

This handbook shall serve as an event guideline on the event operational requirements when operating in Setia City Convention Centre (the Centre). It is to ensure that all parties involved operate in a safe working environment. This guideline is non exhaustive and the Centre is not required to provide any directions for the safe and proper execution of the events at the Centre. Please contact the Centre's management if you have any queries not covered in this guideline. The information listed is current and subject to change without notice.

Access

The Centre has the rights to refuse access to any person causing disorderly conduct in the Centre. Access to the Centre for set up is subjected to the blocked venue in the agreement and stated in the Event Order and subjected to venue rental. Early access for set up is subjected to venue availability. Should an early access is granted, the event organiser shall be responsible for the risk and public liability whatsoever during this early access.

Access for delivery for event is only through the loading bay. Unloading and loading at both of the front entrances are strictly not allowed. Maximum hours allowed for set up is from 0700 hours to 2300 hours. Any access outside of this operating hour will incur additional venue rental.

Advertisement

The Centre has a variety of advertisement opportunities where it can be used for both directional and promotional purposes. Such facilities will incur a rental charge for usage. All advertisement within the Centre premises and its surrounding township are required to be installed by the appointed contractor. Please refer to the Centre's Advertise with Us brochure.

Animals

Only those animals participating in events and used to assist persons who are impaired such as guide dogs for the blind with prior approval from the management of the Centre are allowed to enter the building. Strictly no pet is allowed into the building.

No animal are allowed to be placed overnight in the Centre and no protected wild life animal is allowed into the Centre.

The Event Organizers is fully responsible for the compliance with relevant protection and welfare requirement, insurance and permits.

Air-Conditioning

Air conditioning will be provided one (1) hour prior to the event official opening time and switch off at the official closing time. An additional usage fee will be charged on hourly rate basis per room, including set up and tear-down period. No air conditioning is provided during the set up and tear down period.

Additional air conditioning requested must be in continuous block of four (4) hours minimum duration. All doors must be remained closed and all loose particles must be cleared before air conditioning is turned on. At all times, air conditioning vents and ducts must not be obstructed in any ways.

As to maintain a comfortable event environment for the visitors of the Centre, the room temperature is maintained at 23 -24 degree Celsius.

Audio Visual Systems

The Centre provides a standard range of audio visual system which is built in into the Centre infrastructure. The Centre's AV team is able to provide an extensive AV requirement from our panel of suppliers.

Light

The ballroom has lighting barrels to rig lighting equipment to provide stage lighting. Usage of lighting barrels is at additional charge.

Sound

The ballrooms are equipped with individually controlled fixed speaker array and reinforced sound system is available at additional cost. The ballroom foyer and Function Room 1 and 8 foyers are equipped with ceiling speaker. PA system in the smaller function room is provided by stand-alone system provided if required. The Halls are equipped with PA system for public announcement and soft back ground music only.

Video

The ballrooms of the Centre are equipped with built in projectors with built in screen on the all walls. One projector is accorded inclusive for each ballroom and additional usage of projector/s is/are chargeable.

All Function Room are equipped with built in projectors and built in wall screen.

Event Signage

Each ballroom has two LCD panels at the entrance of the ballroom and one panel at the function room. The Halls has a LCD panel next to the reception counter. These panels usage is for event signage and video presentation and the finished presentation is required at least three (3) days before the event. The accepted formats of the presentation are 1920 x 1080.

External AV Contractor

Only registered external AV contractors are allowed to operate in the Centre. The list of AV equipment brought in, contractor staff list and vehicle registration no. are required to submitted to the Centre three (3) days before the set up. Usage of three phase power is chargeable according of number of connection and will be energized only after the inspection by AV and maintenance team. All cabling onto the floor must be taped down to avoid trip hazard and should

not cross any entrances. The placement of AV equipment should not obstruct the view, access and cause any hazard to the Centre's guests and staff. The Centre and its staff are not responsible for any AV equipment loss or damaged brought into the Centre by the AV contractor.

All packing crates must not be visible to the guests and stored accordingly and should not obstruct the access and operational service at both inside the and back lane of the Centre. For segregation of internal and external AV equipment, internal AV equipment is not provided when AV equipment is provided by the external AV contractor. For the video link to the built in projection, an outgoing cable access is required.

