



# **HIRER'S GUIDE 2021**

## **EXHIBITION PARK IN CANBERRA**

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# WELCOME TO EXHIBITION PARK IN CANBERRA

This guide has been created to assist the hirer and key stakeholders navigate their way through the event sales process and venue operations whilst at Exhibition Park in Canberra (EPIC). Throughout your time at EPIC you may be asked to provide important documentation that will assist the venue to allocate and effectively manage resources across the different pavilions – it will also help the Event Manager deliver a seamless event.

## Updates to information in this guide

The EPIC staff, Venue Manager and/or Event Delivery Manager, may need to issue additional procedures relevant to the hirer's event in order to minimise risk/s to the venue and stakeholders onsite. On this occasion, the hirer will be issued with information and notices prior to the event.

# HOLDING AN EVENT UNDER COVID-19 RESTRICTIONS

All event organisers in the ACT will be required to develop a COVID Safety Plan for each of their events. The COVID Safe Event Protocol (refer link below), provides information to event organisers on the types of events that will be able to take place in the ACT while COVID-19 restrictions remain and (if required), outlines how organisers can seek the necessary exemption.

For further information please see the COVID Safe Event Protocol: [www.covid19.act.gov.au](http://www.covid19.act.gov.au).

In addition, COVID Safety Plans should address all the following points (where applicable) from the COVID Safe Event Protocol document.

Points include:

- Management of attendees – including queue & capacity management
- Staffing
- Ticketing
- Check in CBR app
- Physical distancing strategies
- Activities at the event and total attendee number
- Catering arrangement and management of the flow of customers
- Management plan to identify staff or guests who present with illness
- Sanitisation and high touch points

The Venue's indoor and outdoor spaces have a limited capacity based on the floor loading area and, COVID density quotient current with the booking date. For example, if the venue has a floor space of 1,000 sq.m divide this number by two (1 person per 2 sq.m = Covid density).

All floorplans will need to be reviewed by the Venue Manager and Operations Manager including a Covid-19 Safety Plan (before the event can be approved). Each venue has a different capacity limit and will be re-calculated based on your floor plan and assessed on the usable space. If required, please seek advice from the Venues Canberra Team. For larger events, the ACT Government has allowed EPIC can host up to 75% on the floor loading for some indoor and outdoor spaces. If the event is attended by fewer than 2,000 people, and has a COVID-19 Safety Plan approved in writing by the Chief Health Officer (please refer to the COVID Safe Event Protocol for exemption details) then the Venue can apply the higher density.

The Event Sales team will provide further resources to help you understand these changes and how to operate your event at EPIC in a COVID Safe way. In addition, it is anticipated that your event may require additional cleaning and sanitising procedures which have been recommended by Authorities. It is likely that these necessary procedures will incur additional costs to stage your event. We will work with you to

implement these procedures to an agreeable level to keep all visitors and staff safe when attending your event.

## WELCOME TO COUNTRY

It is at the hirer's discretion whether you choose to include an acknowledgement or welcome to country.

Typically, major official events, where members of the public, representatives of other Governments and/or the media are present, include a Welcome to Country ceremony. Events in this category may include:

- commemorations and major festivals;
- major launches of Government policies and programs;
- conferences held or sponsored by the ACT Government;
- international events held in Australia of which the ACT Government is an organiser or sponsor;
- citizenship ceremonies; and,
- major and international sporting events.

Please request a copy of the Venues Canberra, 'Welcome to Country' guidelines should you require assistance to plan this aspect of your programme.

## EVENT PERSONNEL

Standard business hours for EPIC staff are between Monday to Friday, 8:00am - 5:00pm. Outside of these hours, the EPIC team is contactable via the 24-hour EPIC Duty Phone number 0466 419 099.

Note there is a minimum call out fee of 3 hours for weeknights (after 5:00pm) and weekends – refer to fees below:

- Monday to Friday \$60.00 + GST per hour
- Saturday and Sunday \$90.00 + GST per hour
- Public Holidays \$105.00 + GST per hour

There may be occasions when an EPIC staff member is not onsite, after hours, in which case you will be able to call the duty phone number. Otherwise, if you require a dedicated staff member for the duration of the event hire period, please discuss this in advance with the EPIC Events and Operations team.

## Contact numbers

### Events and Operations

Phone: (02) 6205 5230 or  
Duty Number: 0466 419 099  
Email: [eventsepic@act.gov.au](mailto:eventsepic@act.gov.au)

### Visitor Services Officer

Phone: (02) 6205 5230  
Email: [campingepic@act.gov.au](mailto:campingepic@act.gov.au)

### Sales team

Phone: (02) 6205 4900  
Email: [infoepic@act.gov.au](mailto:infoepic@act.gov.au)

### Amal Davis

Senior Venue Manager  
Phone: (02) 6205 4948 or 0481 005 135  
Email: [amal.davis@act.gov.au](mailto:amal.davis@act.gov.au)

### Jane Li

Accounts Manager  
Email: [epicaccounts@act.gov.au](mailto:epicaccounts@act.gov.au)

### Alexandra Drake

Events Delivery Manager  
Phone: (02) 6205 0991 or 0434 363 699  
Email: [eventsepic@act.gov.au](mailto:eventsepic@act.gov.au)



## LOCATION

EPIC is located at the corner of Flemington Road and Northbound Avenue in Mitchell Canberra.  
PO Box 456, Dickson ACT 2062

The venue can be accessed via a number of gates. The hirer will be provided with induction notes that will outline the correct entry/gate number for your stakeholders / guests to use. Access into the Venue is determined by other events being held across the EPIC precinct and the Venue traffic arrangements in place.



