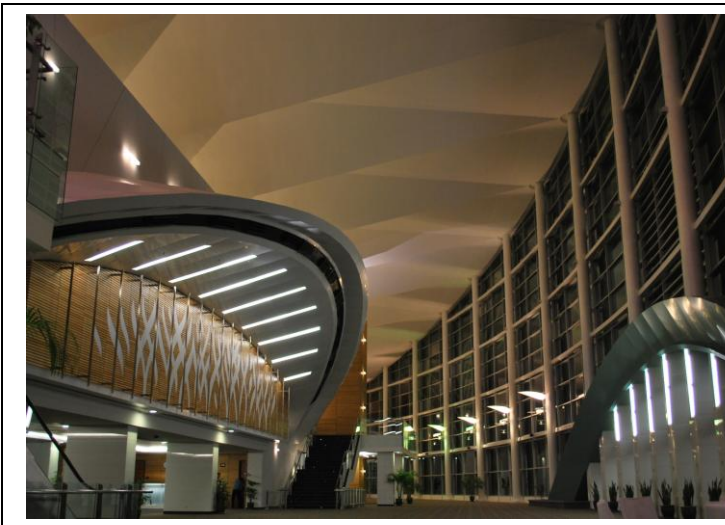




BORNEO CONVENTION CENTRE KUCHING (BCCK)

Event Venue Guidelines 2015

www.bcek.com.my



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ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM & HACCP CERTIFICATION



CONTENTS

Section	Title	Page
Part 1		
1	Introduction	
1.1	Contents	2
1.2	Introduction of Exhibition Guideline	3
1.3	Glossary of Terms	4
2	Index	5
2.1	Index Items in Alphabetical Order	8



INTRODUCTION

This Event Guide (Guide) has been prepared to provide Event Organisers, Contractors and Exhibitors with the necessary information regarding the Centre's benchmarks and guidelines that must be observed while working in the Centre.

The Guide provides general operational and procedural information relevant to any event held in our premises and is intended to serve as a guide. It does not purport to be comprehensive or representative of expert or legal advice.

It is responsibility of the Event Organiser and Contractor to ensure all regulations, policies and deadlines outlined in the Guide are observed carefully and performed by the Exhibitors involved in their Event. The Event Organiser should also refer to the Appendices and include any other items which are relevant.

Any Exhibitor Handbook or Manual produced by the Event Organiser must be sent to the Event Planning Services for approval prior to distribution. The information in this Guide is current and correct at the time of printing and may be subject to change without notice.

GLOSSARY OF TERMS

Unless the context requires otherwise, the following words and expressions shall have the following meanings:

Borneo Convention Centre Kuching	herein after referred to as 'BCCK' or 'Venue'
Event Planning Services	herein after referred to as 'EPS Dept'
License Agreement	herein after referred to as 'LA'
Event Business Management Software	herein after referred to as 'EBMS'
Confirm Events File	herein after referred to as 'CEF'
Good Catering Practices	herein after referred to as 'GCP'
Service Order	herein after referred to as 'SO'



INDEX

<u>Title</u>	<u>Page No</u>
ACCESS POLICY	8
ACOUSTICS	8
ADHESIVES (APPROVED TAPE USAGE)	9
ADVERTISING	9
AIR CONDITIONING AND VENTILATION	9
AISLES	10
ANIMALS (POLICY)	10
ANNOUNCEMENTS	10
ASSUMPTION OF RISK FOR EXHIBITORS	10
AUDIO EQUIPMENT	11
AUDIO SYSTEMS	11
BABY CHANGING FACILITIES	11
BACK UP EMERGENCY SERVICES	12
BADGES FOR EVENT AND EXHIBITION CONTRACTOR	12
BALLOONS	12
BOOTH CONSTRUCTION GUIDELINES	12
BRANDING / SIGNAGE	14
BUSINESS CENTRE	14
CARPETING	14
CARTING/FERRYING OF GOODS	15
CEILING HEIGHTS	15
CHARGES FOR VENUE	16
CLEANING	16
CLEANING SERVICE	16
CODE OF CONDUCT	18
COMPRESSED AIR	19
COMPRESSED GASES	19
CONFERENCE MICROPHONE SYSTEMS	19
COOKING	19
COPYRIGHT ACT 1987	19
DANCE FLOOR	19
DÉCOR & LIGHTING	20
DISABLED FACILITIES	20
DISCLOSURE	20
DRAPING	20
ELECTRICAL CONNECTIONS	20
ELECTRICAL FACILITIES / SERVICES	21
ELECTRICAL PROCEDURES	22
EVACUATION	23
EXHIBITION – GENERAL	23
FIRE ESCAPES	25
FIRE PROTECTION EQUIPMENT AND ACCESSORIES	25
FIRE REGULATIONS	25



