



# **CROWNE PLAZA HUNTER VALLEY CONFERENCE AND EVENTS CENTRE EXHIBITION AND SERVICE MANUAL**

VALID TO 31<sup>ST</sup> DECEMBER 2015

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Please note: All information in this document is current at the time of printing and may be subject to change at the discretion of the The Crowne Plaza Hunter Valley Management.

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## INTRODUCTION

Welcome to the Crowne Plaza Hunter Valley!

The Exhibitor Information and Services Manual has been designed with the intention of making your experience at the Crowne Plaza Hunter Valley as smooth as possible. This manual includes all the necessary information, rules and regulations, locality maps, forms and delivery dockets to ensure that your participation in the exhibition is successful.

To ensure all your requirements are met, please read all the information contained in this manual and complete the forms where appropriate.

The Service Request Forms should be completed and returned to the Crowne Plaza Hunter Valley with payment prior to the commencement of the exhibition as stipulated in the forms. All requests will be processed only after payment and forms have been received.

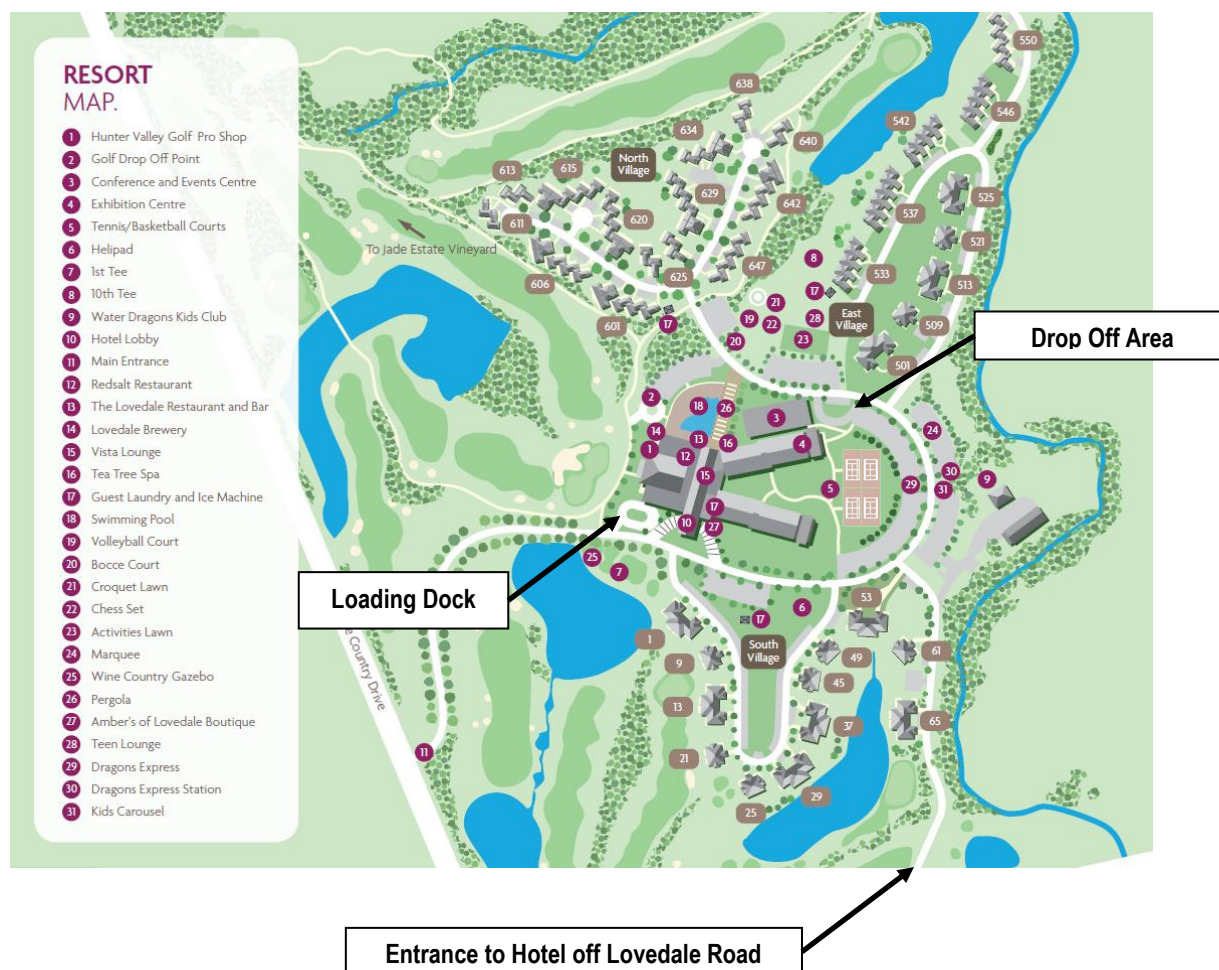
## OUR DETAILS

Should you have any further queries about the venue or the exhibition, please feel free to contact our Events Team at Crowne Plaza Hunter Valley