# TRAVELLING TO EPIC



EPIC has ample car parking available onsite for events, including designated car parks, building forecourts and grassed areas. For a map of the park please download the precinct map here: [EPIC SITE MAP](#)



EPIC & Racecourse Light rail stop on Flemington Road is located only 300m walk from Northbourne Avenue to the EPIC Main Gate – click on [GOOGLE MAP](#). The light rail operates 7 days per week.

## **Light rail schedule (Schedule may increase for major events):**

- Monday to Thursday from 6am – 11.30pm
- Friday from 6am – Saturday 1am
- Saturday from 6am – Sunday 1am
- Sunday and Public Holidays from 8am – 11.30pm.

For up to date information; visit the [TRANSPORT CANBERRA WEBSITE](#).



There is a dedicated bus stop outside Gate 2 Main Entry. ACTION Buses also operate chartered buses for events. To arrange chartered buses to EPIC for your event, contact ACTION Buses directly or visit the [TRANSPORT CANBERRA WEBSITE](#).

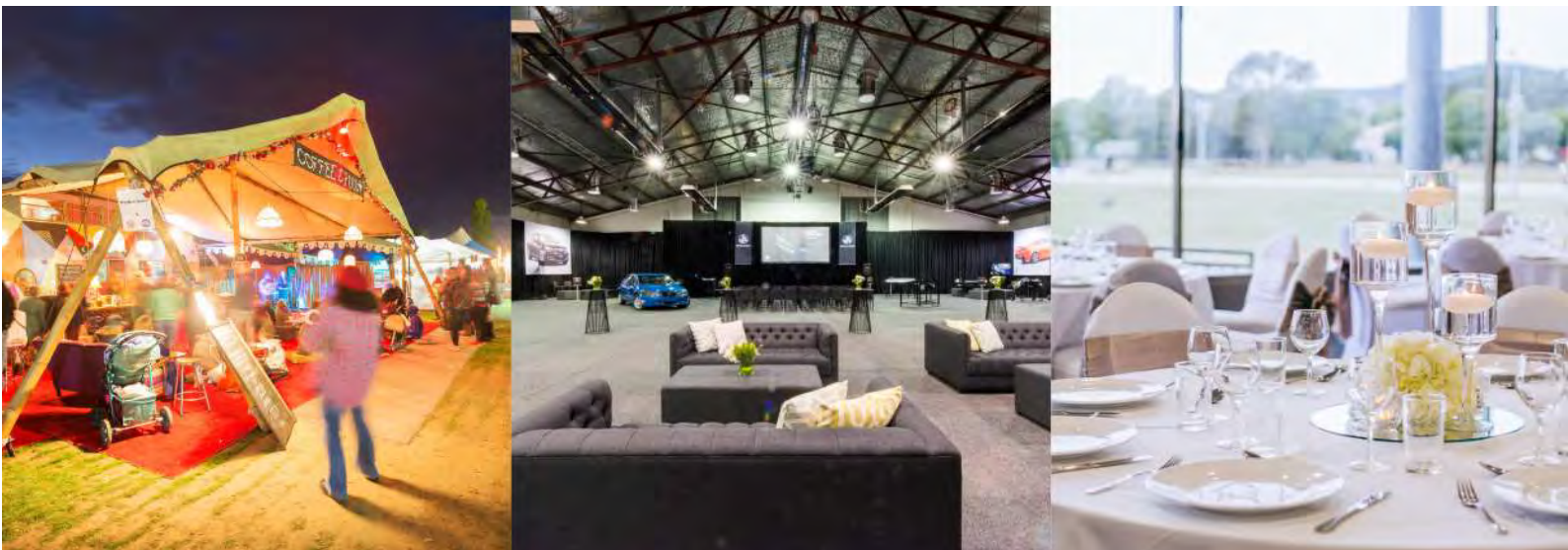


Onsite camping accommodation is available, email [campingepic@act.gov.au](mailto:campingepic@act.gov.au) for availability and group discounts for events.

## OUR SITE

EPIC offer a diverse range of spaces; everything from large scale outdoor festivals to tradeshows, gala dinners and intimate gatherings. The indoor spaces offer a combination of industrial and modern features which can be hired in conjunction with an outdoor space or hired exclusively for events such as food markets, trade events or animal shows.

We highly recommend booking a site visit with a member of our Event Sales team. These visits offer an opportunity to understand your event so our team can assist with recommending a suitable space.



### INDOOR SPACES

Coorong Pavilion	Fitzroy Pavilion	Orana Bar
Conference Centre	Quokka Pavilion	Mallee Pavilion
Budawang Pavilion	Terrace and Terrace Balcony	Jervis Bar
Kosciuszko Building and Kuringai Pavilion		

### BOOKING PROCESS

The Event Sales team are here to work closely with you in the initial and post event stages of your event. Following the initial enquiry, a proposal is prepared to outline costings and other venue specific aspects to consider. If accepted, a Venue Hire Agreement (VHA) is prepared and issued with the bond paid to secure the booking. You will then work closely with the Event Operations team to finalise the detail and your event delivery. If you have any concerns or questions email [info@epic.act.gov.au](mailto:info@epic.act.gov.au) or call (02) 6205 4900.



## EVENT RESTRICTIONS

At times, there may be imposed restrictions within our site that could impact operations. This may result in the need for operational amendments amongst other changes. Sometimes these changes are known in advance, otherwise at short notice. We will endeavour to advise you of any restrictions as they become known to us and work with you to deliver a successful event around them.

