



CONFERENCE AND EXHIBITION INFORMATION MANUAL

At RACV Royal Pines Resort we are dedicated to making business a pleasure. Whether you are looking to hold a company conference, trade exhibition or small executive retreat, our experienced convention team will make planning your event a breeze.

This manual is to assist exhibitors and organisers prior to participation in the event safely, easily and efficiently.

You are asked to study the manual carefully and thoroughly to ensure that all of the relevant matters are processed smoothly and arranged correctly. After reading the relevant sections and completing the questionnaire you should keep a copy for your own reference, so that queries can be settled immediately should they arise.

The manual provides information and guidelines to assist with the smooth organisation of your event.

Once read, please sign the confirmation on page 18 and fax back to the events department on (07) 5597-3604 at least 48 hours prior to the event start date

For enquires of assistance with any of the below please call our events team on (07) 5597-8700

Kind Regards,

Kristie McQuillan
Senior Events Coordinator



Table of Contents

	Page No
1. The Venue	3
2. The Convention Centre	3
3. Venue Information	3
4. Venue Technical Information	5
5. Communication and Telephone Options	5
6. Audio Visual	7
7. Delivery of Goods	7
8. Storage of Empty Boxes/ Cases	7
9. External Suppliers / Contractors	7
10. Admission to Venue – Bump In / Out	8
11. Vehicle Dimensions	9
12. Fixing of Posters, Banners and Displays	9
13. Use of Machinery, Plant and Equipment	10
14. Display of Heavy / Large Exhibits	10
15. Food and Beverage Options for Exhibitors	11
16. Hire Price List and Order Form	12
17. Personnel Services	13
18. Security and Insurance	13
19. Indemnity	13
20. Liability	13
21. Emergency Policies and Procedures	14
21a. Policy - Bomb or Threat Situation	14
21b. Evacuation Procedure	15
21c. Explosion Procedure	15
22. Suspect Devices Procedure	16
23. Signature Confirmation	18
24. Postage Label	19
25. Internet & Telephone Lines Order Form	20

1. The Venue

Conference with the experts at RACV Royal Pines Resort and enjoy a five star experience from our award winning convention team. Situated on 500 acres of magnificently landscaped gardens and just minutes from the beaches of Surfers Paradise, RACV Royal Pines Resort is one of Australia's most highly awarded resorts for its conference facilities, currently listed in the Queensland Tourism Awards Hall of Fame for excellence in the Meetings Industry.

2. The Convention Centre

RACV Royal Pines Resorts multi faceted Convention Centre, which is an integral part of the complex, has its own conference reception area and registration facility. The totally self supporting centre features a foyer area capable of catering for 1000 people, while the main ballroom can cater for up to 1800 in theatre style comfort. The column-free Ballroom and Norfolk Hall, each being divisible into three separate areas, allow ease of adaptability for varying sizes of conferences, conventions, exhibitions and corporate meetings.

