



# Venue Services Guide



VICTORIA PAVILION  
MELBOURNE SHOWGROUNDS

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## WELCOME

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

## CONTRACTOR INDUCTION

All employees, staff and hired contractors that are working on site, must complete a site induction. Click [here](#) to be taken to the registration page.

Through this page, all risk assessments and COVID Safe Plans (see below) must be uploaded for compliance.

If during this process you experience any difficulties, please do not hesitate to contact our OH&S Manager Christian Graf and he will happily assist you.

Mobile: 0436 646 652

Email: [christian.graf@melbourneroyal.com.au](mailto:christian.graf@melbourneroyal.com.au)

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

## DELIVERIES

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

## EMERGENCY EVACUATION

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

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

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

Follow your warden to the designated emergency location and wait there for further advice.

All first-aid incidents are required to be reported to your Duty Manager or the OHS Manager.

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

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



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

As Melbourne Showgrounds has an agreement in place with event organisers, it becomes their responsibility to forward this Safety Information to their clients, exhibitors, staff and volunteers. The venue induction has been set up to make this as easy as possible for you to complete this.

## FURNITURE

Should you wish to hire any furniture for your stand, you can view them [here](#).

## GETTING TO THE MELBOURNE SHOWGROUNDS

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

Click [here](#) for more information.

## SMOKE ISOLATION

If you are using smoke, dry ice, live flames, cooking etc. within the venue you will require a Fire Indicator Panel (FIP) Supervisor will be required at an additional cost, to disable the smoke alarms and will need to be present during the entire time the smoke alarm are isolated.

Please let your event organiser know if you will require a FIP Supervisor.

## TEST AND TAGGING – MANDATORY

Victoria Pavilion has power connections throughout the venue, included within your venue hire costs. In accordance with Australian Standard 3760 all portable electrical equipment brought onto Melbourne Showgrounds premises by clients, their guests and their contracted suppliers, must be tested and tagged by a licensed electrician, and the tag must be valid.

Should you require on site Test and Tagging service, please contact your event organiser for a quote.

## UNCLAIMED GOODS

Melbourne Showgrounds will not accept responsibility for any goods left on the premises after the license period. All items left after the completion of the license period will be treated as rubbish and disposed of accordingly.

## WI-FI AND TECHNOLOGY

### Wi-Fi

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

All our plans have unlimited data allowance.

## Free Wi-Fi

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

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

## Premium Wi-Fi

Melbourne Showgrounds is proud to offer a premium Wi-Fi service using our extensive Wi-Fi infrastructure. This service is perfect for single pavilion functions, or your Exhibitors.

Should you require any further IT requirements, please fill out this [form](#) and return your event organiser.



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