sydney event planner or ICC Sydney business development executive.

4.30 Cafés

Please see [FOOD AND BEVERAGE – Cafés](#).

4.31 Calendar of events

Events held at ICC Sydney are published on the venue's [website](#), subject to the client's approval.

4.32 Candles

Please see [Naked Forms Permit Form](#).

4.33 Canvassing, solicitation, distribution

ICC Sydney requires prior written consent for the solicitation and canvassing of business within the venue. Distribution of pamphlets, brochures, catalogues and leaflets on vehicles parked within ICC Sydney's car park and any common areas is not permissible. Please note, it is an offence under the Protection of the Environment Operations Act 1997 (NSW) to distribute advertising materials in any way, other than as described in the Act.

Please see the [Canvassing, Solicitation and Distribution Permit Form](#).

4.34 Car displays

Please see [Vehicle Display Permit Form](#).

4.35 Car park

ICC Sydney has two car parks, providing patrons with access to a total of 826 parking bays, 365 days a year, 24 hours each day. The car park office is located in the exhibition centre car park.

The entrances to the car parks can be easily found by heading south along Darling Drive. Signage will assist and indicate how many bays are available or if the car park is full.

For convenience, one car park is located beneath the exhibition centre and the second is located next to the main theatre. Both car parks have a height restriction of 2.1 metres, are controlled by auto pay machines and provide convenient lift access to the venue.

The exhibition centre car park provides the following additional facilities:

- eight disabled parking bays
- 10 electric car chargers servicing 20 parking bays
- 25 motorcycle parking bays
- 50 bicycle racks

4.36 Care of the building

ICC Sydney provides world class facilities for the enjoyment of its patrons. These facilities are to be treated with due care at all times to maintain their condition.

Permission is required for all attachments, fittings or detachments to the interior or exterior walls, floors, ceiling, or columns of the building. This includes any equipment or device that could be affixed to, or suspended from any structure of the building, and attachments that could damage any surface or structure in the building.

Even with the best intentions accidents can still happen. Replacement and/or repair costs resulting from damage to any of ICC Sydney's facilities caused by the client, it's representatives (such as staff, contractors, sub-contractors, service providers and agents) or exhibitors, will be assessed and may be chargeable.

4.37 Carpet

Care must be taken when in carpeted areas to avoid causing damage. ICC Sydney does not permit activities that generate dust (such as sawing or sanding), major construction or painting within the venue. Please discuss any such needs with your dedicated ICC Sydney event planner who will endeavour to provide an alternative.

4.38 CCTV

ICC Sydney is committed to complying with Australian laws in all aspects of its operation. CCTV coverage must adhere to the Privacy and the Workplace Surveillance Acts.

If an event requires additional or customised closed circuit television (CCTV) services within the contracted space, please submit your requirements to your dedicated event planner at least thirty (30) days prior to the event.

4.39 Ceiling heights

Please see the [Capacity Summary](#) Fact Sheet.

4.40 Children on site

The safety of all visitors to the venue is ICC Sydney's primary concern. During move in and move out periods children under the age of 15 years are not permitted in the venue or the loading docks. At all other times children under the age of 15 years must be supervised by an adult in all areas within the venue.

4.41 Cleaning

At commencement of tenancy ICC Sydney provides a clean space.

During the course of an event, venue staff clean and maintain the contracted spaces and common areas (such as aisles, foyers, toilets, cafés, offices and lounges) as part of the daily room hire.

A range of pre and post-event cleaning services are available for an additional cost in the following instances:

- Pre-clean – during or after exhibitors/contractors/clients move in and prior to opening.
- Post-clean – during and after exhibitors/contractors/clients move out. Additional charges apply when items such as glitter bombs, paint, sand, straw, confetti, popcorn are used.
- Waste Removal – charged on a per skip basis. This includes the use of bulk bins and the subsequent disposal and recycling of waste. Waste removal requires pre-booking.

For a quotation for pre and post cleaning services, please see your dedicated ICC Sydney event planner.

For exhibitors, please complete and return the [Cleaning Services Order Form](#).

4.42 Cleaning – waste management

ICC Sydney is committed to best practices in resource recovery and recycling. ICC Sydney will provide facilities to enable segregation of waste materials generated during event move in, operational and move out (such as mixed recyclables, cardboard and paper, food organics, glass, plastic wrap, and untreated timber). Please assist ICC Sydney by using the waste facilities provided.

The cost of the appropriate disposal of any regulated waste including any toxic or bio-hazardous materials – during event move in, operation, and move out is the client's responsibility.

Discarding toxic chemicals or waste through the venue's drainage system, or in general waste, is not permitted and may incur significant remedial costs. Hazardous waste is not to remain on the premises after move out.

For further information regarding waste management, please consult your dedicated ICC Sydney event planner.

4.43 Cloakroom

ICC Sydney provides complimentary cloakroom facilities for personal items, which are located beside the Customer Service Desk on the ground level of the convention centre. Arrangements can be made for setting up a temporary coat check in the event space. Costs, including provision of staff, may apply. Please consult your dedicated ICC Sydney event planner.

4.44 Compressed air

Compressed air is available in the upper and lower exhibition halls. If the event requires compressed air connections, please contact your dedicated ICC Sydney event planner to discuss options.

4.45 Confetti and glitter

The use of confetti and glitter is discouraged, however, under certain circumstances this may be authorised. Cleaning costs may apply.

4.46 Contractors

4.46.1 Contractor induction

Work health and safety (WHS) is important to ICC Sydney, but in order to be effective it must be everyone's concern. All organisers, contractors, sub-contractors, exhibitors and associated staff need to complete an induction prior to the event move in. This includes familiarisation of the venue's emergency procedures. Every contractor's induction status requires ICC Sydney confirmation prior to starting work.