Crowne Plaza Meetings & Events Team  
430 Wine Country Drive  
Lovedale NSW 2325  
Telephone: + 61 2 4991 0900  
Email: [meetings.hunter@ihg.com](mailto:meetings.hunter@ihg.com)



## RESORT MAP



## ACCESS TO CROWNE PLAZA HUNTER VALLEY

All Event Organisers must provide full particulars on exhibition bump in and bump out schedules thirty (30) days prior to the event commencement including: on-site organisers, exhibition contractor, major shell scheme contractor, freight forwarding company, security company, rigging contractor, and electrical contractor. On-site event organisers (main point of contact) must have the capacity to make decisions and issue instructions to their staff, on instruction from the resort management.

Only designated service entrances, lifts and loading docks are to be used for the transportation of materials.

## CAR PARKING

The resort offers complimentary outdoor/open air parking for delegates and exhibitors. There are a number of designated parking areas located throughout the resort and spaces are on a first come first serve basis. Vehicles left onsite are at owner's risk.

## WORKPLACE HEALTH AND SAFETY

Any contractors working on-site will need to provide copies of both Workers Compensation and Public Liability certificates for all contractors. These need to be provided to the venue **five (5) working days prior to the event**.

All contractors, sub-contractors and production companies must undergo a site induction process with the Crowne Plaza Hunter Valley prior to commencing any work.

All Event Organisers, their exhibitors, contractors, sub-contractors and other associated staff are to comply with the Workplace, Health and Safety requirements of the venue. This compliance includes familiarisation with the fire and evacuation procedures, which are established for the venue. Anyone not adhering to these requirements may be asked to stop work and consultation may be required before further work can continue.

All contractors and sub-contractors must review, comply and acknowledge our Workplace, Health and Safety policies and procedures before work can commence on site. All workers performing duties on-site are required to attend a short induction outlining the venue evacuation procedures and general Workplace, Health and Safety standards.

The following procedures and requirements are to be adhered to by all contractors working on the premises of the venue, regardless of whether they are providing services directly to the Crowne Plaza Hunter Valley, or are working for an Event Organiser. Failure to comply will place the contract entered by the InterContinental Hotels Group trading as Crowne Plaza Hunter Valley and the Event Organiser in jeopardy.

High visibility vests and enclosed shoes must be worn at all times during bump in/bump out. High visibility vests must be brought on-site with the exhibitor or contractor.

All custom build booths must be pre approved by Crowne Plaza Hunter Valley, a plan of the custom build booth must be provided no later than thirty (30) working days prior to the event.

Consumption of illicit substances or alcohol is strictly prohibited of all Event Organisers, contractors, sub-contractors and production company staff during bump in and bump out. Smoking is not permitted within the Crowne Plaza Hunter Valley conference and events space.

## EXTERNAL CONTRACTORS

All organisers and exhibitors are required to submit details of any external supplier or contractor that they have engaged to carry out work during the course of the event. Details can be provided to the Crowne Meetings Planner.

All third parties booked by exhibitors are to provide the exhibitor with the required legal accreditation, licenses, and insurances and meet OH&S requirements. This documentation must be able to be presented to the venue upon request.

All external suppliers and contractors are to be supplied with a copy of this manual and are required to comply with all terms and conditions contained within.

## ACCESS FOR BUMP IN & BUMP OUT

Main vehicle access to the Exhibitor Loading Area (back of the Exhibition Centre) at the Crowne Plaza Hunter Valley is via the turning bay, near reference 4 of map (see resort map on page 4).

Exhibitors/guests are required to move their vehicles to the car park after unloading their vehicle. The turning bay is for loading and unloading only. The general goods loading dock is open from 08:00 to 16:00 Monday to Friday, (closed on public holidays). The Exhibition Centre is open depending on the approved event bump in/bump out schedule. Under no circumstances are vehicles to be left unattended on the turning bay for a period of over 30 minutes.