INDEX

<u>Title</u>	<u>Page No</u>
FIREARMS / TRADITIONAL WEAPONS	25
FIREWORKS (PYROTECHNICS)	26
FIRST AID ROOM	26
FLOOR LOADING LIMITS	26
FLOOR PLANS	26
FLOOR PLAN APPROVAL FOR EXHIBITION	26
FLOWERS / POTTED PLANT	27
FOOD AND BEVERAGE POLICY	27
FOOD AND BEVERAGE SAMPLE (s)	28
FOOD COOKING ACTIVITIES	29
FOOD HANDLING AND FOOD HYGIENE	29
FREIGHT HANDLING	29
FURNITURE	30
HANGING BARS & POINTS	30
HAZARDOUS/DANGEROUS ITEMS	31
HIRE PERIOD	31
INFORMATION TECHNOLOGY (IT)	31
INSPECTION (BEFORE AND AFTER EXHIBITION)	32
INSURANCE	32
INTERNET / WIRELESS FIDELITY	33
INTERPRETERS	33
LAMP POST BANNERS	33
LECTERNS / ROSTRUM	33
LOADING AREAS	33
MACHINERY- OPERATING	33
MAIN ENTRANCE	33
MOBILE EQUIPMENT	33
OUTSOURCES PARTNERS	34
PA SYSTEM	34
PACKING/UNPACKING OF GOODS	34
PARKING	34
PERMITTED AND PROHIBITED USE	35
PLANTS & FOLIAGE (NURSERY PLANT)	35
PLASMA SCREEN (DISPLAY MONITOR)	35
PLUMBING SERVICES	35
PRAYER ROOM (FOR MOSLEM)	35
PRESENTATIONS AND/OR DEMONSTRATIONS OF EXHIBITS	35
PROJECTORS / SCREENS	36
RADIO TRANSMISSION	36
RECEPTION	36
RIGHT OF ENTRY	37
RISERS / MOBILE STAGES	37



INDEX

<u>Title</u>	<u>Page No</u>
SECURITY OF VENUE	37
SECURITY SCHEDULED SERVICES	37
SIGNAGE	38
SIMULTANEOUS INTERPRETING SYSTEM (SIS)	38
SKYLIFT/GENIE	40
STAGING & DIMENSIONS	40
STORAGE	40
TELECOMMUNICATION	40
TELECOMMUNICATION SERVICES	40
TELEPHONES -PUBLIC PHONE	40
TRANSPORT	40
TRANSFORMERS FROM EXHIBITORS	41
VACANT POSSESSION	41
VENUE OWNER'S DISCRETION	41
VIDEO TELECOMFERENCING	41
VIP'S	41
WATER DISPLAY	41
WEBSITE HYPERLINKS	41
WHEELCHAIRS	41



ACCESS POLICY

Access to Venue

No Access will be permitted for delivery of exhibits, floor marking, stand fittings and other items into any part of the centre prior to the first date of the License Period (outside of the schedule in the License Agreement). Early access may or may not be granted and is subject to the BCKK Management approval.