4.46.2 Contractor dress code

The dress code for contractors is to be adhered to at all times when in the venue. Information about the contractor dress code is provided in the ICC Sydney induction.

4.46.3 Clothing

A basic expectation is for clothing to be clean, of the correct size and in good condition. Make sure all shirts, jackets, vests, jumpers etc. have a clearly identifiable company name or logo.

High visibility items are to comply with Australian Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests are to be worn over a polo shirt, t-shirt or long sleeved garment. Offensive slogans or images are not permissible.

4.46.4 Footwear

Please ensure that footwear is fully enclosed, clean, worn with socks if suitable and in good repair. Specific tasks and Safe Work Method Statements (SWMS) guidelines require regulation footwear e.g. steel capped.

4.46.5 Hair

Some tasks and specific Safe Work Method Statements (SWMS) require compliance with hair guidelines, so it is beneficial to be aware of these. Hair must be neat and tidy hair, and tied back if required.

4.46.6 Conduct

Contractors must adhere to the following standards of conduct at all times while at the venue:

- comply with all applicable legal requirements
- comply with Safe Work Method Statements (SWMS)
- adhere to all directions from ICC Sydney staff
- behave in a courteous and respectful manner
- avoid offensive language
- harassment and intimidating behavior are not permitted

- the venue and its precinct is a no-smoking zone.

4.46.7 Contractor performance evaluation

ICC Sydney has established a Contractor Performance Evaluation (CPE) process. This aims to ensure that contractors maintain the appropriate standards while working at ICC Sydney.

CPE criteria include:

- quality system compliance
- WHS and environmental compliance
- incidents (including dangerous occurrences) and near misses
- feedback from exhibitors, clients or ICC Sydney staff.

4.47 Copyright, permits, and licenses

The event organiser is responsible for obtaining all licenses, permits and approvals needed to stage an event from the appropriate organisation, government department, statutory board or competent authority.

ICC Sydney requests that copies of all such approvals be submitted fourteen (14) business days prior to the event.

4.48 Couriers

Please see [DELIVERIES](#).

4.49 Credit cards

ICC Sydney accepts VISA, MasterCard, Diners Club and American Express for on-site service orders and payment for events. A 1.5% processing fee applies to all credit card transactions, excluding food and beverage outlets.

4.50 Customer service desks

ICC Sydney Customer Service Desks are located at the ground level of the convention centre and level two of both the theatre and the exhibition centre. Customer service staff assist delegates and visitors with information on in-house events and services, local attractions, dining experiences, arts and cultural attractions, shopping and transportation.

Operating hours are based on event requirements.

4.51 Damages

The client is responsible for any proven damage to ICC Sydney property caused by its employees, contractors, sub-contractors, service providers, agents and exhibitors. Cost of repair and replacement will be evaluated before submitting the charges.

4.52 Dangerous activities

To ensure a safe environment for all, ICC Sydney's permission is required to carry out any potentially dangerous activities at the venue.

Please provide full details of any potentially dangerous activities, including a risk assessment. These activities must comply with safety and emergency regulations.

4.53 Delegate survey

Clients, visitors and delegates to an event may be requested to provide feedback post-event to help ICC Sydney continually improve its services.

4.54 Deliveries

Please advise your dedicated ICC Sydney event planner of all deliveries, shipments, contractors and vendors who require access to the venue. It is important to book sufficient move in and move out time. Deliveries and freight shipments are only permitted after the contracted period begins.

To assist with courier deliveries, please use [ICC Sydney Delivery Label](#). Correct labelling is important to prevent delays and returns.

ICC Sydney is not able to accept delivery of any goods on behalf of clients or exhibitors, nor is the venue responsible for the safety of items delivered to the venue. Please ensure that your representative or service contractor is present.

Refer to the [Loading Dock Access Map](#) for delivery points.

4.55 Dietary requirements

Please see [FOOD AND BEVERAGE – Dietary Requirements](#).

4.56 Disclosure – event profile form

Exhibition organisers are requested to complete an Event Profile Form during the sales process. Information provided in this document will assist in identifying and addressing any potential conflicts. Please provide a list of all exhibitors and a copy of the exhibitors' details before the event move in date.

4.57 Distribution of brochures

Distribution of printed media and advertising materials is restricted to the confines of the exhibitor stand.

Please see [Canvassing, Solicitation and Distribution Permit Form](#).

4.58 Door heights and operable wall measurements

Please see the [Venue Specifications and Capacities](#).

4.59 Drapery

Please see [MATERIALS](#).

4.60 Drones (unmanned aerial vehicles)

The use of drones requires prior written permission from ICC Sydney.

ICC Sydney requires companies that use an Unmanned Aerial Vehicle (UAV) to have an operator certificate issued by the Civil Aviation Safety (CASA), and for the UAV operator to have a controller's certificate.

Please refer with your dedicated ICC Sydney event planner for further information.

4.61 Drugs and alcohol

Possession, distribution and use of any illegal drug or alcohol by contractors, workers or staff are strictly prohibited, against the law and will be dealt with promptly.

Some prescribed or over-the-counter medications may affect the ability to work safely. Advice on any side effects should be sought from the prescribing doctor or chemist before undertaking any task at ICC Sydney.

4.62 Electrical connections

An electrical licence is required before any wiring or fitting work can be undertaken throughout ICC Sydney's home state of New South Wales (NSW), regardless of the cost of the work and whether the work is residential, commercial or industrial.

Electrical wiring means the actual physical work of installing, repairing, altering, removing or adding to an electrical installation, or the supervision of that work. For licensing purposes, it is defined in the Home Building Act 1989, with the same meaning as in the Electricity (Consumer Safety) Act 2004.

ICC Sydney carries out all power connections to the venue's main distribution system. No live work is permissible.

Access to floor pits and trenches for the installation of sub-mains cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised exhibition contractor.