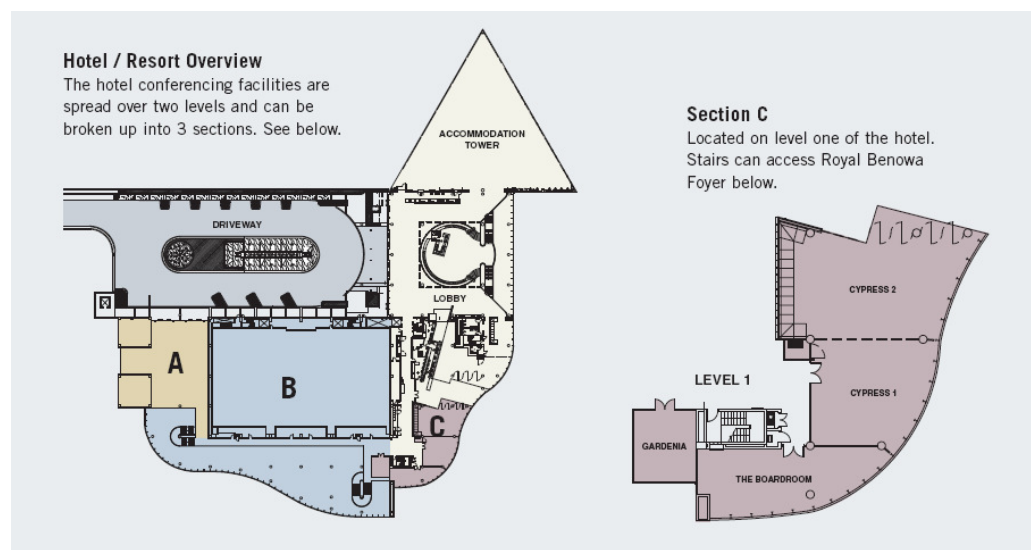
In addition to traditional conference options, RACV Royal Pines Resort is one of the few five star resorts in Australia with its own luxury cruise boat. The Princess takes conference delegates around the magnificent Gold Coast waterways – giving the notion of a 'meeting by the sea' an entirely new focus.

Conference with the experts at RACV Royal Pines Resort and have it all.

3. Venue Information

RACV Royal Pines Resort

Address: Ross Street, Ashmore QLD 4214
Postal Address: Private Mail Bag 88, Gold Coast Mail Centre QLD 4217
Telephone: 07-5597 1111 (ask for Banquet Event Coordinators)
Facsimile: 07-5597 3604 (Banquet & Convention Department)





4. Venue Technical Specifications

RACV Royal Pines Resort's purpose-built convention centre has a large range of facilities to suit your needs.

The Centre houses a 1500m² column-free ballroom and a 1000m² pre-function foyer with both venues catering to a maximum of 124 exhibitor booths combined. Our superb lawns adjoining the pre-function area and the Ballroom can readily accommodate a Hoekerdome up to 3000m² catering to a maximum of 150 exhibitor booths. This is also ideal for outdoor functions.

- **Audio** – The great advantage of the RACV Royal Pines Convention Complex is its flexibility. The ten Power Communication Service Panels (PCSP) in the ballroom each contain 12 microphone and two speaker tie lines, all are wired independently back to the audio visual rooms to allow any configuration for audio requirements.
- **Lighting** – The 152 outlets in 29 positions on 136 circuits are 10A wired in 25mm cable throughout the ceiling, controlled from the audio visual rooms.
- **Power / Electrical** – Each PCSP in the ballroom has 10 amp, 15amp and 3 phase 5 pin 32A power outlets. Additional outlets are recessed in the floor as well as the ceiling. The main audio visual room has 3 x 32A, 5 pin 3 phase power outlets.
- **Vehicular Access** – via loading dock into the Prince room. Dimensions of the smallest doorway are 2.5m high x 2.23 m wide.
- **Sky Light** – Four large sky lights fitted in the Monarch room can be adjusted from the main audio visual room to allow just the right amount of natural light into the room.

5. Communication and Telephone options

Connection Options

Standard Dial-up

Standard phone lines are available in quantity throughout the convention centre for connection to Phone, Fax or Modem. The once off connection fee is \$93.50. Refer below for approximate call costs.

Call costs are:

Local	\$0.90
STD Qld	\$1.10 per minute
STD outside Qld	\$1.90 per minute
International	\$5.00 per minute

Direct Lines

Direct phone lines are available from \$220 per line, seven days notice is needed for this service.

Broadband / ADSL Internet Access

Broadband access is available to guests requiring Internet / email access from virtually anywhere in the conference domain. This requires minimal set up and is a cost effective alternative to ISDN (ON Ramp II) connection. A network card is also required and an IP address is then installed on the individual P.C allowing connection to the host router. Connection then to the internet is automatic.

Broadband Internet access per day *

\$93.50 Inc GST. (This includes 100mg of upload/download memory).

\$33.00 once off connection fee for each network point.