## INSURANCE (PUBLIC LIABILITY)

All event organisers are required to have Public and Products Liability Insurance to the value of \$20million (minimum), valid for the whole event term. A copy must be provided to the EPIC Team prior to the event.

## MARKETING

Once your event has been contracted to EPIC, there will be a range of marketing opportunities available on request which may include website exposure, Facebook, LED signboard and building signboards to capture traffic travelling by foot or car. Request a copy of the [Marketing and Signage Form](#) and return this document to the team if you wish to have your event material advertised. All marketing and advertising materials should correctly refer to the venue as Exhibition Park in Canberra or EPIC. Speak to the venue for further information or to request a copy of the EPIC logo.



### ➤ WEBSITE

The EPIC website plays a prominent role with promoting upcoming events to locals in Canberra and the surrounding regions. This includes interstate camping and caravan travellers who regularly check our website for upcoming events.

### ➤ FACEBOOK



Facebook provides an opportunity to reach potential attendees in Canberra. The EPIC Facebook page should be utilised as the hirer's additional marketing endeavours, not primary. Content gets published one week prior to the event. This ensures your content stays relevant as sometimes there are multiple events occurring through the course of one month; which may confuse upcoming events and future events. For this reason, your event will also be displayed on the Facebook event calendar list.

### ➤ LED SIGNBOARD

The LED signboard is located at the Corner of Flemington Road and Northbourne Avenue. If you would like an image added to the LED signboard please include the below details in the [Marketing and Signage Form](#).

- Display size is 2400mm x 1600mm
- Resolution 240 X 160 10mm pitch
- Video formats - AVI, MPEG, WMV, MP4
- Image formats - BMP, JPG, PNG, GIF

### ➤ SIGNS ON EPIC FENCE/OUTSIDE

You are permitted to hang promotional banners on the external fences seven (7) days prior to the event. Signs are limited to the following approved locations:

- Gate 2 (EPIC admin office side only) and Gate 1;
- Gate 4 (across from Service Station) and
- Gate 7 (internal near Farmers Market).

A reminder that EPIC reserves the right to remove any unauthorised signage, particularly if it is located outside the hired venue/site area; conflicts with other events or venue signage or is deemed to be unsafe, unsecure or obstructs pedestrian or vehicle access. For further information on signage requirements, please request EPIC's [Signage Policy](#)

### ➤ BUILDING SIGNAGE

EPIC can assist with directional and parking signage, and displaying details on the building signboards (Budawang, Coorong, Conference Centre, Fitzroy and Mallee Pavilions only) to direct your attendees to your event venue.

All other event signage located within the broader EPIC precinct (ie. signs attached to the outside of buildings or located near entrances or roadways) must be approved by EPIC Management prior to installation.







# CATERING

The venue retains all rights in relation to the sale of food and beverages. This means all functions and events which require catering must be serviced by EPIC's licenced caterer unless otherwise agreed with the venue.

There are options to incorporate flexible catering arrangements for an event such as kiosk catering and/or catering vans/vendors which complement EPIC catering or provide the main source of catering for an event.

## ➤ **FUNCTION CATERING**

Conference and meeting packages are available on request for attendee numbers of 200 or less. Please request these packages with the Event Sales team at [infoepic@act.gov.au](mailto:infoepic@act.gov.au).

For events or functions greater than 200 a personalised quote will be provided with your venue proposal (on request).

## ➤ **GALA DINNER/COCKTAIL CATERING**

We work closely with our caterer to offer customised dinner and cocktail packages based on your catering requirements, attendee numbers and budget. Quotes are available on request.

## ➤ **KIOSK CATERING**

Kiosk catering is offered only for large events and under the provision that there is sufficient demand. The kiosk will operate at no cost to the hirer and the Venue retains all proceeds of that catering. Inbuilt kiosks are located in the Budawang Pavilion, Coorong Pavilion & Fitzroy Pavilion with temporary kiosk set-up available with any of our pavilions and conference centre including some outdoor spaces.

## ➤ **VANS/VENDORS AND APPROVED STALLHOLDERS**

The EPIC team can source and manage additional food and beverage vans/vendors on your behalf to either complement or replace function catering.

If you have chosen to source your own vendor and/or approved stallholders as part of the event, a catering fee is payable to the venue. These terms will be discussed in your proposal (quote).

All food vendors are responsible for complying with the relevant food safety regulations and standards to ensure the safety of event patrons. Key requirements for all temporary food vendors/stalls are outlined in the [EPIC Food Vendor Guidelines](#) – please request a copy.

The Venue may also request that the checklist is completed and/or that copies of food business registration and food safety supervisor certificates are provided. ACT Health may also conduct inspections at any time during your event. Additional information, including a guide for temporary food stalls, is available from the ACT Health website.

A Covid Safety Plan will be required from any food or beverage vendor.

## **FOOD AND BEVERAGE SAMPLING**

Any exhibitors/vendors or approved stallholders wishing to distribute food or beverage samples at the event must obtain approval from the Venue in writing by submitting a [sampling form](#) – please request a copy.

Approved samples must be:

- Complimentary;
- Items that the exhibitor sells or produces in the course of their business; and
- Sampling sizes are limited to bite size; beverage samples are limited to 50ml.





## SINGLE USE PLASTIC BAN

On 1 July 2021, the ACT commenced a ban on the sale and supply of selected single-use plastic products which includes single-use plastic cutlery, single-use plastic drink stirrers and expanded polystyrene takeaway containers.

It is important that food vendors/vans (including those based outside of the ACT) adhere.