Power quotations for events are arranged through your dedicated ICC Sydney event planner.

4.63 Electrical consumption

Power consumption, standard house lighting and single-phase access to electrical points in the convention centre are included in the room hire.

Charges apply for all electricity consumed during exhibition and live entertainment events.

4.64 Electrical equipment – testing and tagging

Prior to use at the venue, please ensure that all electrical equipment has been tested and tagged in accordance with the NSW Work Health and Safety Regulations and Australian Standards.

For events where no electrical contractor has been appointed, ICC Sydney may disapprove the untagged equipment or conduct the inspection on the client's behalf. Charges apply.

4.65 Emergency and evacuation procedures

ICC Sydney has an Emergency Response Plan in the event of medical, weather, fire and smoke and other exigencies. It is updated regularly and drills are conducted annually. A trained Emergency Response Team will lead the implementation of all procedures. Event organisers are briefed on emergency procedures pre-event.

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

- Alert alarm – “Beep! Beep! Beep!”

This is a warning alarm to notify everyone of a possible emergency. If it sounds, please stand by for further instructions.

- Evacuation alarm – “Whoop! Whoop!”

This alarm means all occupants must evacuate. When it sounds, wardens will direct everyone to leave via the nearest exits quickly but calmly, and assemble at the nearest evacuation point where they are to remain until ICC Sydney staff advise that it is safe to return.

Please see the [Evacuation Map](#).

4.66 Environmental obligations

ICC Sydney is committed to minimising adverse environmental impact. Please pay careful attention to activities that may cause harm to the environment, or cause pollution of the venue or its surroundings, including light, noise, waste and water aspects.

The venue has no provision for the disposal of toxic hazardous liquid substances such as paints, solvents, oils etc. Please contact your dedicated ICC Sydney event planner for further information.

Please see [CLEANING – WASTE \(hazardous substances\)](#).

4.67 Escalators and lifts

Only items that can be hand-carried are permitted in guest lifts and escalators. Goods lifts are available for transporting large freight, equipment or trolleys.

ICC Sydney may redirect escalator flow and program the passenger lifts to accommodate event needs. Lift access can be controlled remotely by ICC Sydney security, and access cards can be programmed to suit event requirements.

Please see the [Lift Schedule](#).

4.68 Estimated event costs

ICC Sydney requires full payment of estimated event costs five (5) business days prior to start of tenancy. If the final cost exceeds estimates, the client will be invoiced with costs payable at the conclusion of the event. If the final cost is less than estimates, the difference will be settled as part of the final statement and refunded no later than 10 business days after providing the statement.

4.69 Event deck

The open-air event deck with city skyline views provides many opportunities for unique event experiences. The range and capacity of events that can be accommodated within the 5,000m² space includes:

- Exhibitions and associated events – 3,000m² of usage space.
- Banquets – from 500 to 1,800 persons (depending on the performance area, pre-function, serveries, clearing stations etc.)
- Cocktails – 1,500 to 3,500 persons (depending on the performance area, pre-function, serveries, clearing stations etc.)

Use of the event deck is bound by development approval (DA) conditions on noise levels. Please refer with your dedicated ICC Sydney event planner for details.

4.70 Exhibitor accounts

ICC Sydney requests full payment of accounts for operational services such as food and beverages, telecommunications, and cleaning before services can commence.

4.71 Exhibitor manual

To ensure all venue information is correct, please provide ICC Sydney with a copy of the client's exhibitors' manual at draft stage, before finalising it for circulation. Your dedicated ICC Sydney event planner will provide an exhibitor services kit.

Payments in the form of bank cheque, cash, bank transfer or credit card are acceptable and can be made with your dedicated ICC Sydney event planner or at the Customer Service Desk.

4.72 Exhibitor services

The Exhibitor Service Desk is situated at the southern end of level two of the exhibition centre. It is operated by ICC Sydney staff and is open during the move in, operational and move out stages of exhibitions in halls one to seven.

Exhibitors may order services including food and beverage, internet and telecommunications, water and waste facilities, banner hanging and rigging, stand cleaning and audio visual at the service desk.

Online ordering can be accessed from the exhibitors' page on the venue's website.

4.73 Fire and safety regulations

All clients are issued with ICC Sydney Event Safety Guidelines as part of event pre-planning. A mandatory emergency response briefing is held prior to every event.

4.74 First aid

A fully equipped medical centre is located at the ground level of the convention centre. First aid rooms with a maximum capacity of 10 people are located on level two of the exhibition centre and level two of the Theatre. These rooms are manned during event operational hours.

ICC Sydney security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. In the event of a medical emergency, the venue's first aid attendants will be on hand to implement procedures and contact external agencies as required.

Event-dedicated paramedics can be arranged through St John's Ambulance. The contact details are events@stjohn.com.au or +61 (2) 9745 8710 Monday – Friday.

The venue's security and safety officers are required to complete an ICC Sydney incident report for each person treated. This includes those treated by St Johns or other outsourced first aid providers. The first aid provider should notify security as soon as possible if a person requires medical treatment.

A risk assessment is required to determine the number of first aid staff and registered nurses needed.

4.75 Floor fixing

ICC Sydney requests applications be submitted for fixing exhibits or machinery to the exhibition floor.

4.76 Floor loading

Floor loading capacity across both levels of the exhibition centre is 20kpa. At the convention centre, floor loading capacity is 5kpa, including the Gallery.

If unsure about floor loading capacity for the intended use, make sure to consult ICC Sydney in advance of the event or activity.

Please see the [Venue Specifications and Capacities](#).

4.77 Floor markings

To protect floor surfaces, please ensure that any adhesive tape used on exhibition hall floors is removed without causing damage. Costs may be incurred in the event of damage or if additional cleaning is required to remove floor markings.

