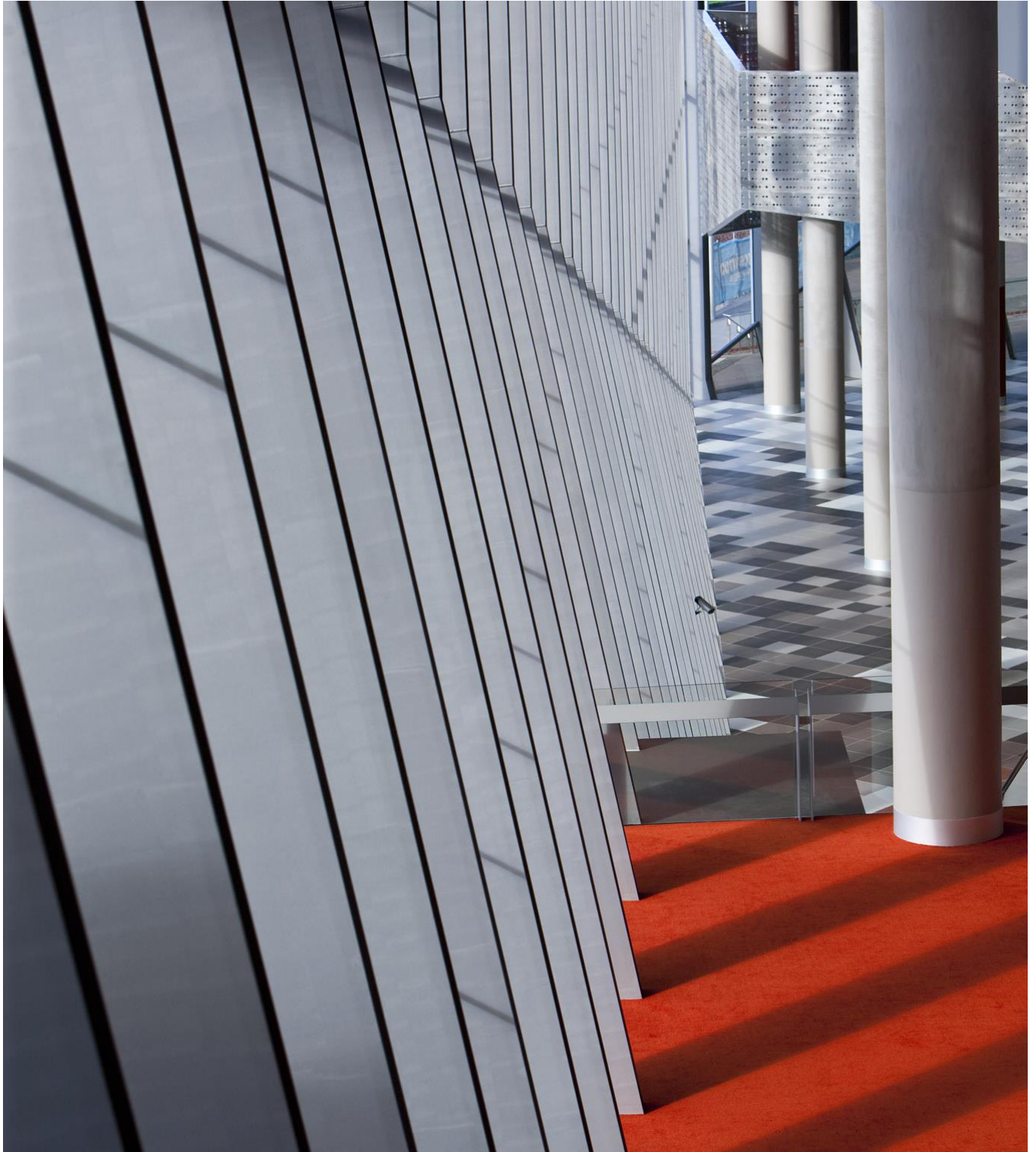


# Operations manual

The A-Z guide to running your event at MCEC



# Welcome

## Purpose of this manual

The operations manual provides you with all the important information needed to plan and deliver your event. It contains key details about MCEC and our facilities and services, including operating procedures as well as technical details.