ACOUSTICS

The BCKK incorporates acoustic treatment and noise control of international standards. The centre has been designed to a very high level of sound insulation from the following noise sources:-

- External intrusive noise sources, i.e. traffic noise, heavy rain fall (up to 250mm/hr rate) impact noise, etc.
- Intrusive noise from internal adjacent spaces with multi function operations simultaneously occurring
- Noise from the ACMV (Air-Conditioning and Mechanical Ventilation) Services serving the conditioned spaces.

With all these intrusive noise sources having a resultant noise level within the Great Halls and Meeting Facilities of not exceeding NC 30-35.

This level NC 30-35 is considered to be a level where even the air conditioning is no longer or very faintly audible and only the comfortable cooling environment is felt.

Sound Insulation between smaller halls of the Convention Centre boast a double layer of movable partitions between Hall A, B, C and D with the sole purpose to acoustically isolate the smaller halls and achieve total flexibility of the individual hall usage, INDEPENDENT of the activity running within the adjacent spaces. As an example one Hall A may be conducting a seminar while Hall B & C has an ongoing disco function, running simultaneously.

The meeting room's movable partitions are also designed with the sole purpose to isolate the smaller rooms and achieve total flexibility of the individual room usage. Doors form a weak link within a wall and compromises the overall acoustic integrity of the wall in which it is installed on. The meeting room doors are specially designed to insulate noise from the pre-function spaces.

The door perimeter/edges are installed with proprietary acoustic compression seals to minimize any noise flanking paths via the door reveals. The door bottom uses a revolutionary 'drop' seal which only actuates upon the door's full closure, thus eliminates the traditional grazing floor/carpet marks when in-use over a prolonged period.

Acoustic treatment has been implemented within the Great Halls, meeting rooms and exhibition hall. Acoustic treatment would condition the acoustic ambience within the spaces to suite the proposed spatial function or usage. The spaces have been designed for high speech intelligibility, while minimizing the existence of acoustic abnormalities such as echoes, flutter echo and other bad and un-wanted reflections. The acoustic ambience would be conducive for natural acoustic propagation, music, multi-media programs, and related reinforced sound activities.

The entire building has been designed with a stringent vibration criterion; as such the occupants would never experience, by either touch or hear any structure borne vibrations or re-radiated structure borne noise.

This building has been designed with the full consideration from all aspects of acoustic ambience conditioning and building sound insulation. The standards used are from the developed countries such as Europe, United States and Australia/New Zealand and is internationally accepted for implementation in Building Acoustic works.

ADHESIVES (Approved Tape Usage)

Only approved tape and adhesive backed materials (non-residue, easily removable) are permitted for use on the facility's carpeted surfaces.

Use of tape on any wall surface, glass or equipment is prohibited. Adhesive backed decals and stickers may not be affixed to any Facility surfaces nor distributed to attendees.

The exhibitor is responsible for the removal of all approved tape and adhesive backed materials and any resulting residue from facility surfaces and equipment by the completion of move out. Should BCCK's staff have to remove any such materials and residue will be charged accordingly.

ADVERTISING

External and internal branding and signage opportunities are available at the BCCK. A document in this regard is available on request. (See Branding and Signage)

Use of the BCCK logo

Where event organizers wish to use the BCCK logo to promote their event at the centre, the BCCK requires that the correct logo application be used. The correct logo, including all the relevant specifications, is available from the Sales & Marketing Department. The BCCK must approve all applications of its logo in any marketing material. Exhibition organizers should note that directional signage in the BCCK may not be obstructed or covered by promotional material.

Canvassing and solicitation of business

Prior written consent is required from the BCCK's management for the solicitation and canvassing of business on its premises.

The distribution of pamphlets, handbills or other promotional material on vehicles parked within the center's premises is not permitted unless authorized.

AIR CONDITIONING AND VENTILATION

All venues at the BCCK have air conditioning. The superior quality air conditioning system will ensure no noise interference during Exhibitions & Events.

The air conditioning system has been designed to achieve an average room temperature of 23 degrees Celsius. Air conditioning to all venues is controlled from the central control room. For changes in air temperature, please contact Floor Manager or Event Coordinator on actual day.

