



EXHIBITOR BRIEFING NOTES

ISAD 2025 CONFERENCE: 32694507

23 – 26 OCTOBER 2025

Grand Hyatt Melbourne
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Introduction

The guidelines in this manual have been prepared to assist you with the planning of your exhibition stand. Both the Conference Organisers and Grand Hyatt Melbourne are happy to discuss any additional requests you may have. We appreciate each event is unique with its own special requirements. Dedicated personnel have been appointed who look forward to working closely with you to ensure all expectations are not only met, but exceeded.

Venue

The exhibition will be held in the Mayfair Ballroom.

No smoking policy

Grand Hyatt Melbourne has a non-smoking policy. Smoking is not permitted anywhere inside the hotel which includes guest rooms, event space, back of house, loading dock or public spaces.

Vehicle/Courier access

All vehicles and couriers delivering materials should be directed to the Hotel loading dock, on George Parade (behind the hotel). **GOODS MUST NOT BE LEFT ON THE LOADING DOCK**; it is the responsibility of the courier/delivery person to ensure the goods are taken up to Level 8, Event Service Office on the day of delivery.

No person is permitted back of house at any time without a visitors pass. ALL persons requiring access must attend the Security Office located to the left hand side of the loading dock, off George Parade and sign in prior to being permitted entry. Pass must be worn at all times when back of house.

All couriers/delivery persons/contractors/ third party suppliers who will have access to our Heart of House (Back of House) areas (for example, external Audio Visual company, Florist, Event Production company etc.) are required to complete an online induction process prior to arrival at the hotel. Your event planner will provide you with additional documents which will include the following link to our online induction: <http://www.onlineinduction.com/grandhyatt/>

Vehicles **CANNOT BE LEFT PARKED IN THE LOADING DOCK**. Goods must be delivered and vehicles removed immediately.

Grand Hyatt Melbourne will not accept any responsibility for the safety or well-being of any items delivered to, or on the site in the absence of the exhibitor or his/her agent or contractor.

To assist the smooth delivery of goods to your stand, all deliveries must be clearly marked with the name and date of conference and labelled with the Grand Hyatt Melbourne Delivery Label (Delivery Label provided as separate attachment).

GENERAL INFORMATION**Delivery of goods**

The cost of conveying goods to and from the exhibition shall be the responsibility of the exhibitor. Where possible, every facility will be given to trucks, vans and cars to unload at the exhibition venue. The Hotel reserves the right to specify times and places and request the removal of any article or vehicle, at any time, in the interests of the exhibition. Any damage to part of the hotel must be reported immediately to the Conference Organisers.

Unpacking of goods

Unpacking within the exhibition area must take place in your stand area and not in the aisle ways or at another exhibitors stand.

AISLES MUST BE KEPT CLEAR AT ALL TIMES. FIRE EXITS MUST NOT BE UTILISED UNDER ANY CIRCUMSTANCES FOR STORAGE. FIRE EXITS MUST BE CLEARLY VISIBLE AND FREE FROM OBSTRUCTION AT ALL TIMES.

All packing crates are to be removed from Grand Hyatt Melbourne and stored off-site by the exhibitor.

Loading Bay dimensions

Height of loading dock from ground	1.5m
Width of loading dock, not including compactor room	6.75m
Height of loading dock, from top of dock to underside of roller door	2.8m
Height of loading dock roof at street entry	4.5m
Width of loading dock at street entry	11.65m
Distance from street gutter to face of loading dock	12.8m

Level 5 – 8 Goods Lift dimensions

Doorway	2.1m high, 1.4m wide
Inside	2.3m long, 1.8m wide, 2.3m height
Weight	1786 kg or 26 passengers

Ceiling heights

Mayfair Ballroom:	Foyer	3.5m
	Mayfair Ballroom	4.7 3.2m
Grosvenor Room:	Foyer	3.2m
	Grosvenor Room	3.6m

Use of trolley or forklift should be organized before going on-site.

Acceptance of goods

It is the responsibility of the exhibitor to ensure goods have arrived at the venue. To avoid delays during move-in, we suggest you confirm with your freight company that all goods have been delivered as scheduled.