Broadband Internet access per 5 days*

\$280.50 Inc GST. (This includes 500mg of upload/download memory).

\$33.00 once off connection fee for each network point.

***NB:** Prices are quoted per computer and each computer will be automatically disconnected once the time period or the download limit is reached. Additional memory is charged at a rate of \$0.30 cents per megabyte of upload/download.

NETWORK (LAN) CAPABILITIES

Local area networks are able to be setup within the convention centre utilising the extensive cat 5 cabling. Utilising a source computer and routers this system is easily setup and maintained. Fees and charges on application.

Virtual Private Network

A virtual private network (**VPN**) allows two or more private networks to be connected over a publicly accessed network (internet). This still has the same encryption and security features as large private networks without the establishment costs involved in setting up a Private Network.

A VPN is an extremely effective means of exchanging information, for persons working remotely, enabling secure delivery of information between business partners, head office or where physical boundaries need to be overcome. Fees and charges on application.

ISDN

ISDN Lines are available upon prior arrangement and line prices available upon request. ISDN lines need to be ordered a minimum of 28 days in advance.

Fibre optic technology – RACV Royal Pines Resort

With the high demand in business requiring high speed transfer of data in the forms of presentations, video, graphics etc, RACV Royal Pines Resort is equipped to provide clients with the ultimate in bandwidth technology. The resort has the provisions to quickly provide an Ethernet VLAN connection which has a built in "bandwidth on demand" capability. This delivers extreme speed and security to clients making a host of applications possible including super fast internet, video conferencing, multi media web casts and many more. This technology allows RACV Royal Pines Resort to provide clients with one of the fastest connection speed of any conference facility in Australia.

Ethernet ports are available throughout the conference centre for exhibitors, speakers and conference coordinators. In addition Internet Kiosks can be set up to provide high speed internet access to conference attendees. Prices for above on application.



6. Audio Visual



Avantage is the in-house event services partner at RACV Royal Pines Resort. Let Avantage take care of all your event's technical and themeing needs. Avantage provide audiovisual, IT support, lighting equipment and themeing for any event from a boardroom presentation through to major conferences, gala dinners or exhibitions. Avantage is Australia's only dedicated in-house events provider and we deliver unparalleled service and value at venues around Australia. Your event will be in the hands of people committed to your success. Visit our website - www.avantage.com.au - to experience the level of our experience and expertise.

7. Delivery of Goods

ADDRESSING GOODS FOR EXHIBITIONS

Address goods to: RACV ROYAL PINES RESORT
 Ross Street, Ashmore QLD 4214
 Deliver to Loading Dock

Attention goods to the person from your exhibition booth who will be collecting the goods from our storage area, and include the conference name and booth number (if known). Please attach postage label attached on page 19.

- Storage will be accepted 48 hours prior to scheduled event and must be collected within 48 hours of the event concluding. Approval must be obtained for early deliveries or late collections.
- **All equipment** will be accepted and stored on an **all care but no responsibility / liability basis.**

8. Storage of empty boxes/ cases

Storage space will be available during the event; any empty boxes or cases must be marked and may be stored in a designated area by arrangement with the banquet coordinator. No responsibility or liability is accepted for any item stored on RACV Royal Pines Resort premises.

9. External Suppliers/ Contractors

All organisers and exhibitors are to submit name, address and contact details of any external supplier or contractor wishing to carry out work at the venue. All organisers, exhibitors, contractors etc are required to obtain a Back of House pass from the Resort Security Office located at the end of the resort outdoor car park, just inside the staff entrance annex. These passes are issued new every day therefore if exhibitors require back of house access each day a new pass will need to be collected each day.

All external suppliers are to be given a copy of this manual and comply with the components herein.

A charge of \$250 will be chargeable to the conference master account as a service fee for use of the hotel platform or single person lifters if these pieces of equipment are required and are for the upkeep of this equipment and does not guarantee exclusive rights or use of these pieces of equipment. The hotel reserves the right to use these pieces of equipment at any time should the need arise.