4.78 Floor plans

All floor plans and production rigging plans require a review from ICC Sydney. Please submit these prior to releasing exhibition or event space for sale.

“No-build-zones” are to be kept clear at all times. Please contact your dedicated ICC Sydney event planner for more information.

4.79 Flooring

Ensure stand flooring complies with the requirements of AS 1657 or the National Construction Code of Australia.

All raised flooring, ramps and steps need to be within the allocated stand space. Please ensure access for persons with a disability.

For additional information regarding flooring and stand/booth construction, please refer to the Event Safety Guidelines.

4.80 Food and beverage

Food and beverage service that is world class in all aspects is the focus of ICC Sydney. From on stand catering solutions, backstage and crew catering, on site eateries and bars, to hosting high profile VIP gatherings, ICC Sydney recognises the importance of outstanding cuisine and service in defining the exhibitor and attendee experience.

4.80.1 Alcohol

ICC Sydney is a fully licensed venue and reserves the right to supply alcoholic beverages for any event. Alcoholic beverages must be consumed within the venue.

If the sale of take-away alcohol is a feature of the event, the venue will apply to vary its liquor license. Please consult with ICC Sydney prior to signing the Hiring Agreement.

4.80.2 Alternate meal service

Alternate meal service for entrée, main course, and/or dessert can be provided on request, at an additional cost.

4.80.3 Beverage service fee

Use of sponsored beverages for events – in special circumstances only – attract a beverage service fee. Please contact your dedicated ICC Sydney event planner to make arrangements.

4.80.4 Cafés and food and beverage outlets

Cafés and food and beverage outlets inside the venue can be found at the following locations:

- Convention centre – at ground level and level two.
- Exhibition centre – within each exhibition hall and on the Event Deck.
- ICC Sydney Theatre – at levels two, three, four and six.

During exhibitions, ICC Sydney will determine the number of cafés and operating times in consultation with the client.

Pre-paid accounts can be set-up by completing the [Stand Catering and Kiosk Account Order Form](#).

4.80.5 Cash bar

ICC Sydney can provide cash bar facilities to allow guests to pay individually for beverages during all, or part of a function. Additional staff may be required to operate a cash bar – charges apply.

4.80.6 Cooking of food on stand/booth

ICC Sydney's permission is required to cook food on a stand or booth or as part of a demonstration. Please complete and return the [Cooking Permit Form](#).

4.80.7 Crew and band catering

Crew and band catering can be arranged through your dedicated ICC Sydney event planner.

4.80.8 Dietary requirements

ICC Sydney works closely with clients in customising menus to meet ethnic, cultural or religious sanctions or to accommodate medical conditions, food sensitivities or personal preferences/beliefs

The venue requests clients to submit full details of dietary requirements at least 10 business days before the event.

4.80.9 Menus

The Culinary Services department provides a wide range of menu choices, including modern Australian, international and themed selections.

For more details and pricing, contact your dedicated ICC Sydney event planner.

4.80.10 Minimum numbers

ICC Sydney requests written advice of minimum numbers 20 business days before start of the hiring period. Final guaranteed numbers are due no later than three (3) business days prior to start of occupancy. ICC Sydney will accept increases to food and beverage orders if requested three (3) business days prior to the event and subject to availability. Further increases less than three (3) working business days prior is at the discretion of the Culinary Services Department.

4.80.11 Preferred suppliers

ICC Sydney may have contractual arrangements with select companies and serve their products exclusively. Please submit requests to serve sponsored products to ICC Sydney.

Refer to your dedicated ICC Sydney event planner for further details.

4.80.12 Sales or sampling of externally supplied food and beverage

City of Sydney safety regulations for distribution of food and beverage products apply to all events held at the venue. Organisers are requested to register their event with the NSW Food Authority, which can be done via their [website](#).

ICC Sydney understands that sampling a wide range of cuisines enhances the appeal of food and lifestyle shows. The sale or sampling of externally supplied food or beverage is permitted at the venue if they are directly related to the exhibitor's core business and are served as bite-size pieces or 50gm portions.

Coffee machines brought to the venue and providing full-sized samples will be charged an external supply fee per day.

As the liquor licence holder, ICC Sydney is the sole provider and seller of alcohol at the venue. Sample beverage portions are limited to:

- non-alcoholic beverage – 100ml or less
- liquor spirit – 20ml or less
- wine and beer – 50ml or less.

Those serving alcohol samples are required to hold a current NSW competency card, a copy of which must be supplied to the event organiser and ICC Sydney prior to tenancy. Original copies of the mandatory Liquor & Gaming NSW signage is to be clearly displayed on each stand serving alcohol.

Please refer to [Food and Beverage Sampling Permit Form](#).

4.80.13 Sponsorship of food and beverage products

ICC Sydney has arrangements with select companies to serve their products exclusively. Please notify the venue in advance if there are event sponsorship arrangements entailing service of other food and beverages and sponsor branding of staff attire.

4.80.14 Stand catering

ICC Sydney provides a wide variety of food and beverage services, from refreshment breaks to on-stand catering.

To arrange food and beverage hospitality services, please complete and return the [Stand Catering and Kiosk Account Order Form](#).

4.81 Foreign labour

It is important to make sure foreign staff who are involved in the event have relevant visas and insurance. All construction, materials and safe work practices must comply with the relevant Australian Standards. All foreign labour must also have an understanding of these practices/standards.

Any non-Australian staff (including event organisers and contractors) involved in the construction of stands or the onsite operation of an event should have a worker's compensation insurance policy that meets the statutory requirements of the Workers Compensation Act (NSW) 1987.

Please note that insurance taken outside of Australia may not be valid within Australia.

4.82 Forklifts

Only ICC Sydney approved, licenced and experienced forklift drivers may operate forklifts at the venue. Forklifts and pallet jacks are not allowed on carpeted areas such as the ballroom and foyers.