Online resources are available with information on key details and prohibited and alternative items. These are ready to download from: [Single Use Plastics Resource](#).

## LIQUOR

EPIC offers a range of beverage packages or retail bar solutions available to suit your event. [Cocktail packages are available](#) on request for events of 200 or less.

The hirer and stakeholders\* must obtain permission by the venue to sell or provide alcoholic beverages at an event; these terms will be outlined in the hirer's Venue Hire Agreement (VHA). Once permission has been granted by the venue, the hirer and stakeholders are responsible for applying for and obtaining a liquor permit otherwise the hirer may choose to obtain a master licence and manage all liquor arrangements on-site. Confirmation of all vendors providing alcohol must be given to EPIC at least six (6) weeks prior to the event term with a Risk Assessment Management Plan (RAMP) – please refer to the 'Risk Management' section for more information about Risk Assessment Plans. Alcohol provider information must include company name, contact name, business address, contact details, building and site location. EPIC will then issue a letter of authorisation to include with the permit application.

All vendors are required to comply with the *ACT Liquor Act 2010* and ensure service of alcohol provisions are maintained. Catering outlets must be able to provide copies of certificates for staff serving alcohol at EPIC if requested by ORS inspectors or EPIC staff. For further information on liquor regulations, visit the Access Canberra website.

\*stakeholders include, not limited to, exhibitors, vendors and approved stallholders.



# VENUE OPERATIONS

## KEYS AND VENUE HANDOVER

To ensure the venue is provided to you in a satisfactory condition, an EPIC staff member will conduct a pre and post-event inspection with the hirer. The pre-event inspection will include a venue induction, where the hirer will be briefed on the building procedures, including lighting, heating, and cooling. A venue key will be assigned to the hirer, upon signing EPIC's key issue terms and conditions.

Keys are also available for collection from the EPIC Administration/Camping Office (located to the left inside of Gate 2, off Flemington Road) once the venue has been handed over to the hirer.

Any damages or issues will be noted as part of the inspection and acknowledged by both parties. Following completion of the venue handover and induction, the hirer will be responsible for opening and securing the venue before and after the event and are liable for any damages that may occur during this time.

If at the conclusion of the event term an EPIC staff member is not onsite or available, keys can be returned via the after-hours slot located at the EPIC Administration Office. A post-event inspection will be conducted by an EPIC staff member as soon as practical the next business day and any issues immediately reported to the hirer.

## SET-UP/PACK DOWN

All event set-up and pack-down must be completed within the specified times as per your contract, unless otherwise agreed to in writing by EPIC. Additional charges may apply for access outside the contract hire period. A set-up/pack down schedule should be provided to EPIC two (2) weeks prior to the event so we can assist with planning to coordinate activities across the site.

Vehicles should only access the buildings/licensed event area during the designated set-up/pack-down periods. Vehicles are to be clear of the main entrance and pedestrian walkways at least 15 minutes prior to the commencement of the event for the safety of patrons. Vehicles should remain on road and parking areas, unless pre-approved with the EPIC team.

Personnel should wear enclosed footwear and high visibility vests during the set-up/pack-down periods.

Induction notes will be sent to you prior to your event to confirm access and arrangements, as well as other important safety information.

## CONTRACTORS

A list of all event contractors should be provided to EPIC at least two (2) weeks prior to the event, including:

- Company name.
- Event contact name and phone number.
- Schedule/hours of operation.
- Details of work to be completed.

The hirer is responsible for ensuring all contractors abide by the rules and regulations of the venue. Before commencing any work onsite, all contractors must report to the EPIC Administration Office and complete a contractor induction.

## **BUILDING SPECIFICATIONS AND FLOOR LOADING LIMITS**

All of our major pavilions have specified floor loading limits (see Attachment A: Building Specifications). Any vehicle, display, equipment or machinery exceeding the specified floor limit must be approved in writing by EPIC.

All enclosed pavilions are covered with carpet tiles over concrete flooring, with the exception of the Coorong Pavilion which is carpet tiles over parquet flooring. If you require any carpet tiles to be lifted prior to your event, please contact the EPIC team. Tiles should not be lifted or removed in any of the pavilions without prior approval. Care should be taken when driving vehicles or operating machinery in the pavilions during set-up/pack-down periods as carpet tiles may move. You are responsible for straightening any carpet tiles that have shifted during the set-up/pack-down and taping down corners, as required, to minimise trip hazards. The EPIC team will help monitor and assist where we can, however additional charges may apply to fix or replace tiles that have been moved or been damaged as a direct result of vehicle or machinery movements during the set-up/pack-down periods.

All of the major pavilions are fitted with roller doors for ease of access during set-up/pack-down periods (see Attachment B: Building Specifications for locations and dimensions). To assist the flow of traffic near loading areas, EPIC recommends that all vehicles load/unload and immediately relocate to a designated parking area. Speak to the EPIC team about options for stallholder and exhibitor parking.

## **DELIVERIES AND COLLECTIONS**

To help ensure the timely and safe delivery of items for your event, any pre-event deliveries should be arranged and accepted by you or your contractors/exhibitors during the designated set-up/pack-down, unless otherwise agreed to in advance.

All deliveries must be clearly labelled as follows:

- Contact name: Full name
- Contact number: Mobile number
- Event: Event name
- Organisation:
- Building (& stand number, if applicable)
- Exhibition Park in Canberra
- C/o- Camping Office at Gate 2  
10 Flemington Road  
Mitchell ACT 2911

If the hirer or stakeholders require goods to be collected by a courier after the event, this must be approved by EPIC in writing. Collection should be arranged for the next business day and all items clearly labelled and a consignment note attached. Goods should also be relocated to the nearest loading dock or roller door for collection.