Rigging Services

Rigging is an exclusive service provided by the Centre and any rigging installation within the Centre requires the approval of the Centre. All motor hoist, truss and black drape must be obtained through the Centre.

Ballroom

The ballroom has a limited rigging point on the ceiling and the maximum load is 15kgs per point. These points are only for decorative item and signage bunting only.

The fixed lighting barrel is available for AV equipment and backdrop rigging and the maximum load per barrel is 250 kgs. Rigging charge is applicable for rigging point and lighting barrel.

Halls

Hall 1 & 2 has fixed rigging point on 6.5m grid. There are total of 66 points of fixed point in each hall. The height of the fixed rigging point varies from 10 to 12 meter. The maximum load for each of the fixed rigging point is at 500 kg.

Banner Hanging

Banner Hanging points are available inside the Hall and the charge of this service is dependable on the number of points required. The maximum load for each banner is 40 kgs. The Centre will install and dismantle the banner on behalf of the organiser. The banners are required to be delivered to the Centre 3 days before the move in of the event and must include the top and bottom rod. The location of the banners must also be plotted and provided during the delivery of the banners.

Banner hanging rods are also available at the foyer. All printing, installation and dismantle of the banner is provided by the Centre. The maximum load for each banner rod is 40kg.

Drape

The Centre has black acoustic woolen drape with 5 meter in length and 10 meter in height available for rental. The drape has been treated with fire retardant and only Centre's drape is

allowed for installation inside the Centre. The cost of rental is inclusive of installation and dismantles of the drape. Any relocation of drape after agreed installation will incur additional relocation charges.

Rigging Guidelines

These guidelines serve the requirement of any installation of any equipment onto the fixed structure of the Centre. Whereas these guidelines serve as a common regulation, the final approval of any rigging installation is with the Centre.

- No AV installation is allowed to be set up onto the floor.
- Only the Centre AV Team is allowed to make attachment to the rigging point.
- All installation onto the truss must include additional safety line.
- The Centre AV Team will inspect the installation onto the truss before it is raised up.
- Only the Centre AV Team is allowed to operate the hoist motor.
- Proposed rigging requirements and the location of the rigging must be provided for approval to the Centre AV Team at least seven (7) days before the move in of the event. The load of each truss installation must also be provided for the Centre AV Team review.
- Motor hoist is required for every 6.5m of the truss and each truss bar must have at least 3 motor hoists.
- No attachment is allowed onto any pipes, sprinkler pipes, air ducts, speaker system, wifi installation or any non-load bearing structures.
- Any attachment to the structure beam of the ceiling truss requires approval from the Centre AV Team.
- The Centre AV Team may recommend additional points, truss or motor hoist that be required to be included to support the rigging installation and these additional s are at organiser's rigging cost.
- Only the Centre scissor and personal lift are allowed to be operated within the Centre and any workers on these lifts must wear safety harness at all times.
- No personnel is allowed onto any rigging installation without safety harness.
- The Centre AV Team may disallow the installation of any items not in compliance with the rigging guidelines.

Rigging Charges

- All rigging installation are subject to charges and depending on the number of rigging point, load, the number of motor hoist and truss utilized. Additional charge is required for any changes of location of the rigging after the rigging has been attached.

Attire and Appearance

The organiser shall ensure its staff and contractors, shall be properly attired when entering and working in the Centre and surrounding area of the Centre such as not wearing shorts, slippers and torn cloth.

The organiser shall ensure the contractors shall not to use guest facilities such as washrooms, Suite Room or any available Function Room without approval.

Organiser shall ensure its contractor not to loiter and/or sleep or do anything in the public areas that may degrade, down grade or impose a bad image to the Centre..

Backdrop

The Centre does not provide panel for backdrop and e-backdrop onto the built in screen at the Ballroom from the projector is provided as to encourage green environmental effort. However, should a physical backdrop is require, it can be arranged at a minimal cost. Please provide the backdrop final image at least seven (7) days before the event for backdrop production.

Broadcasting / Telecasting

The temporary satellite communications equipment and mobile broadcasting vehicle can be placed at the allocated space at the loading bay area and cabling route into the building must be approved by the Centre.