Access to the conference area for bump in and bump out will be permitted during specific times and will be determined by your Crowne Meetings Director upon confirmation of your booking.

Please note there will be no access for exhibitors outside of these times without prior written approval from the venue and conference organiser.

Please note the following:

- All exhibitors and contractors requiring access to back of house areas must sign in and be issued with a visitors pass prior to entering the premises. Passes can be obtained from the banquets department.
- All exhibitors and contractors must be accompanied by a staff member whilst in back of house areas. Venue staff will be on duty in the exhibition area at a designated time period and will assist with escorting exhibitors and contractors.
- Maximum weight allowed in the exhibition area is 300kg per square meter and the maximum ceiling height is 2.8 metres.
- The venue reserves the right to charge exhibitors for any damage caused to the resort property during the bump in and bump out process including but not limited to; wall and paint damage, carpet damage, breakages.
- Charges will apply for the disposal of large items discarded at the venue.

## DELIVERIES

All exhibition goods being forwarded to the Crowne Plaza Hunter Valley should be marked with a delivery label (refer to attached form, page 22). Arrangements should be made for goods to arrive on the Exhibitor bump-in day or up to two working days prior.

<b>If the event falls on:</b>	<b>Deliveries will be accepted by the venue no earlier than:</b>
Monday	Previous Thursday
Tuesday	Previous Friday
Wednesday	Previous Monday
Thursday	Previous Tuesday
Friday	Previous Wednesday
Saturday	Previous Thursday
Sunday	Previous Thursday

- The Crowne Plaza Hunter Valley does not take nor accept responsibility for the safety of any items, delivered, stored or dispatched to the site in the absence of the exhibitor, agent or contractor.
- Deliveries can only be accepted on Monday – Friday between 08:00 – 16:00.
- Venue labels found on page 22 must be used and fully completed prior to the delivery being sent. Any goods that are not labelled correctly or delivered outside of the guidelines stated above may not be accepted by the venue.
- If you require delivery of non standard Australian pallets (larger than 1165mm x 1165mm and/or heavier than 1t) the truck will require a working tailgate.
- All hand loaded items need to be under 25kg or have another way of moving them (eg. attached wheels).
- The loading dock is located at the front of the hotel just next to the driveway (but not on it). The dimensions are 9m wide, 10.5m deep and 3.4m high and can carry a maximum of 10 tonnes, see resort map on page 4.
- All delivery vehicles are to enter the property via the Lovedale Road entrance, which is noted on the map as stated on page 4. Please note this access is closed of an evening.
- The cost of conveying goods to and from the venue shall be at the responsibility of the exhibitor.
- Crowne Plaza Hunter Valley staff will ensure the movement of pre delivered goods from the loading dock to a central location in the designated exhibition area (provided boxes are within the above limits and are clearly labelled).

## COLLECTION

- All goods must be removed from the venue by 3 days after the event at the latest.
- A completed consignment note must be attached to boxes for prompt collection. It is advised that exhibitors using a courier service book a pick up time with the courier company of your choice prior to bump out time.
- Consignment notes should be organised prior to the end of the event. Please note that Venue staff cannot sign the dangerous goods declaration/customs form.
- If goods need to be collected urgently, please advise the venue to discuss how we can help you.
- It is the exhibitor's sole responsibility to arrange return freight. If exhibitors depart the venue prior to the freight leaving the venue conference staff must be notified. Freight is left at your own risk.
- Any goods remaining at the hotel 14 days after the conclusion of the event will be deemed abandoned and will be disposed of accordingly, charges may apply. It is the responsibility of the exhibitor to bring with them any materials they require for packing their boxes at the end of the conference.

## FORKLIFT OR TROLLEY USE

If you require use of the forklift or a trolley, this needs to be arranged prior to arriving onsite.

Arrangements can be made to use the forklift through the Crowne Plaza Hunter Valley. Current operating tickets along with public liability insurance must be sighted before use approval is granted. Alternatively, qualified staff may be made available to operate the forklift.

Please contact the Event Planner for details. It is recommended all exhibitors provide their own trolley due to limited availability.