Air conditioning in the Great Halls is charged on a daily rate per hall. Exhibition organizers may choose to utilize the air conditioning during build-up and break-down days. During event days, air conditioning is obligatory.

Mechanical ventilation will be provided in the Licensed Area during move in and move out periods. A comfortable level of air conditioning may be provided during the last day of the move in period. Air conditioning will be provided to the licensed area only during the official operational days

Organiser may request additional air conditioning for rehearsals and other pre-event activities. The charges for this are stated in the Schedule of Services

AISLES

The minimum aisle space applicable to all exhibitions gangway is at least 2.5 meters. Should any item or structure be placed or protrude into the designated aisle space, the Operation Dept reserves the right to request the removal thereof or remove the said item without any liability for loss or damage.

ANIMALS (Policy)

Animals are not permitted access to the venue with the exception of guide dogs for the physically challenged or with prior consent of BCKK management.

At management's discretion, animals may be permitted access for the following reasons:-

- For use in displays taking place at the venue.
- Where the main focus of an event is animal-related.

Exhibitions on the venue premises involving any animal require timeouts prior notification and approval by the BCKK as well as written approval from the Animal Welfare Society and/or SPCA. The Event Organiser will take full responsibility for any and all loss or injury or damage incurred to persons, animals or the venue resulting from management's decision. Full details regarding the logistics of transportation to, in and from the venue must be disclosed to BCKK least one week prior to the event.

Adherence to the policies and procedures of the above policy set down by the BCKK is essential.

ANNOUNCEMENTS

BCKK reserves the right to make announcements as deemed necessary at any time in the interest of public safety. Exhibition organiser agrees that it will cooperate with the BCKK staff in making such announcements.

ASSUMPTION OF RISK FOR EXHIBITORS

It should be understood by the exhibitor that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in many exhibition stands and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss and/or damage.

Accordingly, the exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property located in the exhibition area, storage or any other area where access has been provided to exhibitors by the BCKK.

BCKK security personnel will be furnished for the perimeter of the venue but such personnel shall not be deemed to affect the non-liability of BCKK and its members, officers, representatives, employees and/or the official service providers to modify in any way the assumption of risk and release provided for above.

It is highly recommended that exhibitors take precautionary measures by ordering security for their specific needs, through the preferred BCKK security service provider. The BCKK recommends that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

Exhibitors are strongly advised to pack and remove from the Great Hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the time that there is the greatest risk of loss and theft. All these items must not be left unattended at any time.

The exhibitor shall insure, indemnify and hold BCKK harmless in respect of all costs, claims and expenses to which BCKK may in any way be subjected to as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.

Exhibitors shall be responsible for making good any loss or damage to any items that they have rented or hired from the exclusive outsourced contractors.

In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of BCKK's exclusive outsourced contractors.

AUDIO EQUIPMENT (EXHIBITION)

The Event Organizers are advised that any audio system or electronic device producing irritating, intermittent and/or sequential sound is not permitted.

The distribution of noisemakers such as whistles, crickets, horns, etc. is prohibited. Audio presentations must be muffled so that noise does not interfere with other exhibitors and meeting delegates. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order to maintain a professional atmosphere.

AUDIO SYSTEMS

An in-house audio system can provide background music in public areas. Audio facilities are available in all Halls, Meeting Room and Public Areas. The voice evacuation system provides a voice and evacuation signal that is audible throughout the venue.

BABY CHANGING FACILITIES

Baby changing facilities are located in two (2) designated toilets on Great Hall's each. All facilities are sign posted.



BACK UP EMERGENCY SERVICES

In the event of emergency, the following services are functional:-

- Evacuation lightings and essential lightings connected to the Generator.
- Essential ventilation and smoke Extraction system, if required.
- Security system
- Monitoring of Building Control System
- Complete Fire Protection System from Sprinklers, Hose-reels, Dry Risers, Smoke detection, Heat detection and alarm system

In the event of fire alarm, all lifts shall be home to the ground level and escalators shall stop operating.