Any commercial telecasting must obtain the prior written approval of the Centre.

Buggy Services

The Centre has a limited number of buggies available for the convenience of the guests and visitors. Charges may apply for services specifically required and dedicated for the Event. Passengers of the buggies use this service at their own risk.

Care of the Building and Equipment

Neither attachment nor any fitting no matter temporary is to be made onto the walls, floors, ceiling or any part of the building including any building fixtures without the approval of the Centre.

This is including the equipment loan to the Event Organiser such as stage, panel, furniture or any furnishing provided for the Event. Any damage of the building or its equipment will be charge to the Event Organiser.

Carpet

The Centre uses tile carpeting of 500 mm by 500mm size. Event Organiser/Contractors must ensure that the carpets are protected from the loading bay access prior to set up and tear down in order to minimize the damage to the Centre's carpet.

Activities, which generate dust, such as those from sawing or sanding are strictly prohibited inside the building. Any structure shall be pre-fabricated off site and no major construction and painting

is permitted. Minor touch up painting is allowed and the carpet around the painting area must be protected. Anything placed on the carpet such as scaffoldings, build-up or and tear down materials, ladders, compressors or other equipment shall be equipped with protective covering or to be placed on a spreader plate so as not to cause any indentations or damage on the carpet.

Dragging or moving of any equipment on or across the carpeted floor is prohibited. Any person caught committing unsafe work practices and or non-compliance activities will be fined and or prohibited from working in the Centre.

The Event Organizer/Contractor will incur the cost for the cleaning of the carpet or bear the cost of replacement of the damaged carpet.

CCTV

For security surveillance purpose, CCTV cameras are installed at strategic points of the Centre. Event Organiser/Contractors are to ensure that no obstruction whatsoever is placed in front of the CCTV camera coverage at any time. Access to view surveillance data required a written request to the Centre.

Cleaning Services

General public and building cleaning services are included for events in the building. However, for events with high participation such as exhibition, concert, rally, talk or special events, additional cleaning services would be required and chargeable to the Event Organiser.

The venues are handed over to the Event Organiser clean and the return of the venue must be in the same state. Only the appointed cleaner by the Centre are allowed to operate in the building.

Exhibition cleaning

For exhibition event, the Event Organizer shall forward the latest floor plan, move-in/out schedule and event opening hours of the exhibition for the preparation of the detailed cleaning proposal. Cleaning of an exhibition event covers only the aisle and public area only. Additional hours may be applicable for any extension of opening hours or delay of set up by Event Contractors or Exhibitors.

Event Contractor must ensure that all waste building material must be removed from the Centre. As Event Organiser is responsible for the waste generated by their event, waste skip shall be arranged and charge according to usage by the Event Organiser.

The wash basins within the toilets throughout the Centre, are not to be used for disposing of food waste, equipment and tools cleaning. The cost of cleaning and clearing blockages in the drainage system as a result of this will be charged to the Event Organizers. A pre- determined washing point will be provided if required and will be charge accordingly.

Cleaning – Recycling Campaign

The Centre has been awarded with the Green Building Index certification. In view of its commitment and conscientious efforts in responding to the environmental issues. The Centre has adopted best practice efforts in energy consumption, water saving, and waste recycling.

Event Organiser/Contractor is encourage to participate in the Centre recycling campaign. Segregated waste bins has been placed at the general waste skip and public area for recycling purpose.

Communication

Telephone, internet lines and network connection can be provided throughout the Centre on request. Please discuss your requirement with your Event Coordinator.

Copyright, Permits and Licenses

The Event Organisers are responsible for obtaining all licences, permits and approval from the appropriate organisation, government department, statutory board or local authority as required for staging the Event.

Copies of the licences, permits and approvals obtained must be submitted to the Centre fourteen (14) days prior to the Event.

Damages

The Event Organiser is responsible for any damages done in or to the Centre by its representatives. The acts or omission of the Event Organiser's representatives are taken to be the acts or omission of the Event Organiser. A representative is defined as staff including temporary staff, agents, invitees, players, performers, participants, exhibitors, customers, contractors and sub-contractors.

Any damage to the Centre by the Event Organiser's representatives will therefore be billed to the Event Organiser.