## VEHICLES AND OTHER MACHINERY

- Vehicles must be driven in and out of the building, during bump in and bump out of an exhibition, at a walking pace.
- The weight load of the vehicle must be approved by the venue prior to the event.
- The integrity of the vehicle's fuel and oil system is to be inspected by the exhibitor or their nominated representative, before it is permitted to enter the building.
- All display vehicles and machines must be inspected daily by the exhibitor whilst it is located in the building. If a fuel system is found to be leaking, the vehicle must be removed from the building for repairs to be carried out.
- No motor in any vehicle or appliance may be started during an exhibition for demonstrations or any other purpose whilst within the venue.
- All show cars and presentation cars must have oil drip trays in place and must be provided by the exhibitor.



## RIGGING

Licensed riggers required to perform rigging work at the Crowne Plaza Hunter Valley will be asked to produce their high risk (RB,RI or RA) tickets before they commence work. Riggers must complete a hazard analysis and submit this to the Venue seven (7) working days prior to the work being undertaken.

## BANNERS AND SIGNS

Exhibitors may hang banners only within the perimeter of their stand. No signage will be permitted on the function walls, doors or ceilings.

## DISPLAY AND SET UP

- No structure can be fixed to the venue structure, and must not interfere with adjacent stands.
- No equipment, fittings or materials may be placed in any aisle walkway or in such a position that the access to any designated exit is in any way obstructed.
- Materials used in stand construction and design must not be readily ignitable nor emit toxic fumes should ignition take place.
- The structure of the building must remain in the same condition as prior to set-up. Any changes to the building and property of the Crowne Plaza Hunter Valley will be charged to the company at fault.
- All floor plans must be approved by the venue prior to bump-in.

## BOOTH FURNITURE

The resort will provide 1 x standard trestle table (1.8m x 0.45m) and 2 chairs in a exhibition booth. Any additional furniture or theming is the responsibility of the exhibitor. Please contact the conference organiser for details on preferred contractors.

## ELECTRICAL EQUIPMENT

All electrical equipment used by contractors and exhibitors must comply with current Australian Electrical Standards and Workplace Health and Safety Regulations. The Crowne Plaza Hunter Valley reserves the right to refuse any equipment used by contractors, exhibitors and clients. Points to note:

- Electrical equipment and leads must be currently tested and tagged.
- Damaged or faulty equipment will not be permitted to be used in the venue.
- Frayed electrical cables and leads will not be permitted to be used in the venue.
- The venue does not have a qualified appliance tester on site, please ensure that the above is adhered to prior to arrival to avoid potential refusal of access to power.
- Any person who suffers an electric shock from any piece of electrical equipment must report the incident to hotel staff immediately.

## AUDIO VISUAL

Our preferred audio visual partner is Scene Change, a well established and experienced provider of technical and creative service. Scene Change will assist you with audio, lighting, data and visual requirements for your event.

### Scene Change

Daniel Bergan – Audio Visual Manager

Telephone: +61 2 4991 0916

Email: [dbergan@scenechange.com.au](mailto:dbergan@scenechange.com.au)

## INTERNET CONNECTIONS AND CAPABILITIES

Currently the speed of the Wi-Fi at the hotel is 20m/b. The Wi-Fi can handle up to 500 guests before internet speeds would be reduced.

If you require special requirements you need to direct these to the hotel in advance so these requirements can be assessed prior to your arrival, (order form on page 18).

## CATERING/FOOD AND BEVERAGE ACCOUNTS

For the convenience of exhibitors, we have put together some suggestions for food and beverage on the catering form located on page 19 & 20, which can be pre-ordered and consumed at various exhibition booths during an exhibition. Please complete the account form and sign and return no later than **ten (10) working days prior to the event.**

The Crowne Plaza Hunter Valley has the sole catering rights to all food and beverage products. Exhibitors are not permitted to bring any food and beverage into the venue from outside caterers or supplier without explicit permission from the Event Planner.

It is understood that some exhibitors will be required to provide product samples during the course of the event. Approval to distribute any food and beverage product samples must be obtained prior to the event. Please contact the Crowne Meetings Planner to confirm these arrangements.

## STORAGE

Goods will only be accepted in line with the deliveries section as stated on page 7. Any goods that arrive outside of the guidelines the venue has the right to decline the delivery. Materials for packaging, crates, boxes etc. should be labelled, and removed from the premises during exhibition open hours. Packing materials may only be stored at your stand if they are out of sight and must be contained within the booth area. Once the event has concluded, all goods should be removed from the venue by the next working day. If you have any delays in pick up please notify your Event Planner.

Please note that storage space is limited, should you require storage for large displays or equipment please contact the venue prior to arrival to confirm availability and arrangements.