Please ensure that the requirements set out in the manual are observed and performed by themselves, all exhibitors, contractors, sub-contractors and event staff.]

## Updates to information contained in this manual

The information contained in this manual is current however it may be necessary to issue updates and/or changes to information from time to time. Please ensure you refer to the documents provided to you by your Account Manager or Event Planner for the most up to date information for your event.

For more detailed information about any area of the venue or our operations, please contact your Event Planner.

# Location of MCEC

MCEC is located on the banks of the iconic Yarra River in South Wharf. Only 20 minutes from Melbourne Airport, and close to trains, trams and buses.



## Street address

Convention Centre  
1 Convention Centre Place, South Wharf Victoria

Exhibition Centre  
2 Clarendon Street, South Wharf Victoria

## Postal address

Melbourne Convention and Exhibition Centre  
GPO Box 777  
Melbourne VIC 3001

## General enquiries

Telephone: +61 3 9235 8000

Facsimile: +61 3 9235 8001

Email: [enquiries@mcec.com.au](mailto:enquiries@mcec.com.au)

## Travelling by public transport

### Tram

Tram routes 96, 109 and 12 (Stop 124A Casino/MCEC) will all take you to our Clarendon Street entrance. Otherwise, tram routes 48 and 70 (Stop D5) take you to Flinders Street. From there, it's just a short walk up Clarendon Street until you reach us.

### Train

Our closest station is Southern Cross. Once you exit the station, you can catch the 96, 109 or 12 tram routes and arrive at MCEC in just a few stops.

### Bus

From Monday to Friday, bus route 237 goes via Southern Cross Station to Lorimer Street, which is roughly a five-minute walk to MCEC.

### Taxi or UBER

If you're heading to the Exhibition Centre, ask your taxi or Uber driver to drop you off at MCEC's Clarendon Street entrance. If you're going to the Convention Centre, ask your driver to drop you off at Convention Centre Place, next to Pan Pacific Melbourne and DFO South Warf. We have two nearby taxi ranks – Crown, Clarendon Street and DFO, Convention Centre Place.

### Airport transfers

When you arrive from Melbourne Airport (also known as Tullamarine Airport), you have three options. You can catch a taxi from outside your terminal or request an Uber by following the signs outside your terminal to the pick-up zones.

You can also get the Skybus, which has a service called the Southbank Docklands Express that stops at the Clarendon Street entrance of MCEC. Receive 5% discount on purchasing tickets online by entering the promotional code 'MCEC'.

### Coach bays

Coach pick-up and drop-off bays are located at the front entrance of each building. These bays are for drop off and pick-up only, coach parking is not permitted.



The Exhibition Centre slipway can accommodate a maximum of three coaches at one time. The Convention Centre Place Entrance can accommodate a maximum of two coaches at one time.

As coach arrivals and departures can impact the wider South Wharf precinct, it is important that we have as much information as possible to ensure the smooth facilitation of the coaches.