EPIC will not be responsible for the damage or loss of any items delivered or left onsite. Any issues or damages noted by the EPIC team during receipt/collection will be reported to the Hirer immediately.

## EQUIPMENT AND FURNITURE

EPIC conveniently has a range of equipment and furniture available for hire. If we don't have what you require, we can assist by recommending and/or sourcing it from local suppliers. Contact the EPIC team to discuss your requirements and request a copy of the [Equipment Hire Form](#).

Confirmation of equipment hire and set-up requirements should be provided 2-4 weeks prior to the event to help ensure we have the required equipment and quantities available. All equipment and furniture will be set-up by our team in accordance with your requirements and checked to ensure it is in a satisfactory condition prior to the event. All hired equipment should be returned in the same condition post-event.

## FORKLIFT

EPIC has two forklifts (with or without driver) available for hire. Forklift services must be booked in advance and will be charged at a minimum rate of 15 minutes. Unexpected deliveries or requests outside of scheduled times may result in delays with forklift services, however, EPIC will do its best to accommodate your requirements.

Any appointed operators or contractors operating forklifts onsite are required to provide a copy of their forklift licence to the EPIC team prior to operation. Operators are reminded to wear seat belts at all times and comply with speed limits when operating forklifts. EPIC does not have a scissor lift, however, the EPIC team is able to source a quote on your behalf from a local supplier and help coordinate delivery/collection.

## FLOOR PLANS

A copy of the event floor plan must be provided to the EPIC team at least four (4) weeks prior to the event to ensure it meets safety standards and that no emergency exits are blocked.

Blank floor plans for each of the buildings and outdoor areas are available upon request. We can also assist in preparing and customising a floor plan to suit your requirements.

## ELECTRICAL

Power is available from multiple points within the buildings and the general precinct. Speak to the EPIC team about power requirements and access points for your event.

All electrical equipment **must be commercial grade**, including power boards and leads, **with a current test tag**. All leads should be covered and appropriately secured to ensure they do not pose a trip hazard or exposed to weather.

EPIC staff will remove or replace any electrical equipment brought onsite by the hirer or stakeholders that do not meet current standards or are deemed to be unsafe at your expense. Note - Worksafe officers may also conduct inspections at any time. An electrical safety sheet can be provided detailing the electrical safety standards upon request.

## RISK MANAGEMENT

Risk Management is vital to the delivery of an event and the safety and integrity of hirers, contractors, exhibitors and patrons. Please refer to your contract for further information on your responsibilities and obligations as the hirer.

A Risk Assessment detailing risks and control measures specifically for your event should be provided to the EPIC team at least four (4) weeks prior to the event term for review. You and/or your contractors/exhibitors should also advise of any specific 'high-risk' activities, including those involving rigging, working at heights, structure builds, stunts, animals, moving objects or explosive materials, as additional documentation may be required for these activities, including Safe Work Method Statements, licences or permits.

Speak to the EPIC Team for further assistance or to request a copy of our [Risk Management Template for Event Hirers](#). Further information on risk management, including templates and toolkits, are available from the ACTIA (ACT Insurance Authority) website.

## **SECURITY**

Security during the hire period is the hirer's responsibility; however, EPIC staff can arrange security services on your behalf. Speak to the EPIC team to discuss your requirements and to request a quote for services.

If you have contracted a security company for your event, please provide the details to the venue including:

- Company name
- Copy of Master Security Licence (if requested by EPIC)
- Onsite contact name and number
- Number of guards and schedule/hours of operation
- Licences for any specific tasks ie. Responsible Service of Alcohol.

All security guards on duty must be in uniform and have their security licence on display whilst working. Radio communications are also recommended depending on the scope of your event.

Some of our buildings are fitted with alarm or security systems, please check with EPIC Staff if you require further information. Restricted CCTV cameras are located across the EPIC precinct, including main vehicle entry and exit points to EPIC. EPIC does not take any responsibility for damages to buildings and/or the theft or damage of any goods left unattended on the premises.

## **WORK HEALTH SAFETY**

Work Health and Safety (WHS) is everyone's responsibility. EPIC will endeavour to keep the buildings and grounds clean and tidy, and that they are always free of hazards. You are also encouraged to assist with WHS particularly in public access areas and walkways, and ensure appropriate signage or measures are put in place as required. Entrances/exits and egress routes must be kept clear.

The EPIC team will carry out venue safety inspections and compliance checks during the event term and will notify of any issues or hazards. Visit the [Worksafe ACT website](#) for further information and templates on work health and safety.

## **COMMUNICATIONS**

You should ensure you have an effective means of communicating to a crowd through a public address system, loud hailer, 2-way radios or mobile phones as required to communicate to patrons, particularly in an emergency.

PA systems are installed in most buildings at EPIC. Ask about accessing these systems for your event.





EPIC ARENA



## TEMPORARY STRUCTURES

All temporary structures, exhibition stands and staging must be structurally sound and adequately weighted or secured.

Any structure that is any of the following:

- greater than 3m x 3m,
- within 6m of each other,
- higher than 3m,
- temporary walls greater than 1.8m high and 1.8m wide,

must be inspected by an independent engineer and certified for occupation/use.

A copy of the certification must be provided to EPIC Management for final approval prior to the commencement of the event.