## **FIRE SAFETY & DANGEROUS SUBSTANCES – AT STAND**

An exhibitor must not bring in or use at the exhibition site, dangerous and hazardous goods or equipment such as poisonous gas, fuel, noxious materials, or other flammables, and equipment using such flammable materials as gas stoves and electric stoves without prior consent from Crowne Plaza Hunter Valley management. Even if consent is given, it will be subject to adequate precautionary measures being taken and will comply with all ordinances and laws of New South Wales and the Commonwealth of Australia.

## **SMOKE DETECTOR ISOLATION**

Please be aware that smoke detectors are in place throughout all conference & event rooms. Items such as smoke, steam and vapour may trigger this device. Therefore it is imperative that you advise your Event Planner prior to arrival to the venue, and arrange for Smoke Detector Isolation if necessary. If the detectors are set off due to client or exhibitor negligence, a charge will be passed on directly from the NSW Fire Brigade. A minimum of seven (7) days notice is required for isolation.

## **LPG USE ON EXHIBITOR STANDS**

The Crowne Plaza Hunter Valley must be notified of intent to install LPG appliances prior to the bump in period. Each application is assessed with the safety of the public as its priority. The Crowne Plaza Hunter Valley reserves the right to accept or reject any application.

Should the use of LPG on stands be allowed in the Exhibition Centre, the following policies apply:

- All installations carried out in accordance with the relevant statutory acts and regulations.
- All applications must be approved for the use in accordance with the relevant acts and regulations.
- The quantity of LPG held within a stand is to be limited to that amount reasonably consumed in one day.
- Maximum cylinder size = 9kg. Approval must be sought for larger cylinders.
- One cylinder per appliance.
- Centralised cylinders with appliances connected to a reticulation system is not permitted.
- Cylinders must be fitted securely to appliances to prevent the cylinder from falling.
- Cylinders and connections must be protected from damage.
- Control of cylinders must be accessible by the stand but not by the public.
- Each evening at the close of the show the LPG must be turned off at the bottle and cylinders must be removed from the building overnight to the loading dock for overnight storage.
- Security and provision of storage facilities at designated areas is the responsibility of the Event Organiser.
- All installations must be tested for leaks prior to each operational period by an approved “sniffer” device e.g. AGL “snoop” or by electronic detectors.
- An appropriate fire extinguisher must be present on every stand where LPG is being used.
- A risk assessment must be completed a minimum of 3 days prior to the event and after which consent may be granted by the Crowne Plaza Hunter Valley.

## ANIMALS

No animals - birds, fish etc. (with the exception of Guide Dogs) are permitted in the venue at any time, except as an approved exhibit, or as part of an approved activity or approved performance requiring the use of animals. Such animals that are permitted must be under control, in a pen or on a leash and at all times remain the full responsibility of the exhibitor. Written approval must be obtained prior to any animal (other than Guide Dogs) entering the venue. Permission must be sought to leave an animal on site overnight.

## FIRE SAFETY

### Flammable Products

- All materials used in stand construction and decoration are to be fire retardant and conform to Local Statutory Building Regulations.
- The storage of any flammable liquids or fuel within the exhibition is not permitted.
- Motor vehicles or any other mechanical appliances displayed within the exhibition venue must contain a minimum amount of fuel.
- Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from their correct location.

### Fire Proof Materials

Any materials used in stand construction or for display purpose must conform to the following standards:

- Non combustible and inherently non-flammable material.
- Durable flame-proof fabric.
- Self extinguishing plastic.
- Plywood, hardwood, pulp board or fireboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

### Fire Fighting Equipment

Should construction of stands and exhibits create a potential smoke-locked area or create an area not serviceable by the existing sprinkler system, the management of the exhibition venue may require the smoke detection, emergency lighting, and exit lighting systems be extended to cover the stand or exhibit areas by the exhibitor.

### Evacuation Procedure

There are two (2) emergency alert tones

Alert tone: Beep-Beep-Beep

Advising an emergency situation is being investigated. Do not evacuate at this time, please follow instructions from PA system or venue staff.

Evacuate tone: Whoop-Whoop-Whoop

The emergency situation requires immediate evacuation to the hotels emergency assembly point (see map below), please follow instructions from PA system or venue staff.

Remain calm, do not run & do not use lifts.

## RESORT MAP WITH EVACUATION POINTS



## INSURANCE

Exhibitors should also consult their own insurance companies for suitable coverage of their exhibition merchandise and displays in respect of:

- Insuring exhibits and contents of stands against loss and damage.
- Expenses incurred due to cancellation or postponement of the exhibition.
- Additional public liability.
- Exhibitors may be required to provide proof of insurance prior to arrival at the venue.