Major stand builders as contracted by the exhibition organiser can provide their own forklifts.

Please ensure that drivers are licensed, wear seatbelts at all times and drive safely. The maximum speed limit for forklifts is 10km/h. To comply with noise restrictions, forklifts operating between 11pm to 7am are to be fitted with a Broadband pulse acoustic signal – sometimes referred to as a quacker or woosher – with a range of frequencies.

4.83 Freight delivery

ICC Sydney does not have venue storage and is therefore unable to accept freight shipments on behalf of event organisers before scheduled move in times. It is important to communicate this to exhibitors. Freight consignment and off-site storage arrangements before, during, and after the hiring period are the responsibilities of the event organiser.

4.84 Goods lifts

The goods lifts can be accessed from the loading dock of ICC Sydney's convention centre and must be operated by venue staff or approved contractors.

When using the lifts, pay close attention to maximum loading capacities. Safeguarding of lifts and loads is required to prevent damage to lift doors, walls and the control panel.

Please see the [Lift Schedule](#).

4.85 Hanging objects

Please see [RIGGING](#).

4.86 High chairs

Children's high chairs are available but are in limited quantity. If required, it is best to advise your dedicated ICC Sydney event planner well in advance of the event.

4.87 Hiring agreement

A signed Hiring Agreement acts as confirmation of the event. It outlines all the conditions for the booking of the space/s.

4.88 Hiring agreement amendments

If a Hiring Agreement has already been executed and a change needs to be made, a Hiring Agreement amendment needs to be processed and authorised by ICC Sydney. All legal and consultant fees incurred by ICC Sydney in connection with a variation will be passed on to clients.

Please see the [HIRING AGREEMENT](#).

4.89 Incident reporting

ICC Sydney requests that careful attention be paid to the management of hired spaces and potential risks and incidents within them. Please report all incidents and near misses immediately to your dedicated ICC Sydney floor coordinator.

4.90 Information technology

ICC Sydney is the exclusive provider of information technology services in all exhibition halls, meeting spaces, service and public areas.

The ICC Sydney ICT Services team facilitates everything required to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in the venue.

4.91 Insurance

All events held at ICC Sydney are required to have public and products liability insurance. The insured sum must not be less than AUD\$20 million for any one event. Please refer to the appropriate sections of the Hiring Agreement for further information.

If holding more than one event, only one copy of the insurance document may be required, provided event dates are within the insurance period.

ICC Sydney recommends inclusion of an insurance/liability clause in any correspondence with third parties.

4.92 Internet and network solutions

Wireless connectivity is readily available throughout the venue. Visitors have access to free public Wi-Fi, for basic browsing, email and social media.

Premium service and event specific network services for clients and exhibitors can be requested by completing the [Internet Services Order Form](#). Custom solutions can be tailored to suit the event needs by working with our event ICT services team.

The venue does not allow the use of wireless access points other than the venue fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found to be causing interference.

4.93 Labour charges

ICC Sydney can arrange additional staff to assist with registration, ushering, satchel packing, merchandise, ticketing and other services. Please discuss your specific requirements with your dedicated ICC Sydney event planner.

4.94 Lasers

Laser light equipment or medical lasers for display purposes may only be used in compliance with the Australian Standard AS 2211 Laser Safety.

4.95 Lifts

The lift schedule provides a detailed list of the lifts at ICC Sydney including dimensions and capacities, please see the [Lift Schedule](#).

4.96 Liquor licence

As the liquor licence holder, ICC Sydney retains the exclusive right for the sale and service of all alcoholic beverages, in compliance with the state regulations, licence conditions and ICC Sydney's House Policy.

Please see [FOOD AND BEVERAGE – Alcohol](#).

4.97 Loading dock

ICC Sydney's dock facilities have been designed in accordance with Australian Standard AS 2890.2, with all loading/unloading facilities able to operate simultaneously. Each building has its own vehicle and public access points. ICC Sydney loading docks are accessible via Darling Drive and controlled by a manned checkpoint.

4.97.1 Convention centre

The convention centre loading dock is accessible via Darling Drive and is used for events held in the Gallery, Pyrmont Theatre or Darling Harbour Theatre. It is also the in-house dock for kitchen and general deliveries.

This dock can accommodate three x 19 metres articulated vehicles and smaller vans at any one time. Vehicles are able to manoeuvre into bays without encroaching onto the public roadway.

4.97.2 Exhibition centre

The exhibition centre loading dock facilities are on two levels. Access is via a slip-lane from the south bound lane on Darling Drive. A vehicle inspection check point with a boom gate is located at the bottom of the ramp on Darling Drive. All vehicles must be given permission to proceed to the upper or lower docks. There is also a lane for unauthorised vehicles including those outside the approved access window.

Each exhibition hall can be accessed via a 5.6 metres wide x 4.5 metres high loading dock door.

Loading Dock Level one, servicing halls 1-4, is located on the eastern side of the venue. This fully covered dock is 14.85 metres wide with a clearance of 5 metres. The dock can accommodate 17 semi-trailers

concurrently. The dock operates on a one way circulation system to maximise efficiency. An unload limit of 20 minutes per vehicle applies.

Loading dock level four services halls 5-7 and the event deck. It is located on the western side of the venue, alongside Darling Drive. This dock can accommodate 13x semi-trailers and also operates on a one way circulation system. A gas cage, wet waste area and toilets are available on this dock.

4.97.3 Theatre

The theatre loading dock is accessed via a ramp, located off the Darling Drive/Pier St roundabout. This dock can accommodate three 19 metres articulated vehicles and one 12.5 metres Heavy Rigid Vehicle (HRV) at any one time.

4.97.4 Loading dock management

ICC Sydney manages its own loading docks. To assist with traffic management planning, it is important to provide the venue with move in/move out delivery schedules, expected traffic peak periods during each day, and details of contractors and exhibitors requiring loading dock access.