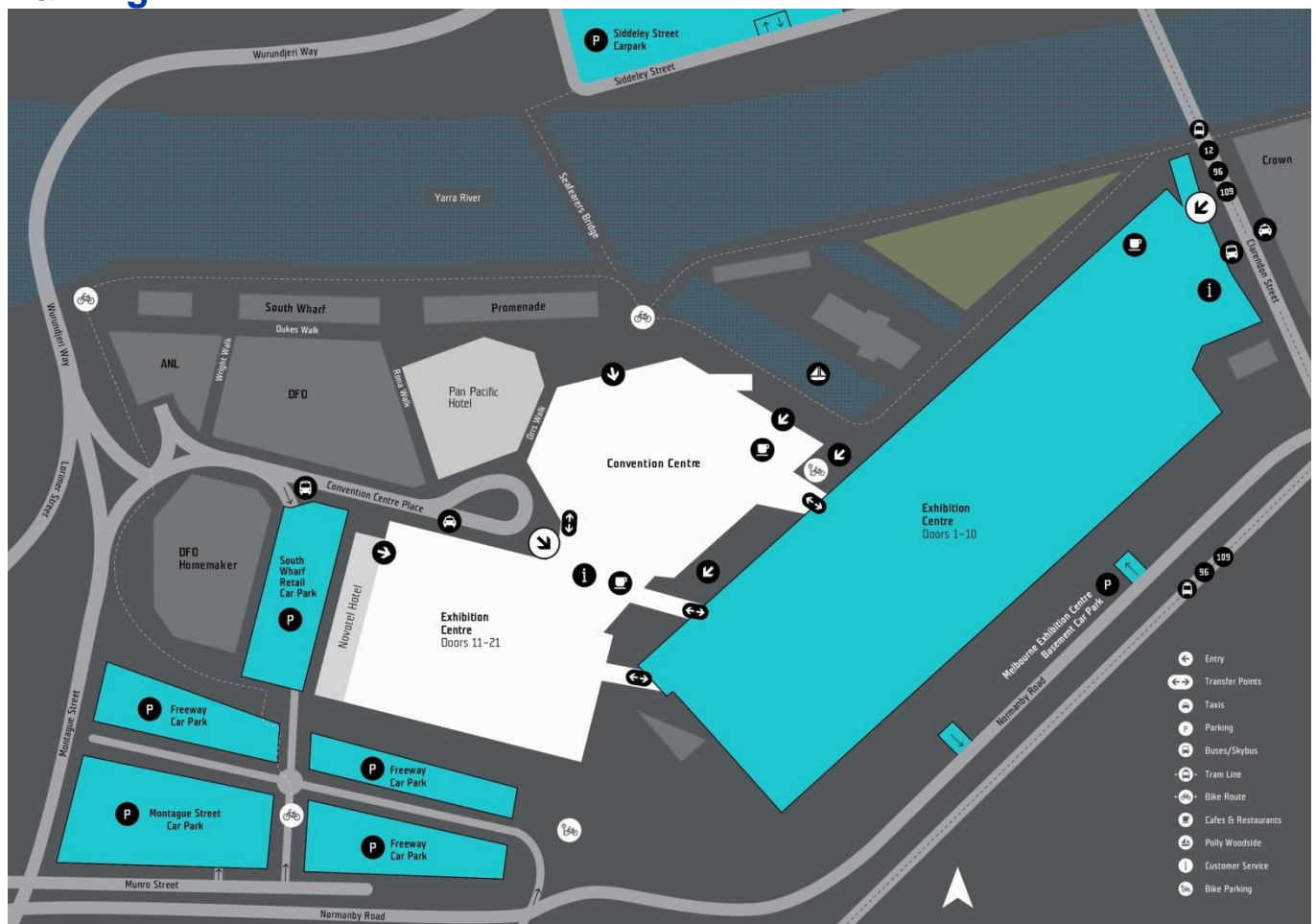
Schedules involving ten or more coaches within a 30 minute period will require traffic management by an event security guard from our venue service partner Business Risks International (BRI) and charges will apply.

Please discuss your requirements with your Event Planner and ensure you provide the following information:

- Arrival and departure dates
- Arrival and departure times
- Number of coaches
- Contact name and telephone number of the coach company

Dedicated coach parking is located on Normanby Road.

## Parking



There are multiple car parks within the immediate vicinity of MCEC. Please be advised that the car parks are not managed by MCEC and for any queries, please contact the car park management directly. Click [here](#) for current pricing and information.