## WORKING AT HEIGHTS AND RIGGING

All stakeholders who will be working at heights must notify EPIC management of any works to be undertaken prior to commencement. A risk assessment or Safe Work Method Statement (SWMS) may be required with appropriate control measures in place. Please let us know if we can assist with this.

If you plan to hang or attach anything to the ceilings or beams, rigging plans must be provided to EPIC at least four (4) weeks prior to the event for approval and to ensure they comply with roof loading limits.

Catenary wires are located in the Budawang and Coorong Pavilions. If you require catenary wires to be removed to accommodate rigging, or if you plan to attach anything from the wires, please seek approval from the EPIC team prior to any works being undertaken.

## EXCAVATION OR DIGGING

EPIC has numerous underground services, including water networks, sewerage, mains, phone lines, electricity, optic fibre and gas, which have the potential to create a serious safety risk to anyone digging or installing star pickets or trenches for an event.

All stakeholders should disclose any proposed works underground, including digging or the installation of star pickets to EPIC for approval prior to commencement of works. Underground maps are available upon request. Appropriate precautions should also be taken before commencing any digging works or installation as you will be liable for any damages to cables or mains.

## ENTERTAINMENT AND NOISE MANAGEMENT

EPIC has a limited range of Audio Visual (AV) equipment available for hire, including basic stage set up, microphones, speakers and amplifiers/mixers. EPIC does not have a specialist audio technician; however, the team can assist in obtaining quotes from several local AV suppliers.

It is the hirer's responsibility to ensure that the maximum noise limit from entertainment, including music, amusements and other activities, does not exceed 60dBA at the compliance points at any time. Speak to the EPIC team if you are unsure or concerned about noise levels for your event. Any direction from EPIC staff to alter the volume of entertainment of activities during the event must be adhered to.

## DRAPES, SETS AND THEMING/DECORATIONS

Placement of all drapes, sets and materials brought into EPIC for use in any production must be checked to ensure they do not block or obstruct any emergency exits or walkways. EPIC can assist with the facilitation of this. Draping is available for hire.

Items should not be attached to walls, fixtures or fittings unless otherwise agreed to in writing by the EPIC Management.

Decorative and special effect devices, including confetti, streamers, glitter, stickers and paint are prohibited unless prior agreement has been made with EPIC. The use of helium balloons is also prohibited from the Coorong Pavilion as they can trigger the fire alarm.

## UTILITIES AND LIGHTING

All major pavilions are equipped with heating/cooling and LED lighting. There are also streetlights and flood lights in outdoor and exhibition areas. A map of all flood lights is available.

The hirer will be shown procedures for lighting and heating/cooling during the venue handover and induction. The hirer will be responsible for turning on and monitoring utilities throughout the hire period and turning off all systems at the end of each day/the hire period. The EPIC team will also regularly check buildings and assist if required. If recoveries are payable as part of your event hire agreement, all power and gas usage will be charged post event. All usage is recorded based on meter readings taken pre and post event. Request a copy of the [Schedule of Recoverable Charges](#) for current rates. Note a 30% green energy tariff applies to all power usage in the major pavilions as part of the LED lighting cost recovery project. The hirer can request EPIC's [Green Energy Infrastructure Tariff Policy](#).

Depending on the layout and requirements of your event, additional temporary lighting may be necessary for areas expecting large crowds, or where current lighting is inadequate. If additional lighting is required, the EPIC team can assist in recommending local suppliers and/or obtaining quotes for you.

## CLEANING AND WASTE MANAGEMENT

Cleaning and waste management during and after the event are the hirer's responsibility, unless cleaning services have been specifically included in your contract. To ensure your event is clean and comfortable for your patrons, the EPIC team can arrange cleaning services on your behalf through our recommended event cleaning provider. Speak to the venue to discuss your requirements and request a tailored quote for your event.



If you have already arranged cleaning for your event, please provide the details to the EPIC team, including:

- Company name
- Onsite contact name and number, and
- Schedule/hours of operation
- Covid Safety Plan.

Unless the Hirer is arranging their own cleaning arrangements; EPIC will provide 240L rubbish and recycling bins throughout the venue/grounds for your convenience. You should specify how many bins you require for your event. These bins should be used for general waste and recycling only. If you require additional waste disposal skips for

your event, please contact the venue for a tailored solution. Note additional charges will apply for any additional waste infrastructure or collections required for your event.

The hirer is responsible for ensuring the venue is always tidy and presentable and for emptying bins into the hoppers located behind the Budawang Pavilion. Cleanliness will be checked by EPIC staff throughout your event, including during pre and post venue inspections, and waste removal charged post-event based on a volume basis. Request a copy of the [Schedule of Recoverable Charges](#) for current rates.

All venues should be clean and clear at the conclusion of the event term unless otherwise agreed to in writing with the EPIC team. This includes a full vacuum of carpeted areas to ensure there are no nails or screws. All tape must be lifted from pavement and bitumen areas.

## AMENITIES

Showers and toilets are located throughout EPIC. Speak to the EPIC team for locations of amenities for your event, including location of disabled facilities.

If you contract the EPIC cleaning provider, they will ensure all toilet facilities are fully stocked with toilet paper and soap at the commencement of the hire period and provide event cleaning as per the schedule on your approved quote.

If you contract alternate cleaners, note you as the hirer and your contracted cleaners are responsible for servicing all amenities during and after the event, including replenishing consumables (toilet paper and soap) as required. The contracted cleaner should supply all cleaning equipment and consumables, unless pre-arranged with EPIC for consumables to be supplied and charged in the post-event recoveries.

Request a copy of the [Schedule of Recoverable Charges](#) for indicative rates. For outdoor events expecting large crowds, additional amenities may be required at your expense.