4.97.5 Loading dock marshal

ICC Sydney provides a loading dock marshal for each exhibition hall to facilitate the smooth flow of exhibitor vehicles, and minimise delays during move in and move out.

4.98 Lost property

The venue's security staff handles enquiries and reports regarding lost and found items. All items, except for those deemed perishable are catalogued and stored for 30 days. After that period, articles are disposed of at the discretion of ICC Sydney with no further claim available to those items.

4.99 Lotteries and games of chance

A permit is required to conduct free-entry trade promotion lotteries and games of chance. For more information please visit Liquor & Gaming NSW [website](#).

4.100 LPG applications

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to their event. Each application is assessed with public safety as the prime concern. ICC Sydney reserves the right to accept or reject any application.

Please see the [Hazardous Substances and LPG Permit Form](#) for more information.

4.101 Materials

Please ensure that materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners, theming, temporary structures, or similar for displays are fire retardant as per the methods defined in AS/NZS 1530.3:1999.

ICC Sydney may require documentation confirming the fire retardant capabilities of the materials.

4.102 Medical displays and demonstrations

Medical activities including tattooing, body piercing, cosmetic procedures and demonstrations using human cadavers, animals or specimens require ICC Sydney's permission.

Please see the [Medical Activities Permit Form for details](#).

4.103 Motorised vehicles

4.103.1 Vehicle displays

In the interests of public safety and security, exhibitors planning to include a vehicle on their stand are requested to comply with the following:

- Place a drip tray underneath vehicle.
- Ensure that vehicles carry no more than 5L of fuel (not including fuel that may be present in the fuel line and engine). Lock/Seal fuel tanks to prevent removal by third parties.
- For vehicles fuelled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Provide contact details for the person/s delivering and collecting the vehicles.
- Place carpet under tyres.
- Do not leave keys with the vehicle; a second set is to be provided to venue security in case of emergency.
- Please complete and return the [Vehicle Display Permit Form](#).

4.103.2 Vehicles – use and operation

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies etc.) within any area of the venue requires permission from ICC Sydney. Operators of vehicles are to comply with applicable safety and licensing requirements. ICC Sydney may require a Safety Management Plan relevant to the use of these vehicles.

Permission is required to move displays. If this is required please consult with your dedicated ICC Sydney event planner.

4.104 Move in and move out

A move in and move out schedule agreed between clients and ICC Sydney is vital to the success of any event. An accurate schedule ensures all parties have the same understanding of the different stages of event delivery such as event build, production equipment load in and rehearsals. Schedule adherence also contributes to the safety of all persons at the venue. Please ensure that adequate move in and move out days are booked.

Additional access during move in and move out times requires ICC Sydney's permission and is subject to availability. Charges may apply.

4.105 Naked flames or candles

ICC Sydney's permission is required for the use of naked flames or candles.

Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. Make sure naked flames are safely positioned and cannot be knocked over or come into contact with any person or flammable item. A fire extinguisher is required on the stand or booth and ICC Sydney may place a limit on the number of candles.

Please see the [Naked Flames Permit Form](#)

4.106 Noise

ICC Sydney has an obligation to control noise generated at the venue. In some instances, an acoustic consultant may be required to monitor noise levels emanating from the premises during an event. This is a chargeable cost.

The maximum permissible sound level in any area of an exhibition or event is 82 dB (slow), measurable at a distance of three (3) metres from the source of the sound using a directional decibel meter. Exhibitors showing films, generating excessive noise or using audio visual aids that could impact adjacent exhibitors may be requested to minimise noise levels.

4.107 Painting

Disposing of any paint, thinners or other potentially hazardous substances in the drainage system is not permitted. Water-based paint is to be used wherever possible; dedicated washing areas are provided in both the level one and level four exhibition centre loading docks.

4.108 Parenting rooms

Parenting rooms are located on ground level and level two of the convention, level two of the exhibition centre, and in the Theatre. Each parenting room has feeding areas, change tables and a food preparation area with microwave, sink and hand towels.

4.109 Payment procedures

ICC Sydney requires full payment of estimated costs no later than five (5) business days prior to the provision of services ordered. ICC Sydney accepts payments in the form of bank cheque, cash, electronic funds transfer or credit card.

ICC Sydney bank account details are:

Account Name: Sydney Harbour Foreshore Authority – ICC Sydney Holding A/C
Bank: Westpac Branch – Kent St Sydney NSW 2000
BSB: 032001 Account Number: 178296

4.110 Plant and equipment

Please ensure any plant and equipment brought onto site is appropriately maintained and compliant. ICC Sydney requires current certificates of inspection for certain types of equipment prior to the event. All machinery should be fitted with guarding, fencing or other controls to ensure safe operation and a safe environment for all. All electrical equipment is to be tagged and tested. Only qualified operators can operate plant and equipment. Make sure applicable licenses are available.

4.111 Pools, ponds and water features

ICC Sydney requires details of any receptacles containing 200 litres or more of water or other liquids twenty (20) working days before the event.

Venue staff will fill the receptacles before the event and drain them after. Costs may apply for services including cleaning and repairs.

Please see the [Utilities \(Water, Drainage & Compressed Air Services\) Order Form](#).

For regulations on pools, ponds and water, refer to the Event Safety Guidelines.

4.112 Power tools

When in the exhibition centre contractors, sub-contractors and their staff are expected to provide their own tools and equipment and exercise safety in their use. All power tools used are to be maintained in a sound condition, tagged and tested.

Please ensure effective dust extraction equipment and measures are in place for activities, such as sawing or sanding.

Please see [ELECTRICAL EQUIPMENT – Testing and Tagging](#).