All damages committed by third parties, whether noticed by the Centre staff or by the Event Organiser's representatives, must be reported to Security, who will complete an incident report detailing who caused the incident, the damage done, the names of any witnesses and any other information pertinent to the situation.

Decorator

Only decorators registered with the Centre are allowed to work in the Centre. The Centre has also a panel of decorators which able to provide additional event theming and decoration at required budget.

Deposit – Security Deposit

A refundable Security Deposit for exhibition event and outdoor venue and is required seven (7) days before the move in of an event. The deposit is refundable minus any additional costs or any damages, if any, one month after the move out of the event.

Distribution of Brochures & Gift

Distribution of brochures or any marketing materials are not allowed within the public space of the Centre. No giveaways any food & beverage items of any kinds are allowed prior to approval is provided from the Centre.

Emergency and Evacuation Plan

The Centre has an Emergency and Evacuation Plan to ensure the safe environment for an evacuation of staff, event organiser, event contractor and visitors in case of any emergencies. All staff of the Centre is well trained and aware of the evacuation procedures of the Centre.

Event Organiser/Event Contractor must be aware of the Centre's evacuation procedure and a safety briefing video will be provided before the start of the event. The emergency and evacuation briefing is also available for the participants information before the start of the event and 1 day notice is required for this briefing.

Electrical Connection Guidelines

The Centre is equipped with adequate three phase electrical connection for event usage. Any electrical connection requirements in excess the available connections are to be discussed with the Centre. Connection and electricity consumption for three phase power is chargeable based on number of connection.

Access to the electricity connections must be carried out by the Centre's maintenance team. Only after the cabling of the electrical connection and the connection has been inspected and verified by the maintenance team, the connection will be energized. All electrical cabling on the floor must be taped securely and cabling across any door access must be protected by hazard bump to minimize tripping hazard.

For exhibition event, only appointed electrical contractor by the Event Organiser is allow to provide the distribution board and lay the electrical wiring for the event. All electrical equipment and wiring are to comply with the Suruhajaya Tenaga (Energy Commission) safety and health regulations. Electrical schematic drawings of the electrical layout shall be submitted by a registered electrical wiring contractor for the Centre's approval seven (7) days prior to the Event.

To avoid any overnight electricity risk, all electricity connection must be switched off at the end of the event. Any request for 24 hours electricity supply must be notified to the Centre and additional supply and standby manpower charges are applicable.

Each electrical point provided is intended for one item of equipment or machine on display. The use of multiple socket outlets is strictly prohibited to avoid any overloading as this may lead to a trip in the incoming power supply and cause inconvenience to other exhibitors.

Continuity and impedance tests shall be performed on all electrical installations by the Event Organizer's approved electrical contractor.

The Centre deserves the right to disconnect the electrical supply which, in opinion of the Centre, is dangerous and may cause disruption to the operation of the Centre.

Electricity Supply – Mobile Generator

Any temporary installation for mobile generator for electricity supply for Events in the Centre, it is mandatory that the Event Organizer to submit the License or Permit issued by Suruhanjaya Tenaga (Energy Commission) to the Centre at least seven (7) working days prior to the start of an Event.

The location of the mobile generator must be approved by the Centre and only after verification of the connection and cabling, the generator is allow to be energized.

Event Program

An event program with the expected timing is required fourteen (14) days before the event. A detailed event itinerary is required seven (7) days before the event with the final timing and with AV requirements. This is required for proper planning of event synchronization with the Centre's operation team as to ensure the seamless coordination of the event.

Event Order

An event order with the agreed arrangement of the event will be provided for the Event Organiser's verification at least 10 days before the Event. Any changes in term of set up, food catering and any other event arrangements will be charge accordingly.

Exclusive Services

The Centre is the exclusive provider for the below services and please liaise with our Event Services Team on your event requirements requiring these services.