10. Admission to Venue – Bump in/ out

All organisers, exhibitors, contractors etc are required to obtain a Back of House pass from the Resort Security Office located at the end of the resort outdoor car park, just inside the staff entrance annex. These passes are issued new every day, therefore if exhibitors require back of house access each day a new pass will need to be collected each day.

All goods are to be collected by organisers / exhibitors from the resort loading dock staff or banquet housemen.

- Convention staff will be on duty in designated arrival zone to assist with any requirements
- Limited numbers of trolleys and pallet jacks available.
- Forklift available at loading dock only - licence must be sighted prior to exhibitor usage and a **holding deposit of \$1,000.00** will be required for this service. This service is only during normal loading dock operating hours.
- Access not permitted for forklift into the Convention Centre or Hoeckerdome
- Maximum weight allowed in Convention Centre is 1.5 tonnes over 3 metre intervals
- Consideration must be given to the moving in/out of heavy equipment to the Convention Centre with regard to carpet and wall damage.
- We reserve the right to charge exhibitors for any damage caused to Resort property
- Please liaise directly with your courier company to collect your equipment directly from the Loading Dock.
- Please ensure that you have marked all boxes accordingly and completed your "con note" for the courier as hotel staff will not complete or sign courier documents.

If your courier is unable to collect your boxes on the bump out day please liaise with convention staff who will advise and direct you to the storage area where your boxes can be stored. Please note your equipment will be kept on an all care but no responsibility / liability basis and will only be stored for a maximum of 48 hours

Directions to RACV Royal Pines Resort Loading Dock

- Once on the hotel side of the Resort take the first right at the small roundabout.
- Proceed until you are under the Overpass and turn left. Loading Dock is straight ahead.

Loading Dock is attended from 07h30 until 17h00 Monday – Friday.

**Delivery and pick up of exhibitors' goods are accepted at the loading dock between
13h00-16h00, Monday – Friday**

The Loading Dock is closed on Saturdays and Sundays.

If you need to access the loading dock when it is closed, please check into our Security Offices upon arrival and they will be able to assist you with access.



11. Vehicle Dimensions

Should you wish to bring in vehicles for show or demonstration, please the allowable vehicle dimensions below:

LARGEST CAR POSSIBLE INTO FOYER

1820mm wide
5010mm long

LARGEST CAR POSSIBLE INTO B'ROOM

2000mm wide
5000mm long

LARGEST CAR POSSIBLE INTO CON LOBBY

2000mm wide
5010mm long

ALL CARS MUST HAVE REASONABLE GROUND CLEARANCE.
IF LENGTH DECREASES, WIDTH MAY INCREASE MARGINALLY FOR FOYER ENTRY, & VICE
VERSA

12. Fixing of Posters, Banners and Displays

DO

- Use **Blu Tac** for hanging of light weight posters & banners on glass and painted surfaces.
- Use **3M 75 Repositionable Adhesive Spray** sprayed onto light weight paper, cloth or foil that needs to be hung onto timber, glass or painted surfaces.
- Use **3M ATG 928 Repositionable Tape** for hanging of light weight posters & banners on timber and glass surfaces.
- Use **pins** for hanging light weight posters & banners on soft fabric surfaces.
- **Consult the Banquet Office** prior to the hanging of any poster, banner or display that is heavy, large or awkward in size and that cannot be hung with any of the above methods.
- **Take care** not to damage the surface from which your poster, banner or display is being removed.

DON'T

- Use screws, nails or staples into timber, plaster, concrete or painted surfaces.
- Use double sided tape on any surface.
- Use Velcro on any surface.
- Use any permanent fixing system that will damage, mark or alter the surface that the poster, banner or display has been fixed to.
- Attach anything to the "movable wall" tracks
- Forget to liaise with the Banquet Office if you have any special hanging needs.