4.113 Prayer rooms

Non-denominational male and female prayer rooms are located on level three of the exhibition centre. Contact your dedicated ICC Sydney event planner to arrange bookings in advance.

4.114 Public spaces

Public spaces at ICC Sydney include front-of-house foyers, pre-function areas, thoroughfares and common areas. Placement of builds, displays, signage and items in public space areas requires permission from ICC Sydney. Designated build zones identify any restrictions. Please discuss requirements with your dedicated ICC Sydney event planner.

4.115 Public transport

ICC Sydney is well serviced by buses, trains, light rail, and water transport.

Please see [GETTING HERE](#).

4.116 Pyrotechnics and special effects

The use of pyrotechnics requires permission from ICC Sydney. A risk assessment is required in order to obtain this permission.

Please ensure relevant authorities have been informed about the transportation and use of pyrotechnics. Only pyrotechnics supplied specifically for stage use shall be considered as part of a stage production. Mixing loose powders at the venue is not permitted at any time.

Please see the [Pyrotechnics Permit Form](#).

4.117 Radio transmission

ICC Sydney requests specific details – including frequency and signal power – for the use of any radio-transmitting equipment for two-way speech communication or any other task. A copy of the Transmitting Apparatus Licence issued by the Australian Communications and Media Authority is also required except for simple radio-to-radio contact.

4.118 Responsible Service of Alcohol (RSA)

ICC Sydney supports the responsible sale and service of alcohol and maintains strict compliance with the NSW Liquor Act 2007 & Liquor Regulations 2008 covering.

Alcohol consumption is restricted to the contracted event area and during those times designated jointly by the ICC Sydney Food and Beverage Services Manager, dedicated ICC Sydney event planner and the client.

All beverage services are provided exclusively by ICC Sydney. Off premise purchased alcohol is not permitted at the venue. ICC Sydney reserves the right to request that additional security/RSA Marshals be hired when alcohol is served.

4.119 Rigging

All primary rigging required for events is coordinated and installed by ICC Sydney.

Secondary rigging in the convention centre is coordinated and installed by ICC Sydney.

Secondary rigging in the exhibition halls and theatres (live entertainment only) can be provided by ICC Sydney authorised rigging providers and contracted directly by clients.

4.120 Risk management

Risk assessments identify potential hazards; a thorough assessment ensures that measures are in place to minimise risks and ensure safety. Clients are responsible for assessing the risks associated with their event. ICC Sydney reviews and authorises risk assessments and safe work method statements (SWMSs), and monitors the control measures during the event.

Please see the [Event Operations Risk Assessment Worksheet](#).

4.121 Room set-up

One standard room set-up – i.e. theatre, classroom, cabaret, boardroom, cocktail, banquet, and boardroom – is included in the tenancy of each room per day. Changes or turnarounds to original room set-ups can be accommodated but may incur additional costs. Please discuss requirements with your dedicated ICC Sydney event planner.

4.122 Sand, soil and similar materials

If a display or exhibit has sand, soil, peat moss, bark chips or similar, please safeguard the floors against staining or other damage from these materials including mechanical damage from handling equipment used in placement or removal. Make sure measures are in place to prevent water leakage. Cleaning or repair costs are chargeable.

4.123 Satellite dish placement

Placement of a satellite dish requires ICC Sydney's permission prior to installation. If this is required, please consult with your dedicated ICC Sydney event planner.

4.124 Scaffolding

Please make sure that scaffolding – including ladders and elevated work platforms used for any construction activity within the venue – is compliant with work, health and safety regulations.

4.125 Security

ICC Sydney takes every precaution to create a safe and secure environment for its clients, guests, personnel, and equipment.

4.125.1 Building security

ICC Sydney has 24-hour general building security augmented with CCTV cameras and alarm systems. CCTV cameras scan interior and exterior public areas and ICC Sydney security personnel will respond quickly and professionally to any potential security issue.

4.125.2 Crowd control

Certain events, such as those that attract a large volume of guests or where alcohol is served, require crowd control staff. ICC Sydney determines staffing levels based on legislation and risk assessment. Charges apply.

4.125.3 Exhibition security policy

Only accredited security suppliers can provide event security within the contracted space in the exhibition halls. Conditions for contracted security are specified in the Event Safety Guidelines.

Staffing levels will be determined jointly by the venue and the client based on risk assessment and the size and nature of the event.

ICC Sydney endeavours to maintain the venue as a safe and secure place; however, clients and exhibitors are responsible for safeguarding their belongings, materials and equipment at all times. The venue is not responsible for any loss or damage to these items.

Please make certain that suppliers and contractors complete the ICC Sydney's online induction and are familiar with the venue's safety, security, and emergency procedures.

4.125.4 NSW Police (user pay)

User pay police services may be required for some special events. For more information please contact the NSW Police Service, User Charges Unit +61 2 9265 4848 or email cmrusercharges@police.nsw.gov.au.

4.125.5 VIP security

ICC Sydney requires prior notification for VIP escort security needs.

4.126 Service pits

Floor services in the exhibition halls are provided via a pit and trench network that are detailed in the [Exhibition Pit Plans](#).

E1 or service pit type 1 contains:

- 1 x 32 amp three-phase outlet
- 1 x 10 amp single-phase outlet
- 1 x 2 core single mode optical fibre
- 1 x single RJ45 data outlet.

E2 or service pit type 2 contains:

- 1 x 10 amp single-phase outlet
- 1 x 32 amp three-phase outlet
- 1 x single RJ45 data outlet.

Water and drainage connections are also available.

It is important to replace service pit covers immediately after connections are done to ensure safety. Whilst pit covers are removed and work is being carried out on an open pit, hazard identification must be used. Substituting metal covers with other material is not permissible.

Pit activation is event specific and will be applied to events other than exhibitions. Access to floor pits and trenches for the installation of mains supply cables, piped services and data and telecommunication services is limited to ICC Sydney staff or the client's authorised official main exhibition contractor.