- Food & Beverage Services
- Security & Traffic Management Services
- Cleaning & Waste Management Services
- Rigging Services including Truss, Hoist and Drapes Rental.
- Lifting equipment including Scissor and Vertical Lift.
- Networking and Telecommunication Services
- Ambulance and Paramedic Services
- Advertisement within the Centre and surrounding area
- Buggies, Crowd Control and Safety Barrier

- Water Connection and Supply
- Tentage, Marque and related tentage supplementary equipment

Exhibits

All exhibits brought into the Centre are under the exhibitor's own risks and adequate insurance is required for the exhibits. The Centre will not held responsible for any exhibits lost and damages in its premises.

The Event Organiser must not overload the floor loading limit of the Centre and ensure that items brought in does not exceed this limit. Approval from the Centre is required item exceeding this limit. The use of spreader plate may be required to spread the weight evenly.

Any dynamic or moving exhibit must be fitted with safety devices and cordoned off from the visitors. The demonstration is confined within the booth area and operated by authorised personnel at all times.

Exhibition Booth

All temporary structures built for Event must comply with the relevant legislation and are to be constructed in a safe manner as not to poses no harm to the visitors, staff or any personnel at any time.

System booth

All temporary system structure booth is required to be assembled in a stable manner. System booth is allowed to be built on the carpet.

Customised/Special Design Booth

Maximum height for customized/special design booth is 5m. Plan for special design booth is required to be submitted to the Centre for review at least seven (7) days before the set up of the booth. A floor platform is required for customized/special design booth and no carpet is allowed to be taped down to the existing floor carpet tile.

Floor Plans

Event Organizers are required to submit an original copy of the exhibition pre-sale floor plans drawn to scale for approval by the Centre prior to opening the booth for sale. The Centre will return one (1) set of each of the aforesaid plans to the Event Organizers within five (5) days of receipt. If floor plan(s) is not approved, the Event Organizer will be advised of the reasons and comments. And a revised plan(s) must then be submitted for approval

The requirements for the exhibition floor plan are :-

- Indicate Exhibition Name, Organiser Name, event date and name of the stand contractor
- Floor plan must be drawn to scale and clearly indicate booth number, booth dimension and aisle width. The minimum aisle width is 2.5m

- Floor plan should also indicate all entrance and exit doors and flow of the visitors if available.
- There should be a set back of not more than 0.5 metres between the wall and the back of the booth. This is to allow access to the built-in switches on the wall.

For floor marking, only non-residue marking tape could be use and all markings must be removed before the post event handover. Any cleaning and replacement costs caused by the floor marking will be charged accordingly.

Exhibitors are not permitted at any time to obstruct or allow the obstruction of any aisle space, or obstruct access to emergency exits, fire hose and fire extinguisher cabinets and building control access doors.

The Centre reserves the right to have anything obstructing or restricting access to the above items removed at the organiser or exhibitors' cost, without any liability for loss or damage.

Fire and Safety Regulations

The Event Organiser is to ensure that they, their employees, exhibitors, contractors, subcontractors and agents comply with the prevailing Fire Services Act & Regulations, Act 341 and the Fire Safety requirements set by the Centre. The Event Organizer is responsible for all structures, displays, vehicles, demonstrations and personnel associated with their Event. The Centre's requirements are designed to maintain a heightened awareness of fire safety within the Centre in order to protect both our staff and property. The objective of these requirements is to limit fire risks within the Centre to a level which can be controlled by the building fire protection systems.

Fire Exits

All emergency exits must be accessible and operable from within the building at all times. Access to the emergency exits must be unobstructed at all times to a distance of at least five (5) meters from the door and the path to the exit must be at least equal to the width of the door. Where the exit sign is obstructed for any reason, a temporary visible sign is to be provided by the Event Organizer.

Designated fire exits cannot be blocked and obstructed unless another alternative exit is available within 30 meter away. Approval is required from the Centre for any obstructed exits due to the event requirements.

Fire Extinguishers and Hose Reels Regulations

All exhibits, equipment and structure must not obstruct access to firefighting equipment and must be designed in accordance with the Building Code of Malaysia and conform to the Centre's Safety and Fire Regulations.

Where the location of a fire extinguisher is obstructed by an exhibit, equipment or structure, an additional fire extinguisher at the cost of the Event Organizer will be required to replace the obstructed fire extinguisher.

Additional fire extinguishers are required at LPG gas and cooking installations or anywhere where there are increased fire risks.

The built-in hose reel cabinets cannot be obstructed in any way.