All deliveries are accepted one working day prior to the conference

Loading Dock Times

Hours of Operation for the Loading Dock

Monday – Friday 7:00am – 3:00pm

Saturday and Sunday: **CLOSED**

***Please note that items delivered/collected outside of these hours will not be accepted.**

Loading Dock contact point

Event Service Office

Level 8, Grand Hyatt Melbourne

George Parade (accessed from Flinders Lane)

Melbourne VIC 3000

Grand Hyatt Melbourne and the Conference Organisers will not take responsibility for the clearance of goods through Australian Customs.

Storage

Due to the hotel's limited storage facilities, delivery of articles will only be accepted **one working day** before your event and must be collected **one working day** post your event's conclusion. In the event that the articles deposited are not collected within seven days the hotel reserves the right to dispose of all remaining articles. Please note that any items should be delivered or collected between the hours of 7:00am and 3:00pm Monday to Friday only.

Grand Hyatt Melbourne has limited storage space. The Conference Organisers and Exhibitors must liaise with the hotel Event Planner with regard to items requiring storage during the conference. Hand held goods should be in boxed form, clearly labeled, including stand number/s.

Post Event Collection of Goods

It is the Exhibitor's responsibility to pack, seal and clearly label ALL items that are to be collected or couriered at the conclusion of the Event. Grand Hyatt Melbourne will not be responsible for incorrectly labelled or unsealed/unboxed items.

Øhe Exhibitor is responsible for arranging a courier to collect items and any courier consignment notes must be completed by client Grand Hyatt Melbourne is not authorised to and will not complete consignment notes on behalf of the Exhibitor.

Please note: Items must be collected within 24 hours of event conclusion.

Car Parking

The general car park located beneath the hotel is operated by Grand Hotel Group. It offers undercover 24-hour, multi-level car parking. Access is via our Russell Street driveway or the car park entrance off Flinders Lane. The car park has a height restriction of 2 meters. Please refer to below website for rates.

<http://grandhotelgroup.com.au/car-park-information/>

Hotel Valet Parking is available for hotel guests through the hotel's Bell Desk team at the rate of \$90.00 per 24 hours. Entry is via Russell Street driveway. To confirm a reservation, please contact +61 3 9653 4510 or email ghmelbourne.concierge@hyatt.com. Please note we will not be able to accept any vehicles over 2 meters for valet parking and unable to provide parking space on the driveway.

Alternative parking for higher vehicles over 2 meters can be located at the Federation Square car park (300m from the hotel)

Cleaning

Basic cleaning is included in the charge for exhibition space. Stand floors are cleaned and rubbish bins emptied daily by the housekeeping staff. Should you feel that your stand would require additional cleaning facilities or services, a charge may be incurred.

Should you wish to use confetti machines, artificial snow makers, glitter bombs, streamers etc as part of the theming of your stand/exhibition/event, please note that a cleaning fee of \$500 - \$1000 will apply, depending on the size of room used. This fee is in addition to any room rental charges that may apply to your event.

Audio Visual

Audio visual equipment is available from Encore located at Grand Hyatt. For further details of equipment available please contact the Hotel directly on 03 9653 4663.

Power boards/extension cords and electrical appliances

All portable electrical equipment, appliances and leads used must be tested and tagged in accordance with Australian Standard 3760 – 1990. When used, all portable electrical equipment, appliances and leads must be connected to a type 1 or type 2 safety switch complying with Australian Standard 3190 - 1990.

Grand Hyatt Melbourne reserves the right to inspect, and demand removal from the site if necessary, any electrical equipment it deems to be non-compliant or suspect. Grand Hyatt management may call upon internal or external specialists to assist with inspection or removal of such equipment if and when required.

NB: Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the venue staff.

Banner hanging/rigging

Exhibitors may hang banners only within the perimeter of their stand. No signage will be permitted on function walls or pillars. Any special rigging can be arranged through Grand Hyatt Melbourne's audio visual department prior to the event. Pricing is on application. Please telephone Encore direct on 03 9653 4663 for assistance.

For safety reasons the venue audio visual staff must complete all rigging. All banners should be delivered to Grand Hyatt Melbourne prior to exhibition stand construction, using the Function Goods Delivery Sheet attached.

All banners not collected at the conclusion of the event must have a courier form completed and given to supervising staff prior to the departure of the person responsible for that banner.