13. Use of Machinery, Plant and Equipment

Do

- Ensure that you have the appropriate **Licence or Ticket** to operate our registered plant & equipment.
- Ensure that you operate **our** plant & equipment as recommended by the relevant manufacturer or per our instructions.
- **Safe Work Practices** apply when using any machinery, plant and equipment in our work place.
- Report to Banqueting immediately any equipment that is unsafe or defective.
- **Use safety equipment** (e.g. safety belts, outriggers etc.) associated with any piece of machinery, plant & equipment.
- **Return all equipment** to the point & person from whom it was borrowed.
- Ensure the machinery, plant & equipment is safe prior to use.
- Ensure the safety of others at all times.
- Report any damage caused by or to the equipment being used.

DON'T

- Use machinery, plant & equipment that are unsafe or defective.
- Use battery powered plant from an extension lead (i.e. when the batteries are flat).
- Try to re-charge battery powered plant while it is still switched on.
- Use machinery, plant & equipment for purposes other than for which it was designed.
- Use machinery, plant & equipment in an unsafe or dangerous manner.
- Forget to return equipment to its point of origin.

14. Display of Heavy/Large Exhibits

An exhibitor intending to demonstrate equipment on his/her stand:

- Must provide the resort with full details (type of machinery – dimensions and weight requirements)
- Must give proper consideration to the conditions under which the equipment will be demonstrated.
- Precautions must be taken for protection of the public, and legible sign saying “DO NOT TOUCH” must be placed on any exhibit to warn the visitor to stay a safe distance.
- Must cause no annoyance to visitors, other exhibitors or other events
- Must not bring in or use at the event dangerous or hazardous goods and equipment such as poisonous gas, fuel, kerosene, noxious materials, inflammables, and equipment using such inflammable materials as gas stoves, kerosene stoves and electric stoves without the prior written consent of the RACV Royal Pines Resort. Even if consent is given it will be subject to adequate precautionary measures being taken.
- Must not carry out any fire hazardous operation work.
- The weight of all exhibit items shall not exceed floor loading limits of 1.5 tonnes over 3 metres



15. Food and Beverage Options for Exhibitors

It is the policy of RACV Royal Pines Resort not to allow outside food and beverage to be brought into the building at all times. Stand catering is available by prior arrangement and includes the following options:

Entice delegates to your stand with a number of catering options including ...

antipasto

marinated & grilled vegetables, pickled vegetables, pesto bocconcini, salami & parma ham served with crisp breads

gourmet sandwiches

chef's selection of sandwiches, wraps & focaccia breads

australian cheese

brie, tasty cheddar, smoked & blue cheese selection w dried fruits & assorted crackers

dessert

chocolate tarts, lemon meringue, cheesecake & assorted others

hot bites

mini pies, sausages rolls, fish & chips & chefs hot selection accompanied by dipping sauces

asian bites

won ton, spring rolls, dim sum selection with dipping sauces

dips & chips

chef's selection of home style dips, crispy flat breads, crackers & vegetable pieces

take out platters | \$65.00 each

(serves up to 15 people)

Ice-cream indulgence – nominate your favourite

from \$2.00* each

Ice-creams for inclusion in your own freezer at your stand

** Paddle pops \$2.00 each; other Streets' selections are available. Hire for freezer may apply.*

Cappuccino station inclusive of all equipment and supplies

Price available on request

Excludes staff member to service for nominated periods (*minimum*

of two hour blocks) Refer to section 17 – Personnel services for rates.

Catering can also be tailor made to your requirements or theme of your stand



16. Hire Price List and Order Form

Trading Name:

Booth #: In House Room #:.....