First Aid Services

The safety and welfare of the visitors invited by the Event Organiser is the responsibility of the Event Organiser. For event with more than 3,000 visitors per day is required to station registered or certified paramedic/ first aider. For event with high risk activities, it is recommended to station an ambulance on site. For paramedic services, the Centre will assist with the arrangement at Event Organiser's cost.

The Centre has only basic first aid kit available at the reception counter.

Flying Objects

Installation of balloon for direction signage purpose within the premises of the Centre is not allowed unless approval is obtained from the Centre. If approval is provided, the Centre is not responsible for any damage or lost of the directional balloon caused by the external conditions. Distribution of toy balloon containing helium is not allowed inside the Centre. Any remote control flying object is not allowed to be operated inside the confined area of the Centre.

Food & Beverage Policy

The Centre is certified in Food Safety Management System ISO 22000 : 2005. All food arrangements served at the Centre must be obtained from our panel of approved caterers. No outside food and beverage is allowed to be brought into the Centre for onsite consumption, sale or given away without the approval of the Centre. Non halal food is not allowed to be served in the Centre.

To ensure food quality and food safety, food served at the coffee break has a serving time of an hour and food served in buffet or dome style has a serving time of 2 hours. After which, it must be removed from the serving counter. Likewise, any balance of food unconsumed is not allowed to be taken away.

Food & Beverage Sampling

For exhibition event related to food and beverage service, sampling is allowed under these conditions.

- All food sampling must on bite size and not more than 100 gm in weight.
- Beverage sampling not more than 50ml.

- Sampling must be serve in a hygiene method and where disposable utensil are used.
- All food and beverage waste must be dispose off properly.
- Washing of cooking utensils is not allowed in the wash room and any cleaning required will be charge accordingly
- Perishable food sampling must be stored accordingly and in a hygiene manners before serving.
- Non-halal certified food is not allowed to be sample.

Cooking Demonstrations

- Only electrical or induction appliances are allowed to be used indoor.
- Fire extinguisher and fire blanket are required to be available on site of cooking
- Washing of kitchen equipment at the toilet is prohibited and a designated cleaning area will be arranged accordingly.
- All wet waste must be disposed accordingly.

Sales of Food and Beverage On-Stand/Booth

No alcoholic beverages can be sold without a permit from the Majlis Bandaraya Shah Alam (MBSA). Exhibitors wishing to sell products on their stands must seek written approval from the Centre. On receipt of approval, Exhibitors must then obtain the relevant permits from the said authorities.

Foyer Area

The foyer area is the exclusive area of the Centre and does not form part of the organizer's hired area. The foyer is utilized as food and beverage service area and is a part of the route for building emergency evacuation. The usage of the foyer area for event purposes require prior approval of the Centre.

Hazardous and Dangerous Materials

No hazardous or dangerous materials are allowed to be brought into the Centre without the Centre approval. The Centre deserve the right to remove the hazardous materials from the Centre at the Event Organiser's cost should at the Centre's opinion deemed the items hazardous.

House Light

The ballroom house light is designed to suit the different lighting ambience accordingly to the event requirements. Our in house AV Team will assist with the house light setting to suit the event requirements.

The LED light on the ballroom and hall ceiling is able to change its colour and would add additional ambience effects to the Event.

The house light at the Function Room is individually controlled and able to set the required lighting ambience to the Event.

Insurance

The Event Organiser is responsible to provide the necessary event insurance to cover public liability, product insurance and any other required insurance for the event. The Centre is not responsible for the safety of product, equipment or any other item brought into the Centre for the Event. Event Organiser is highly recommended to advise its participating exhibitors to arrange, at their own expense, all product insurance coverage during the Event.

Likewise, Event Contractors working in the Centre is required to insured their equipment brought into the Centre for the Event and its staff is covered with adequate worker insurance policy. The Centre will not be responsible for the safety of any items of any kind brought into the Centre by Event Organisers, delegates, exhibitors, their agents, contractors, visitors and/or any other persons whatsoever.

Event Organisers are strongly advised to remove, from the Centre, all portable, valuable and attractive items at the end of each Event day. All these items must not be left unattended during the opening hours of the Event. All laptops are required to have an anti-theft lock installed.