## WIFI

To ensure communication and the ability to speak with your patrons through social media channels, complimentary public WIFI is available throughout the Budawang Pavilion, Coorong Pavilion and Conference Centre. Users should look for the **CBR free WIFI** network and connect through to the homepage.

Wi-Fi packages can now be purchased for the following locations:

- |                      |                       |
|----------------------|-----------------------|
| • Budawang Pavilion  | • Mallee Pavilion     |
| • Conference Centre  | • Kuringai Pavilion   |
| • Coorong Pavilion   | • Kosciuszko Building |
| • Terrace Restaurant | • EPIC Admin Office   |
| • Fitzroy Pavilion   | • Gate 2 Ticket box   |
| • Quokka Pavilion    | • Gate 7 Ticket box   |

If you require a WIFI package for your event, speak to the EPIC team about hire options and costings.

## ATM

ATM facilities **are not** available onsite.

The closest ATM is located at the service station at Gate 4. If you require ATM facilities for your event, speak to the EPIC team for hire contacts.

## SMOKING

Smoking is not permitted inside any of the pavilions or buildings, or near outdoor eating or drinking areas, as per the [Smoke-Free Public Places Act 2003](#).

## COMPETITIONS AND PROMOTIONS

Any hirer/exhibitor/vendor wishing to run a raffle, competition or prize draw at the event must obtain approval from EPIC in writing.

The hirer is responsible for ensuring all raffles, competitions and prize draws conducted at the event comply with the *Lotteries Act 1964* and ACT Gambling and Racing Commission requirements, including obtaining a permit if required. For further information, visit the Access Canberra website.

EPIC reserves the right to remove any raffle, competition or prize draw that has not been approved in writing and/or does not comply with the above requirements.

## CAR PARKING AND TRAFFIC MANAGEMENT

Ample free car parking is available at EPIC. The Venue reserves the right to control and restrict designated areas for car parking as required during your event or request implementation of a Temporary Traffic Management Plan to assist with flow of event & precinct traffic into and out of the venue.

Speak to the EPIC team for clarification of designated parking areas and directional signage required for your event. We can reserve car parks for staff, VIPs attending your event and/or disabled car parking if required. Arrangements of special parking may incur a fee.

Sign posted speed limits within the precinct must be always adhered to. Vehicles must remain on the internal roadways, unless access to other areas has been approved by EPIC.

## LIQUID WASTE

The hirer is responsible for ensuring that all stakeholders follow procedures for the correct storage and disposal of liquid waste. There are three silage points located within the precinct. Speak to the EPIC team for further information and locations.

## FIRE REGULATIONS AND EMERGENCY EXITS

All fire regulations and evacuation procedures must be complied with. You must sign a [Fire Safety Form](#) upon confirmation of the event booking to acknowledge acceptance of the specific conditions related to fire safety at EPIC.

For the safety of your event team, contractors and patrons, you are not permitted to obstruct access to any fire extinguisher, fire hydrant, fire hose or any marked fire/emergency exit or major egress route out of an area used for the event at any time. Exits and egresses must always be kept clear with a minimum two (2) metre clearance area. EPIC staff reserve the right to remove any items should they not comply with fire regulations or are considered to be an obstruction. EPIC can assist with reviewing or developing floor plans and layouts to meet these requirements.

The use of candles, exposed/naked flames or materials of a highly flammable nature are not permitted without prior approval in writing by EPIC. If permission is granted, appropriate risk measures will be negotiated prior to commencement of the event term. The use of helium balloons within the Coorong Pavilion is also strictly prohibited as they can interfere with the beam sensors and trigger the fire alarms.

If a fire alarm is activated at the fault of the hirer, you may be liable for any call-out or remediation charges.

## **DANGEROUS SUBSTANCES**

Any dangerous substances and hazardous goods being brought onsite as part of your event, including gas, petroleum, flammables or explosives, must be declared to the EPIC Team at least six (6) weeks prior to the commencement of the event term. For major events each vendor/exhibitor/sponsor will be required to complete a [Dangerous Substances Permit form](#) for EPIC to review and compile an additional Dangerous Goods Manifest. Request a copy of EPIC's [Dangerous Substances Guidelines and Permit Form](#) for further information.

### **LPG Cylinders**

The use of LPG cylinders onsite must also be closely monitored by you to ensure they are tested, stamped and approved for use as per the relevant standards. A dry powder fire extinguisher (CO2) is to be provided for each appliance using LP gas or flammable liquids and positioned in a readily accessible location.

## **MOTOR VEHICLE DISPLAYS**

If you plan on having any vehicles displayed as part of your event, details of vehicles movements, transport, storage, fuel type and capacities, as well as dimensions and weights, must be provided at least six (6) weeks prior to the event term.

Drip trays should be used for all vehicles displayed within buildings. You are responsible for any damages to carpet tiles or flooring during the hire period.

## **AMUSEMENT RIDES**

Hirers have a duty of care regarding amusement rides to they are constructed, operated, inspected and maintained in accordance with Australian standards. A reminder that operators must keep accurate records of all inspections and maintenance performed and be able to provide a copy to the EPIC team or a Worksafe inspector upon request.

## **ANIMALS OR LIVESTOCK**

No animals or pets, except for approved assistance dogs, are permitted inside any of the buildings except as an approved exhibit, activity or performance requiring the use of animals. If you plan to include animals as part of your event, please seek approval from the EPIC Team.

All approved animals must be kept on a leash or in a secure pen under the control of a dedicated handler, at all times, as per the relevant standards. Adequate shade, shelter, water, food and care must be always provided by owners while on site.