Contact Person:

Co-ordinator:

Credit Card Details: AMEX VISA MAST/C BANK/C DINERS JCB

Name on Card:

Expiry Date:

QUANTITY	ITEM	RATE	TOTAL
	Extension Lead	\$25.00	
	Power Board	\$20.00	
	Chrome Chair	\$8.00	
	6' x 1'6" Banquet schoolie & Cloth	\$15.00	
	6 x 3'6" Banquet Trestle & Cloth	\$15.00	
	2'6" Round Table & Cloth	\$15.00	
	Round Table Cloth (90x90)	\$10.00	
	Skirting	\$15.00 per length	
	Glass Coffee Table	\$25.00	
	Trestle Table Cloth (90x54)	\$6.00	
	Overlay Table Cloth (63x63)	\$5.00	
	Easel	\$15.00	
	Signage Board / Stand	\$20.00	
	Punch Bowl	\$22.00	
	Stanchion & Rope	\$15.00	
	Stage Module (8'x 4')	\$40.00	
	Coaster Board	\$25.00 per board	
	Dry Bar Table	\$12.00	
	Bar Stool	\$8.00	
	Citronella Flares (outside only)	\$5.00	
	Water Bubbler (11 litres)	\$30.00	
PAYMENT TYPE:		TOTAL:	\$

SUBJECT TO AVAILABILITY



17. Personnel Services

- Staff members available for following:
 - Delivery of goods from arrival zone to exhibition booths
 - Delivery of goods from storage area to exhibition booths
 - Collection of goods from exhibition booths and delivery to storage area
 - Satchel Packing or brochure distribution.

Note: Labour charges apply for the above services at the following rates:

Monday – Saturday - \$35 per hour + 10% GST

Sunday - \$39 per hour + 10% GST

Public Holidays - \$51 per hour + 10 % GST

Should you require banner hanging services, a labour surcharge of \$30.00 per hour will be incurred, with the first hour complimentary

Security charges are from \$35.00 per hour, Monday to Saturday, \$39.00 per hour on Sunday and \$51.00 per hour for Public Holidays.

18. Security and Insurance

RACV Royal Pines Resort has stringent risk management policies and procedures in place. Your assistance in following the procedures as outlined in section 21 – 23 is greatly appreciated. All individuals must conduct their own risk assessment of the exhibition area prior to the event. While the utmost of care is taken, RACV Royal Pines Resort does not accept any responsibility/ liability for any product, person, accident, incident or injury that may occur during your conference/ event.

19. Indemnity

You agree to hold harmless and indemnify the Resort from and against any loss, damage, expenses, payments, costs (including costs of any settlement), claim, demand, action or proceeding that may be made against or incurred by the Resort arising out of or in relation to the performance of your obligations or failure to perform your obligations under this agreement.

20. Liability

You are financially responsible for any loss or damage sustained by the Resort caused by a conference attendee or contractor prior to, during or after the conference. The Resort does not accept responsibility or liability for any delegate, contractor or any other person that may sustain an injury or any other ailment while on RACV Royal Pines Resort property.



21. Emergency Policies and Procedures

21a. Procedure – Bomb or Other Threat Situation

A 'bomb or other threat' includes the declaration by a person (verbally or otherwise) of an intention to injure or harm any person, or any property or any thing.

In the event of an organiser's staff member receiving a 'bomb threat', the following procedure is to be adopted:

1. If the information is received via the telephone, do not hang up on the caller.
2. Listen carefully to the threat.
3. Consider the overall risk assessment for the information received:

HIGH		SIGNIFICANT		MODERATE		LOW	
------	--	-------------	--	----------	--	-----	--

The threat likelihood is:

HIGH		SIGNIFICANT		MODERATE		LOW	
------	--	-------------	--	----------	--	-----	--

The threat consequence is:

HIGH		SIGNIFICANT		MODERATE		LOW	
------	--	-------------	--	----------	--	-----	--

4. Try to ascertain the nature of the threat i.e. what is the threat, what is the target, where is the target, how will the threat be executed, who is making the threat? Any additional information?
5. Give particular attention to recording or recalling the exact wording of the threat.
6. Remain calm and concentrate on remembering the accent of the person who has given the threat, whether they have an impediment, the tone of their voice, whether their speech was fast or slow, if they have clear diction, do you recognise the voice.
7. Be alert to recalling the threat language – well spoken, incoherent, taped, muffled, broken, clear, angry, abusive or message read.
8. Be mindful of any background noise
9. Contact RACV Royal Pines Resort Security Control Room immediately on Internal Emergency Telephone Number 888

21b. Evacuation Procedure

In the event that an evacuation is required, the organisers will be notified by the banquet coordinator or event supervisor from the resort.