Landscape and floral arrangements

The Centre is the exclusive supplier of potted plants for rental and floral arrangements due to pest infestation risk. External suppliers and potted plants will only be allowed to be brought into the Centre with prior approval from the Centre.

Delivery of congratulatory floral arrangements must be made through the service road and loading bay and not, through the public entrances of the Centre.

Lift

The Centre has a passenger lift at both building of the Centre and is mainly for the physical challenge visitors to access the Mezzanine level of the Centre.

For any heavy equipment movement by the lift to the Mezzanine level, notification to the Centre must be made one (1) day before the movement so that the protection canvas is installed by the Centre. Any damage to the lift due to improper usage will be charge to the Event Organiser/Contractor.

Linen

The Centre has a selection of linen to complement the event according to event theme and decoration. The choices of linen are subjected to availability and early confirmation on the linen is required to ensure availability. Any damage or loss of linen provided for the event is chargeable to the Event Organiser.

Loading Bay

Loading bay of the Centre located behind of the Centre and accessible through the service road is only for unloading and loading of equipment, building material and exhibits. Strictly no parking is allowed at the loading bay and no equipment, building material and exhibits are allowed to be placed at the loading bay.

It is the Event Organizer's responsibility to ensure that all event contractors including exhibitors are made aware of the access to and the use of the loading bay.

Usage of forklift is only allowed to be operated by the official freight forwarder and operated by the licensed driver. A vehicle holding area may be deployed for an event with high number of traffic and this arrangement may incurred additional traffic management manpower cost.

Lost and Found

The Centre has a Lost and Found procedure where any item found or lost must be reported to the Security department. Any item found and not handed over to the Security department is considered as a theft and police report will be made.

All lost and found items are logged in the lost and found book and every effort is taken to identify the owner. Should there be no claim for 30 days, the found items will be disposed of by the Centre and no further claim will be entertained. The Centre shall not be responsible for the condition of items during this storage period.

Musollah (Prayer Room)

Male and female musollah are available for Muslim visitors and located on the Ground level at the Ballroom and on the mezzanine floor at the Hall. For event with high attendance of Muslim visitors, a function room (subject to availability) on the Mezzanine level will be converted as additional musollah. Limited slippers and prayer mats are available for use.

Outdoor Events

Event at outdoor area is required to utilize the marquee, security and cleaners from the Centre. The marquee will be ready for occupation on the first day of set up days.

For run events, the proposed route must be provided for approval before the release to the general public. The event organizer is to ensure that all waste generated by the event is removed at 12 hours after the end of the event.

For any dynamic vehicle activity, approval is required from the Centre and crowd barrier is mandatory to be placed as to ensure the public safety.

Painting

The major painting of displays, backdrop, panels and exhibition materials is not permitted in the Centre. The following guidelines must be adhered to:-

- Only non-toxic, primarily water-based, paints permitted.
- Floors to be covered with plastic over-lay or drop sheets (not newspapers).
- Spray painting is not allowed inside the Centre
- Do not wash paint brushes and/or dispose of paint material in the toilets. Cleaning charges will apply for any removal of paint from the public toilets.

Parking

The Centre has 1816 parking lots available at the vicinity of Centre and a nominal flat rate is applicable. To promote usage of cashless transaction, Touch N Go user enjoys flat rate facility and no additional surcharge is applicable.

The adjacent Setia City Mall has 4,000 lots which is available for parking. Parking for motorcyclist is available at both the Ballroom and the Hall. The Centre has ample VIP parkings at both entrances and allocation of the VIP lots are subjected to the number of events at the Centre and its availability. Parking for physically challenge visitors are available.

Unauthorized and illegal parking around the Centre is strictly prohibited and it is subjected to clamping or summon by the local authority. Unclamping charges is applicable.

Personal Protection Equipment

In accordance to the Occupational Health and Safety Act, the use of hard hats is mandatory when working at height above 2 meters or in restricted dangerous and or hazardous areas. The workers also need to wear suitable protective clothing and appropriate protective accessories for eyes, ears, feet and hands where relevant. When working on scaffolding, safety harness is a requirement for the worker.