## **FIREWORKS**

If you or your exhibitors intend to include pyrotechnics as part of the event, including both indoor and outdoor displays, you must seek approval and discuss requirements with EPIC Management at least six (6) weeks prior to the event term.

Following approval, you and the permit holder must comply with all Worksafe and venue requirements regarding the conduct of fireworks displays, including ensuring adequate fire prevention and response measures are in place and documented in a risk assessment.

Refer to the Worksafe ACT website for further information and to obtain a copy of the [Fireworks Displays in the ACT – Guide for Users](#).

## **EMERGENCY PROCEDURES**

EPIC has an [Emergency Management Plan](#) for the site- please request a copy from the EPIC team.

You should be aware of the emergency procedures and have a plan or written set of instructions in place for managing and communicating to event patrons in an emergency, relative to their licensed area, including management arrangements of an incident. Further information on types of incidents to consider are outlined in your contract.

Adequate access to the venue and event areas for emergency and service vehicles must be always maintained. Copies of emergency documentation specific to your event, where applicable, must be provided to the venue at least four (4) weeks prior to the event term.

In the event of a fire or emergency incident, please dial 000 for Emergency Services and alert EPIC Management as soon as it is practicable to do so.

## **FIRST AID AND MEDICAL EMERGENCY**

A first aid assessment plan, or details of first aid arrangements or qualified event personnel, must be provided to EPIC at least four (4) weeks prior to the event, including:

- First aid provider or qualified personnel
- Onsite contact name and number and site location (if applicable)
- Schedule/hours of operation.

EPIC may insist on the provision of first aid coverage where the assessment of safety risk warrants. In the event of a medical emergency or incident, please dial 000 for Emergency Services and alert the EPIC Team as soon as it is practicable to do so.

## **POST-EVENT INSPECTION AND FEEDBACK**

The EPIC team will conduct a post-event inspection and handover with you at the end of the event hire period, or as soon as possible the next business day. Please notify EPIC staff when your event is complete to request attendance for the post-inspection and handback. All keys must be returned at this time.

Approximately 14 days after the event process has been completed, any bond amount held will be returned, less any recoverable costs, damages or outstanding charges.

For larger events, the EPIC team will contact you to arrange a de-brief as your feedback is important and will help us to improve our venues and event delivery service.





## ATTACHMENT A: EPIC MAP



## ATTACHMENT B: BUILDING SPECIFICATIONS AND LIMITS

Building	Area (sqm)	Dimensions	Ceiling height	Floor loading limit	Facilities / Amenities	Heating/ Cooling	Access (roller doors etc)	Power
<b>Budawang</b>	3311m2	77m x 43m	7.5m	10 tonne	WiFi, PA System, Inbuilt Kiosk, Toilets, Change Rooms, Showers, Baby Change Room	Gas Heating & Evaporate Cooling	4 x Roller Doors (4.12m width x 4.2m height)	Multiple 10amp/20amp & 3 Phase Power
<b>Coorong</b>	1979m2	55.5m x 35.5m	6m to 11m	1 tonne	WiFi, PA System, Toilets, Change Rooms, Showers, Baby Change Room	Gas Heating & Evaporative Cooling	1 x Roller Door (4.7m width x 4.2m height)	Multiple 10amp/15amp & 3 Phase Power Outlets
<b>Parkes Room (Conference Centre)</b>	600m2	30.2m x 20.4m	2.6m	1 tonne	Dimmer Lights, PA System, WIFI, retractable Wall	Heating & Air Conditioning	2 x Double Access Doors (2.49m width x 2.65m height)	13 x double 10amp & 4 x 20amp 3 Phase Power Outlets
<b>Fitzroy</b>	1752m2	60m x 29.2m	5m to 8.5m	10 tonne	PA System, Inbuilt Kiosk, Toilets, Change Rooms, Showers	Gas Heating & Evaporative Cooling	2 x roller doors (3.9m width x 3.9m height)	Multiple 10amp/15amp & 3 phase outlets
<b>Quokka</b>	538.1m2	30.4m x 17.7m	3m to 4.5m	10 tonne	PA System	Gas Heating & Evaporative Cooling	2 x Roller Doors (2.4m width x 2.4m height)	20 x 10amp & 2 x Double 10amp
<b>Mallee</b>	770.1m2	36.5m x 21.1m	3m to 4.75m	10 tonne	PA System	Gas Heating & Evaporative Cooling	2 x Roller Doors (3.2m width x 3.2m height & 2.4m width x 2m height)	6 x Double 15amp, 12 x Single 10amp, 9 x Double 10amp, 2 x 32amp & 2 x 20amp 3 Phase Power Outlets.

# ATTACHMENT C: LIST OF FORMS AND POLICIES

Note all forms and policies available on request from the EPIC team.

## **Forms**

- Events Requirements
- Induction notes
- Fire Safety
- Equipment Hire
- Marketing and Signage
- Dangerous Substances
- Wi-Fi
- Food and beverage sampling

## **Policies/reference material**

- Signage Policy
- Electrical Safety Sheet
- Key Policy
- Green Energy Infrastructure Tariff Policy
- Emergency Management Plan
- Schedule of Recoverable Changes
- EPIC Site Map
- EPIC Building Floor Plans
- Catering Menu Compendium
- Food Vendor Guidelines and Checklist
- EPIC Risk Management Template
- Venue Evacuation Plans
- Guidelines for Acknowledgment and Welcome to Country





**We hope you have a  
successful event at EPIC**