## SECURITY

Exhibitors must make provisions for the safeguarding of their goods, materials, equipment and displays at all times. Please be security conscious. Do not leave wallets, laptops, mobile telephones or any easily portable items unattended at anytime in your stand. The protection of your property is your responsibility.

It is the responsibility of the conference organiser to conduct their own risk assessment prior to the event commencement if required. For some events, the venue may request a risk assessment to be provided by the organisers depending on the activities being conducted.



## INDEMNITY

You agree to hold harmless and indemnify the venue, its agents, affiliates, servants and contractors against:

1. Loss or damage to any property.
2. Claims by the venue or claims by any person against the venue in respect of personal injury or death arising out of or as a consequence of the Client's negligence.
3. Any expenses, payments, costs (including costs of any settlement), claim, demand, action or, proceeding that may be made against or incurred by the venue arising as a result of the performance or failure to perform your obligations under the agreement.

## LIABILITY

You are financially responsible for any loss or damage sustained by the resort caused by yourself (the exhibitor) or any contractor engaged by you during or after the conference. The venue does not accept responsibility or liability for any exhibitor, delegate, contractor or any other person that may sustain an injury or any other ailment whilst on the venues premises.

## CAPACITY AND FLOORPLAN

### CONFERENCE AND EVENTS CENTRE CAPACITIES.

ROOM	DIMENSION (m)	FLOOR AREA (sqm)	HEIGHT (m)	THEATRE	BANQUET	CLASSROOM	CABARET	BOARDROOM	COCKTAIL	U-SHAPE
Cabernet-Merlot & Sauvignon	26 x 45	1,170	3.2	1,500	720	780	704	-	1,600	132
Cabernet-Merlot	26 x 30	780	3.2	900	440	520	352	-	1,000	105
Sauvignon	26 x 15	390	3.2	400	220	230	256	40	450	78
Galleria	5.4 x 41	221	3.2	-	-	-	-	-	-	-
Exhibition Centre	19.5 x 41	650	3.2	-	-	-	-	-	-	-



## EXHIBITOR AGREEMENT FORM

Exhibition/Conference Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on the Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

***By signing this agreement means that you agree to all the terms and conditions stated in the Crowne Plaza Hunter Valley Conference and Events Centre 'Exhibition and Service Manual'.***

# STAND CLEANING ORDER FORM

Exhibition/Conference Name: \_\_\_\_\_  
 Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_  
 Contact Name on the Day: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

If you require your stand to be vacuumed, mopped or dusted prior to the opening or at the conclusion of each day, a charge of **\$25.00 per hour applies**. Minimum of 1 hour applies. Please complete the table below:

Dates Required	Time	Cost per day
<b>Total charges</b>		<b>\$</b>

Please Note:

- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and services have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- The Crowne Plaza Hunter Valley is responsible for the cleaning of public areas, foyers and exhibition centre. These areas are cleaned and rubbish bins emptied on a regular basis by the venue staff. Care will be taken in cleaning of exhibitor stands, however the venue will not be held responsible for any damage to exhibitor or their contractor's stand, furniture, product or signage

## Payment Details

### Bank Account Details for EFT Payments

Trading Name: Crowne Plaza Hunter Valley  
 Account Name: Schwartz Family Co Pty Ltd trading as Crowne Plaza Hunter Valley  
 Bank Name: Commonwealth Bank  
 BSB Number: 062000  
 Account Number: 14680517

### Credit Card Payments

I, \_\_\_\_\_ (card holder), hereby accept the deposits and event costs to be billed directly to my Credit Card.

Credit Card Number: \_\_\_\_\_ Last 4 digits of card \_\_\_\_\_ (remaining numbers will be taken over the phone)

Card Type: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_

Card Holder Signature: \_\_\_\_\_

I hereby authorise the Crowne Plaza Hunter Valley to process authorised charges to the above credit card.