Pyrotechnic

The use of pyrotechnic is prohibited without prior notice and approval from the Centre. Any request for any pyrotechnic must be made at least seven (7) days before the event together with appropriate approved permit from the pertinent authorities. The timing and sequence of the pyrotechnic must also be made available to the Centre for surveillance purpose.

Protection on the equipment and flooring must be laid around the pyrotechnic area and a fire extinguisher must be made available near to the pyrotechnic area.

Room Set up

The function room will be set up according to the required set up as stipulated in the Event Order. Any changes of set up after the function room has been set up will incur additional charges due to the additional manpower requirement.

Security

The Centre maintains twenty-four (24) hour general security for the building perimeter areas together with the provision of internal patrols. The Centre's control room is manned twenty-four (24) hours a day, seven days a week. The primary function of the Centre's control room is to monitor security and offer surveillance of the Centre's facilities and assets.

For any Events opened to public, Event Organizers, at their own expense, are responsible for providing scheduled security guards within the Centre and any of the contracted space being used from the time of move-in until the completion of move-out for the Event. The providence of security guards is an exclusive service from the Centre.

Based on the provided move in, event opening hours, move out schedule, the number of opened or closed access, the number of expected visitor, the Centre will determine the number of minimum security guards required during the event. The hiring of Centre security guards is based on an hourly basis with a minimum block of 8 hours.

The Centre's Security reserve the right to inspect any incoming or outgoing equipment, good and personal belongings. Event Organiser which is engaging additional external armed security services must seek approval from the Centre and must provide the list of security staff and all external security staff is required to undergo the mandatory Security & Safety and Building Orientation briefing prior to the opening of the Event.

Safety

The Event Organizer/Contractors are required to comply with all existing safety legislation, which is enforced at the Centre. The Event Organiser/Contractors are legally required to ensure the safe working practice of all their contractors.

They are also required to:

- Obtain Security Pass by showing the identification cards and valid documents at security office before commencement of work to authorize their entry on the premises.
- Ensure that it has purchased adequate public liability and /or personal accident insurance policy.
- Ensure that adequate safety precautions are taken to prevent any mishaps, accidents or bodily injury to any third party.

Service Road

The access to the service road a one way access from the West of the building and exiting at the East of the building and is a contained area for Event Contractors only. No vehicle is allowed to park at this road and only unloading and loading is allowed. Vehicle entering the service road must observe a speed limit not more than 20km/hour.

Smoking Policy

Smoking is prohibited in the Centre. All indoor areas of the Centre including toilets are designated as a non-smoking zone.

The designated smoking area is the outdoor terrace area at East and West entrances, Park entrance and the loading bay. As a Green Building Index certified Centre, smoking is not allowed within 12 meter from these entrances. Electrical cigarette is not allowed as well in the Centre.

The selling of tobacco is strictly prohibited in the Centre without the express consent of the Centre.

Staging

The Centre has adequate staging (8 feet x 6 feet) dimension to accommodate the standard stage size according to the ballroom size. Any additional stage requirement above this standard stage size is subjected to availability and charges may applicable.

Suite & Lounge

The Centre has suite and lounges available for the usage of the Event Organiser using the Centre's ballroom and hall. The usage of these rooms are only for holding of the event VIPs and resting room for the Event organiser. Event organiser is responsible for the care of these rooms and for any damages including the furniture, fittings, artwork, decoration and wall paneling. Only light refreshment is allowed to be served in these rooms.

Vehicles

Vehicle is able to enter and to be display inside the ballroom of the Centre for the Event. Access to the foyer of the Centre for vehicle display is also allowed with the below conditions.

The timing on the movement of the vehicle into the Centre must be provided for coordination with the Centre's Security & Safety personnel. The vehicle is required to move at slow walking pace and a protection material to be provided to protect the floor. On display, a platform is required to be placed under the vehicle and running of the engine indoor is not allowed.

Venue Inspection

The pre-event and post-event inspections of the venue in cooperation with the Event Organizers or their appointed representative are required.

The cost of any defects or damage to the building/venue resulting from the Event and contractor build up will be charged to the Event Organizer.

Welding and Hot work

Any welding and hot work activities which generate sparks and heat can only be conducted in a secured and contained area at the outdoor.