4.127 Sharps

Please pay careful attention to the safe transport, storage and disposal of sharps – such as needles and scalpels – and any biological matter associated with their use. ICC Sydney provides secure, approved receptacles for sharps disposal and removes all waste from the venue.

Complete and return the [Medical Activities Permit Form](#).

4.128 Signage

The dedicated ICC Sydney event planner must be informed of any temporary signage, its contents, location and duration of use. The venue allocates digital signage space in consideration of other events and commitments. It reserves the right to remove signage, which it deems objectionable or is not professionally presented. Removal costs apply.

4.129 Smoking

The entire Darling Harbour precinct – including all indoor and outdoor spaces across ICC Sydney – is a no-smoking zone. This applies to use of electronic cigarettes and vaporisers.

4.130 Speakers' preparation centre

ICC Sydney Speakers' Preparation Centre is located at the ground level of the convention centre. It has four private rooms for speaker rehearsals as well as 24 workstations, which are shared spaces offered complimentary to clients.

The Speaker Preparation Centre can be booked for exclusive use by clients who are taking tenancy of the entire convention centre. It is manned according to event requirements and offers services such as printing, photocopying, scanning, binding, laminating, secretarial services, mobile phone charging and provision of stationery items.

4.131 Staging

ICC Sydney requests submission of all information regarding the layout, design and structure of temporary stages 14 days before building starts. Please include a Safe Work Method Statement (SWMS) for installing and dismantling the stage.

4.132 Stairs

During event set-up and operation, please ensure all steps, stepladders and stairways comply with the requirements of AS 1657 or the National Construction Code.

4.133 Stand or booth construction

ICC Sydney requires temporary structures built for exhibitions or events to comply with relevant legislation, and are constructed with utmost concern for the safety of the public, employees and contractors.

Due to fire engineering restrictions, the maximum permissible stand height is five (5) metres in the lower exhibition halls.

4.134 Storage

Storage at the venue is limited. It is the responsibility of the client to ensure that its contracted freight forwarder removes unnecessary freight such as crates and empty boxes from the venue. Equipment/plant storage will be handled on an event by event basis and will be subject to activity within the facility.

4.135 Substances and LPG

Storage of LPG cylinders is permitted in the exhibition centre's dedicated storage cages only. Overnight storage is not permitted.

Use of LPG for cooking or exhibition displays requires ICC Sydney's permission. Please make sure hazardous substances are clearly labelled and stored. Safety Data Sheets (SDS) are required for all hazardous materials brought to the venue.

Please see the [Hazardous Substances and LPG Permit Form](#).

4.136 Surcharges

4.136.1 Sundays and public holidays

A surcharge applies to services for events held on public holidays or Sundays to cover additional staff penalty rates.

4.136.2 Between midnight – 0700 hours

Staff charges apply for any event activity between midnight and 0700 hours.

4.136.3 Cash bar events

Cash bar events attract a minimum beverage spend. If not met, staff charges apply.

4.137 Table dimensions

ICC Sydney's table dimensions are:

- oval banquet tables – 2000mm x 1800mm
- trestle – 1800mm x 600mm.

4.138 Telephone

Installation of hand sets and digital lines is available for phones, faxes, EFTPOS and modems.

Please see the [Phone Services Order Form](#).

4.139 Ticketing

ICC Sydney is the sole provider of ticketing services and has an arrangement with a select supplier, who can provide ticketing solutions for live entertainment. If other providers are preferred or if existing partnerships with external ticketing agencies are in place, please discuss with your dedicated ICC Sydney event planner or business development manager.

4.140 Timber

Please make certain that use of timber for fencing, construction and other purposes in areas accessible to the public does not endanger anyone, and all waste is disposed of appropriately.

4.141 Toilets and showers

Please see Room Data and [Floor Plans](#)

4.142 Traffic management

ICC Sydney provides traffic management for all events. The venue requests clients – including staff, principal contractors, sub-contractors, and other agents – to observe all traffic management guidelines during the delivery or removal of goods/equipment to or from the event.

4.143 Valet parking

Please advise ICC Sydney Event Services Department if you require valet parking. Additional charges apply.

4.144 Venue specifications and capacities

Please see the [Venue Specifications and Capacities](#).

4.145 Water and drainage

ICC Sydney is the exclusive provider of water and drainage services within the venue. Due to restricted access to water supply on the exhibition floor, it is crucial that all plumbing requirements are ordered well in advance of the move in date. ICC Sydney provides required water and drainage connection points in the nearest pit or trench. It is the responsibility of the exhibitor to arrange connection from the service pit to equipment as well as any requirement for self-contained sinks.

Plumbing services are not available in any ballroom, meeting room or pre-function space. Drains are exclusively provided for the drainage of grey water. Using drains for the disposal of grease, solids, solvents, hazardous materials or organic materials is not permitted.

Please see the [Utilities \(Water, Drainage & Compressed Air Services\) Order Form](#).

4.146 Weapons

Carrying weapons for any purpose is strictly prohibited.

If the event requires the display of weapons, please contact your dedicated ICC Sydney Event Planner immediately, who will liaise with our Security Team to conduct an assessment.

4.147 Welding and hot work

Hot work intended to be carried out at the venue requires permission from ICC Sydney.

Please see the [Welding and Hot Work Permit Form](#). Please submit a risk assessment and Safe Work Method Statement (SWMS) to support the permit application.

4.148 Wheelchairs

Wheelchairs for use at the venue are available for hire through the ICC Sydney customer service desk.

4.149 Working at heights

ICC Sydney is committed to managing the risk of falls at the venue, and permission is required when working at height. Any person working at height must comply with applicable codes of practice.

Please see the [Working at Heights Permit Form](#).