*Please note that credit card payments relating to Australian hotels will incur a 3% merchant service surcharge which applies to AMEX, Diners & JCB cards whilst all other cards will incur a 1.5% surcharge.  
 Payments made by cash, by company cheque, or by direct deposit do not incur a service fee.*

# INTERNET ORDER FORM

Exhibition/Conference Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on the Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Wired or Cabled	Cost Per Unit	Number required	Multi-user (please tick)	Cabled or Wireless	Cost
2 hours	\$9.95			Wireless only	\$
24 hours	\$18.95				\$
48 hours	\$27.95				\$
<b>Total Charges</b>					<b>\$</b>

**\*\*A cable set up fee is required with all cabled internet requests - \$100.00\*\***

**A cabled or multi user internet connection will conclude at end of time limit**

**A wireless internet connection will allow you to log in and out by shutting down the web browser, giving you the specified amount of access time.**

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once goods and services have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST

## Payment Details

### Bank Account Details for EFT Payments

Trading Name: Crowne Plaza Hunter Valley

Account Name: Schwartz Family Co Pty Ltd trading as Crowne Plaza Hunter Valley

Bank Name: Commonwealth Bank

BSB Number: 062000

Account Number: 14680517

### Credit Card Payments

I, \_\_\_\_\_ (card holder), hereby accept the deposits and event costs to be billed directly to my Credit Card.

Credit Card Number: \_\_\_\_\_ Last 4 digits of card \_\_\_\_\_ (remaining numbers will be taken over the phone)

Card Type: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_

Card Holder Signature: \_\_\_\_\_

I hereby authorise the Crowne Plaza Hunter Valley to process authorised charges to the above credit card.

*Please note that credit card payments relating to Australian hotels will incur a 3% merchant service surcharge which applies to AMEX, Diners & JCB cards whilst all other cards will incur a 1.5% surcharge.  
Payments made by cash, by company cheque, or by direct deposit do not incur a service fee.*



## STAND CATERING ACCOUNT FORM

Exhibition/Conference Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Contact Name on the Day: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Item	Price	Quantity	Date & Time	Total
Drumstick Icecream Cones (per piece)	\$4.50			
Assortment of fruit smoothies (per glass)	\$4.50			
Whole pieces of fruit (10 pieces)	\$16.00			
Cheese Platter (serves 15 people)	\$110.00			
Antipasto Platter (serves 15 people)	\$95.00			
Dips & Breads Platter (serves 15 people)	\$50.00			
Hot Food Platter (serves 15 people)	\$120.00			
Sliders Platter (serves 15 people)	\$75.00			
Sushi Platter (serves 15 people)	\$110.00			
Sandwich Platter (serves 15 people)	\$110.00			
Assorted Cocktail Pies Platter (serves 15 people)	\$95.00			
Mini Dessert Platter (serves 15 people)	\$80.00			
Fruit Platter (serves 15 people)	\$60.00			
Bowl of Mentos mints or lollies (1kg)	\$21.00			
Bottles of soft drinks (600ml bottle)	\$5.00			
Peroni (per bottle)	\$9.00			
Stella Artois (per bottle)	\$9.00			
Coopers Pale Ale (per bottle)	\$7.50			
Corona (per bottle)	\$9.00			
Bimbadgen Sparkling Semillon (750ml bottle)	\$38.00			
McGuigan Bin 9000 Semillon (750ml bottle)	\$35.00			
Tulloch Cabernet Sauvignon (750ml bottle)	\$40.00			
<b>Total Charges</b>				<b>\$</b>

\*Alternative wine and beer are available upon request

All alcoholic beverages served to guests must be served by RSA certified staff. These may be supplied by the exhibitor (certification must be presented) or hired from the Crowne Plaza Hunter Valley at the cost of the exhibitor.

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for ordering
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once goods and services have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST
- Prices are subject to change at the discretion of the management team

## STAND CATERING ACCOUNT FORM – CONTINUED

### Payment Details

#### Bank Account Details for EFT Payments

Trading Name: Crowne Plaza Hunter Valley  
 Account Name: Schwartz Family Co Pty Ltd trading as Crowne Plaza Hunter Valley  
 Bank Name: Commonwealth Bank  
 BSB Number: 062000  
 Account Number: 14680517

#### Credit Card Payments

I, \_\_\_\_\_ (card holder), hereby accept the deposits and event costs to be billed directly to my Credit Card.

Credit Card Number: Last 4 digits of card \_\_\_\_\_ (remaining numbers will be taken over the phone)

Card Type: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_

Card Holder Signature: \_\_\_\_\_

I hereby authorise the Crowne Plaza Hunter Valley to process authorised charges to the above credit card.