EVACUATION

If it is safe to do so, assist guests and staff by directing them to the evacuation point (Overflow car park adjacent to Ross Street). Be aware that staff and guests will be exiting the building/ area from different locations and may be suffering from a variety of injuries (including mental distress). Remain calm and direct persons away from the building or the affected site – reassure all persons that emergency services have been advised / are in attendance.

In the event of an evacuation, organiser's staff will take into consideration the following:

1. The possibility of secondary explosive devices;
 2. Gas and fuel leaks;
 3. Unstable structures;
 4. Smoke inhalation;
 5. Glass and other hazardous objects; and
 6. Exposure to bodily fluids.
- Organisers staff are to guide delegates to the over flow car park and assist in containing guests and visitors in one area.
 - Access to the Western side of the complex is prohibited and all staff, visitors and guests are to be directed to the overflow car park if practicable and safe to do so.
 - Evacuees are to be directed to the overflow car park.
 - RACV Royal Pines Resort staff shall assume command of the situation.

21c. Procedure – Explosion

Explosion – there is no fixed definition of explosion.

Events that are described as explosions include a rupturing water boiler, a flash of light created by an electrical short circuit, detonation of a high explosive, or a shock wave, fireball and debris cloud produced by a thermonuclear detonation.

In plain terms, an explosion may be defined as a loud noise accompanied by the sudden going away of things from the places where they were before.

ALERT

In the event of an explosion, organiser's staff must first consider their own safety. If it is safe to do so, and a staff member reasonably believes that the explosion may not have been brought to the attention of the Security Control Room, the member will notify the Security Control Room on Internal Emergency Telephone Number 888 and provide any relevant details. Details to be given may include:

- Name and location
- Location of explosion



- Extent of explosion
- Possible or suspected cause of explosion
- Injuries
- Deaths
- Extent of property damage
- Identification of any further suspected explosions

ISOLATE AND CONTAIN

This will depend on the type of explosion – if it is safe to do so, and you feel confident, attempt to isolate and contain the scene. Await the Emergency Response Team (ERT). At no time will any organiser’s staff be expected to risk or endanger their own life in an emergency situation, or, in fact, any situation.

EVACUATION

If it is safe to do so, assist guests and staff by directing them to the closest exits. Be aware that staff and guests will be exiting the building from different locations and may be suffering from a variety of injuries (including mental distress). Remain calm and direct them away from the building or the affected site – reassure all persons that emergency services have been advised / are in attendance.

In the event of an explosion, organiser’s staff will take into consideration the following:

1. The possibility of secondary explosive devices;
2. Gas and fuel leaks;
3. Unstable structures;
4. Smoke inhalation;
5. Glass and other hazardous objects; and
6. Exposure to bodily fluids.

22. Procedure – Suspect Devices

A ‘suspect device’ includes any item that appears to contain an explosive or mechanical device, designed to explode by means of a timer, touching, impact or by remote control

A ‘suspect device’ may appear suspicious by its placement, the circumstances surrounding its location or other information which may cause any person to become suspicious and decide that further investigation is necessary.

In the event of an organiser’s staff member discovering a ‘suspect device’, the following procedure is to be adopted:

1. Notify Security Control Room on Internal Emergency Telephone Number 888 immediately and provide precise details including:
 - Location of suspect device
 - Detailed description of device –
 - Is there noise coming from device?



- Is there a countdown timer/clock attached? If so, what is the time being displayed?
- Can you see any exposed wire? If so, how many and what are the colours?