Flammable products

All materials used in stand construction and decoration must 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 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 purposes must conform to the following standards:

- noncombustible and inherently non-flammable material
- durable flame-proof fabric
- self-extinguishing plastic
- plywood, hardwood, pulp board or fiberboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities.

Firefighting equipment

Should construction of stands and exhibits create a potential smoke-locked area or create an area not serviceable by the existing sprinkler systems, 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.

Food and Beverage

Grand Hyatt Melbourne retains the right to provide all catering on its premises. No food or beverage may be brought onto the premises without prior permission of the venue.

Damage

Grand Hyatt Melbourne will not accept responsibility for damage or loss of goods left in the Hotel prior to, during or after an exhibition. All goods belonging to exhibitors must be claimed and removed from the Hotel by the next day, after the event. Grand Hyatt also reserves the right to inspect vehicles leaving the Hotel during move-in/move-out of the exhibition.

Conference Organisers are financially responsible for any damage sustained to the hotel and its contents and property owned or in the care or custody of the hotel by the Conference Organiser, Conference Organiser's guests, Exhibitors, invitees or other persons attending the event, whether in the area reserved or any area or part of the hotel.

Liability and Insurance

It is strongly advised each exhibitor seek to cover their equipment, exhibits and display material with adequate insurance, and also effect public risk insurance, at the expense of the exhibitor.

Security

THE PROTECTION OF YOUR PROPERTY IS YOUR RESPONSIBILITY.

Perimeter security will be maintained by Grand Hyatt security staff. While every reasonable precaution is taken, the Conference organisers and Grand Hyatt accept no responsibility for any loss or damage that may occur to persons or property at the exhibition resulting from any cause whatsoever. If you require additional security or a physical presence in the exhibition area, independent security staff dedicated to duty in your stand area, can be engaged at the exhibitor's cost. Please contact the security Manager at Grand Hyatt Melbourne directly on 03 9653 4006 for further assistance.

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 any time, in your stand.

Isolation of Smoke Detectors Policy

Any event with performances or displays involving smoke machines, hazers or foggers or any other displays which could trigger smoke detector alarms or require smoke detectors to be isolated must have hotel approval provided by the Director of Engineering at least 3 working days prior to the commencement of the event.

Further, in order to facilitate the safe use of smoke machines, hazers or foggers or any other displays which could trigger smoke detector alarms or require smoke detectors to be isolated, security personnel dedicated to fire safety are required to be present in addition to any standard security required for your event. Fire Safety personnel are charged at \$60.00 per hour per person required, with a minimum callout of 4 hours.

If more than one room or event space needs to be isolated or your event has complex smoke machines, hazers or foggers or any other displays which would trigger smoke detector alarms additional security personnel dedicated to Fire Safety may be required.

Exhibitor appointed contractors

Exhibitors are responsible for informing contractors of the following requirements and ensuring their compliance:

- Exhibitor appointed contractors must agree to abide by all rules and regulations of the exhibition, and agree to abide by all union rules and regulations
- Exhibitor appointed contractors must complete the Grand Hyatt Melbourne induction prior to commencing work at the property. Induction can be completed via link: <http://www.onlineinduction.com/grandhyatt/>
- Exhibitor appointed contractors are allowed to do display work only
- All rigging and fork lift usage must be arranged via Grand Hyatt Melbourne or the Exhibition Contractor.
- The exhibitor will be liable for any expense or damage caused by, or as a result of its appointed contractors

Exhibitor protocol

In the interest of others we ask all exhibitors adopt the following procedures:

- All demonstrations or other promotional activities, eg literature handouts, must be confined to the stand space.
- Aisles should not be obstructed in any way. Stand personnel are not allowed to distribute literature or promotional items of any kind outside the confines of the contracted exhibit space.
- Sufficient space must be provided within the stand for the comfort and safety of persons watching demonstrations and other promotional activities.
- If large crowds gather to watch a demonstration and interfere with the flow of aisle traffic, the Conference organisers have the responsibility, as per fire regulations, to resolve the situation. The exhibitor will be required to provide rope and stanchion or security personnel to direct traffic at the exhibitor's expense, or the presentation will be terminated.
- The Conference organisers reserve the right to restrict exhibits which become objectionable because of noise, method of operation, materials or for any other reason.