## Discounted parking tickets

### Exhibition Centre car park

One complimentary multiple use car park ticket for the Exhibition Centre car park is provided to the organiser for every four Exhibition Bays contracted.

Although we do not own or manage the Exhibition Centre car park, we are able to offer discounted parking tickets at the same rate as the early bird rate. There is no limit on the number of tickets that can be ordered, however any tickets over 50 which are not used on the day will incur a \$0.11 per ticket printing fee. There are two discount parking ticket options:

#### Charged to master account

You may choose to pay for the parking charges for some of your guests and the cost will be added to your final event invoice. The procedure is as follows:

- Enter the Melbourne Exhibition Centre car park (via Normanby Road)
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to boom gate
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket
- Boom gate will open
- Exit as normal

#### User pays

Guests pay for their own parking at the discounted rate. The procedure is as follows:

- Enter the Melbourne Exhibition Centre car park (via Normanby Road)
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to pay station, located at doors 1, 4, 6, 8 & 10
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket and payment due will reduce to the discounted parking rate
- Press receipt button should a receipt be required
- Make payment by coins, notes or credit card (follow the on-screen instructions)
- Remove ticket
- Take change and receipt if required
- At exit boom gate, enter ticket, boom gate will open
- Exit as normal

Please speak to your Event Planner for more information and to order your discounted tickets.

## Siddeley Street carpark

Discounted tickets are available for the Siddeley Street Car Park upon request.

Guests pay for their own parking at the discounted rate. The procedure is as follows:

- Enter the Siddeley street car park.
- Take ticket from boom gate on entrance
- Proceed to event
- Collect discounted “follow on” ticket from event organiser
- At the conclusion of the event, proceed to pay station, located on the ground floor
- Insert ticket received on entrance to the car park
- Insert the “follow on” ticket and payment due will reduce to the discounted parking rate
- Press receipt button should a receipt be required
- Make payment by coins, notes or credit card (follow the on-screen instructions)
- Remove ticket
- Take change and receipt if required
- At exit boom gate, enter ticket, boom gate will open
- Exit as normal

## Valet parking

Valet parking is available at the Pan Pacific Melbourne hotel and is not limited to hotel guests. Speak to your Event Planner for more information.

# Facilities and services



## Customer Service desks

Customer service desks are located at MCEC's two main entrances, operating during event hours to provide a central point for information and assistance.

Convention Centre: +61 3 9235 8310

Exhibition Centre: +61 3 9235 8302

## Parents' rooms

Parents' rooms are located adjacent to the customer service desks in both the Convention and Exhibition Centres. These rooms include a microwave, baby change tables, and breastfeeding and toilet facilities.



## Prayer room

Separate male and female prayer rooms including washing facilities are located in the Convention Centre, close to the customer service desk.

## Cloak room

Complimentary cloak room facilities are located adjacent to the customer service desks at both the Convention and Exhibition Centre.

For large dinners of more than 500 guests, dedicated cloak room facilities may be set up closer to your event space. This is subject to availability and charges may apply. Please speak to your Event Planner for more information.

## Building security

Security control rooms are located at both the Convention and Exhibition Centres.

Convention Centre: +61 3 9235 8333

Exhibition Centre: +61 3 9235 8332

In an emergency, dial extension 6666 from any house phone or +61 3 9235 6666.

## First aid

MCEC's main first aid room is located off the Convention Centre foyer, adjacent to the security control room. A smaller first aid room is located off the Exhibition Centre foyer. Please contact security for first aid assistance on +61 3 9235 8333.

## ATMs

ATMs are located adjacent to the Convention Centre customer service desk and on the Exhibition Centre concourse between Doors 3 and 4.

## Vending machines

Vending machines are located throughout the Convention Centre and Exhibition Centre including TechBox consumables which stocks tapes and exhibitor focused supplies, Powerpod with battery recharge options for mobile devices, snack and beverage vending machines and mobile phone charging stations.