NB – Be aware that this information is crucial and will be relayed by the Security Control Room Operator to the Police.

2. Do not touch or tamper with the suspect device.
3. Assist Emergency Response Team (ERT) members to isolate the area. Do not permit any person, including yourself, within the following distances:
 - * 100 metres minimum (suspect smaller devices);
 - * 200 metres (for suspect large devices); or
 - * 400 metres (where a vehicle is a suspect device)
4. Contain the situation until the Police and/or other Emergency Services arrive.

At all times consider the following:

- I Wind Direction – keep upwind from a suspect device as it may contain a chemical or biological agent;
- II Cover – seek strong protective cover, such as solid walls and embankments on the golf courses (be aware that concealment from view is not protective cover from flying objects). Any location chosen should not be in the line of sight from a suspect device.
- III Secondary Hazards – the possibility of damage or injury from other devices, glass, gas and fuel sources in vicinity; and
- IV Mobile Phones, Pagers, and Radios – Do not use mobile phones, pagers or radios within a radius of 100 metres from the suspect device (be aware that some transmissions can detonate some explosive devices). Ensure that all of these devices are switched OFF.

Examples (only) of suspect devices:

- Vehicles that appear abandoned or unattended and located in an unauthorised or peculiar area;
- Unattended bags – sports bags, handbags, suitcases, golf bags, shopping bags;
- Luggage not tagged by concierge and positioned in or nearby the front office reception area;
- Ornaments (e.g. a vase) that appear but its origin is unknown (Company property?)
- Parcels addressed to persons unknown at the Resort.

Please Return Relevant Information to;

Kristie McQuillan
Events Coordinator
Phone: (07) 5597 8417
Fax: (07) 5597 3604

evitinaros@royalpinesresort.com.au



23. Signature Confirmation

Please return this form to the Events Department at RACV Royal Pines Resort on 07 5597 3604 as confirmation of the above information on Conference and Events being read, understood and agreed to 48 hours prior to the event start date:

Signature

Name (print)

Position

Company Name and Telephone Number

Date

Name of Event

Event Date



Deliver to:

**RACV Royal Pines Resort
Loading Dock
Ross Street ASHMORE QLD 4214
Australia**

Conference Name:

Event Co-ordinator:

Exhibition Booth Name:

Exhibition Booth Number:

On Site Contact:

Mobile No:

Purpose of Box: (Please Circle)

Trade

Satchels

Secretariat

Sports

Box ____ of ____



INTERNET & TELEPHONE LINES ORDER FORM

Please return this booking form to:

Phone: 07 5597 8417

Fax: 07 5597 3604

EXHIBITOR DETAILS:

Name: _____

Company: _____

Position: _____

Street address: _____

Suburb & Postcode: _____

Phone: _____ Fax: _____

Email: _____

STAND DETAILS:

Start Date: _____

Finish Date: _____

Stand No/ Name: _____

Location: _____

Special Instructions: _____

Standard Phone Line (for phone/ fax or modem)
The once off connection fee is \$93.50, plus call costs*.
*Local \$0.90, STD Qld \$1.10 per minute, STD outside Qld \$1.90 per minute, International \$5.00 per minute

Direct Lines
Direct phone lines are available from \$220 per line, seven days notice is needed for this service.

Broadband Internet Access
A network card is also required and an IP address is then installed on the individual P.C allowing connection to the host router. Connection then to the internet is automatic.

Broadband Internet access per day *
\$93.50 Inc GST. (This includes 100mg of upload/download memory).
\$33.00 once off connection fee for each network point.

***NB:** Prices are quoted per computer and each computer will be automatically disconnected once the time period or the download limit is reached. Additional memory is charged at a rate of \$0.30 cents per megabyte of upload/download.

Guarantee to following credit card (please circle)	
Visa	Master card Bankcard Diners Club American Express
Credit card #:	_____ Expiry date: _____
Name of cardholder:	_____
Cardholders signature:	_____