*Please note that credit card payments relating to Australian hotels will incur a 3% merchant service surcharge which applies to AMEX, Diners & JCB cards whilst all other cards will incur a 1.5% surcharge.  
 Payments made by cash, by company cheque, or by direct deposit do not incur a service fee.*

# COFFEE CART ORDER FORM

Exhibition/Conference Name: \_\_\_\_\_  
 Event Date: \_\_\_\_\_ Stand Number: \_\_\_\_\_  
 Contact Name on the Day: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

**Hire of the coffee cart is \$250.00 per day, coffee will then be charged on consumption.  
 This includes 2 x barista for breaks only.**

Day / Date	Start Time	Finish Time	Number of hours

Please Note:

- An additional barista @ \$42.00 per hour Monday – Friday, \$44.00 per hour Saturdays, \$59.00 per hour Sundays, \$60.00 per hour Public Holiday (Minimum 5 hours)
- All coffee cart requests must be ordered **20 days prior** to the start of an event to allow time for staffing
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and services have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST
- Types of beverages served: Flat white/ Latte/ Long Black/ Decaffeinated/ Cappuccino / Short Black / Hot Chocolate/ Tea
- Please note the venue only has two (2) machines for hire

## Payment Details

### Bank Account Details for EFT Payments

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 Account Name: Schwartz Family Co Pty Ltd trading as Crowne Plaza Hunter Valley  
 Bank Name: Commonwealth Bank  
 BSB Number: 062000  
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Card Holder Signature: \_\_\_\_\_

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 Payments made by cash, by company cheque, or by direct deposit do not incur a service fee.*

## DELIVERY ADVICE FORM CROWNE PLAZA HUNTER VALLEY

**To:**

Address: Crowne Plaza Hunter Valley – Loading Dock  
430 Wine Country Drive  
Lovedale NSW 2325

**From:**

Company Name: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Box Number: \_\_\_\_\_ of \_\_\_\_\_

**Function Details:**

Event Name: \_\_\_\_\_  
Event Date: \_\_\_\_\_  
Function Room: \_\_\_\_\_  
Contact on the Day: \_\_\_\_\_  
*(From your company)*  
Item Description: \_\_\_\_\_  
Does this contain satchel packing material? YES NO  
Are you an Exhibitor/Sponsor at this event? YES NO  
Does this contain Exhibition booth material? YES NO  
If so, please provide your Exhibition Booth #: \_\_\_\_\_

All deliveries are to be made via the loading dock which is located at the front of the hotel just next to the driveway (but not on it). All delivery vehicles are to enter the property via the Lovedale Road entrance. The loading dock hours of operation are 8am until 4pm (Monday – Friday).

**PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE CROWNE PLAZA HUNTER VALLEY**

**Goods will be accepted between the hours of 8am and 4pm, Monday – Friday, two (2) working days prior to the event.**

## EXHIBITOR RETURN NOTE CROWNE PLAZA HUNTER VALLEY

### COLLECTION FROM

Crowne Plaza Hunter Valley

430 Wine Country Drive

Lovedale NSW 2325

*Goods will be available for collection between the hours of 8am and 4pm, Monday – Friday.*

### DELIVER TO

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### EVENT DETAILS

Event Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Consignment Note Number: \_\_\_\_\_

Courier Company: \_\_\_\_\_

Box \_\_\_\_\_ of \_\_\_\_\_

***Please note, it is the responsibility of the Exhibitor to book their own return courier prior to departing the hotel. A consignment note MUST be completed by the Exhibitor.  
The hotel will not book couriers on behalf of Exhibitors.***





## SCENE CHANGE POWER BOARD & POWER LEAD HIRE

Date of Function: \_\_\_\_\_  
Name of Function: \_\_\_\_\_  
Booth Number and Name of Booth: \_\_\_\_\_

Power boards Required (4 way): # \_\_\_\_\_  
Power leads required (3m): # \_\_\_\_\_

- *Power boards and power leads can be hired @ \$10.00 each*

Card Holder's Name: \_\_\_\_\_  
(please print)

Total Amount to be Charged: \$ \_\_\_\_\_

Type of Card: \_\_\_\_\_

Last 4 digits of card: \_\_\_\_\_

(Remaining numbers will be taken over the phone) \_\_\_\_\_

Expiry Date: \_\_\_\_\_

I hereby authorise Scene Change to charge the above credit card above for the specified amount.

Authorised By: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

All charges must be paid 7 days prior to commencement of event by credit card. If payment is not received; your service will not be processed.

Please return to above form to:

Dan Bergan  
61 2 4991 0916  
61 432 395 488

[dbergan@scenechange.com.au](mailto:dbergan@scenechange.com.au)