BADGES FOR EVENT & EXHIBITION CONTRACTOR

All stand construction workers are required to wear their company's identification badges and t-shirts for the duration of the build-up and break-down of an exhibition.

Contractors & Exhibitors

All exhibitors and contractor must wear a badges supplied by the Event Organiser at all times when entering the BCKK. Event Organisers must supply the BCKK with a copy of all pass types issued for identification purposes. Passes are at the discretion of the Event Organiser.

BALLOONS

Lighter than air balloons (helium filled) may not be handed out within the facility. They may be tethered to a display for decoration only. Balloons that are released into the ceiling will be removed at the Exhibitor's expense. Cost will include current labor and lift rental rates. Helium filled Mylar (metallic) balloons are prohibited at all times. Compressed flammable gasses may not be stored within the facility. This includes acetylene, hydrogen, propane and butane.

Balloons are permitted as giveaway to visitors only within the Venue and cannot be used as decoration in the common areas of BCKK. Helium-filled balloons are not allowed in BCKK. The Organiser shall be responsible for all expenses incurred in the removal of any helium balloons left in the Venue. Giant filled helium balloon approval is solely at the discretion of BCKK Management.

BOOTHS CONSTRUCTION GUIDELINES

Display of Exhibits Construction/Alteration:

- The Organiser shall not make or permit or suffer to make any alterations, installations, and additions (including modification of electrical fittings) to the facilities without the prior written consent of BCKK.
- No bolts, nails, tacks, screw pins, adhesives or devices of any description likely to deface or damage walls, floors, furniture and furnishing whatsoever shall be used on any part of the Venue. The Organiser shall not without the written approval of BCKK suspend anything from the ceiling of the Venue.



- All constructions, installations or activities permitted to be carried out hereunder shall be at the expense and responsibility of the Organiser and be done in such a manner as to cause minimum and no unnecessary disturbance or disruption to the activities of the other users of the Venue.
- The Organiser shall ensure that neither partitions nor display boards are constructed in a manner that may affect the air-conditioning diffusers and airflow within the exhibition hall and/or area.
- The Organiser shall not, without the prior written consent of BCKK install any water, gas or electrical fixtures, equipment or appliances or any apparatus for illuminating air-conditioning cooling or ventilating the Venue nor mark, paint or drill or in any way deface any walls, ceiling, partitions, floors, wood or other part of the Venue.
- The Organiser must ensure that adequate markings are provided to ensure that all clear glass panels are visible.
- The Organiser is to ensure the fire-fighting systems provided in the exhibition hall and/or area (sprinkler systems, alarm bells, break-glass, fire-fighting appliances and emergency directional signs) are not obscured or obstructed.
- The Organiser is to ensure that all exit doors are unobstructed at all times and appropriate emergency directional signs are displayed as deemed necessary by the appropriate authorities. All exit doors shall be kept unlocked during the opening times of the exhibition.
- Signages shall be provided to indicate clearly the positions of all first aid fire fighting appliances and fire alarm break glass points.
- All gangways leading to the emergency exits shall not be obstructed and shall comply with the Fire Department (Jabatan Bomba Dan Penyelamat) requirements.
- All circulation space shall comply with Fire Department (Jabatan Bomba Dan Penyelamat) requirements.
- The water sprinkler system shall be free from attachments or suspensions of any objects. No spotlight or heat generating equipment shall focus or be stationed near the sprinkler heads.
- The maximum height allowed in the construction of both the booth structure and decorations is 6 (six) metres (20 feet). Any exhibit or structure, which is higher, shall be subjected to BCKK, EPS Dept approval. Double-decker stands will not be permitted without the written consent of BCKK.
- The Organiser shall provide at least one fire extinguisher for each booth where special hazard exists and it shall be compatible to the type of hazard established. The type and capacity of the extinguisher shall be as approved by Fire Department (Jabatan Bomba Dan Penyelamat).
- The Organiser's employees shall be trained in the proper use of First Aid and fire fighting appliances.
- The Organiser must ensure that the electrical power system is operated under the control of duly authorised person(s) throughout the exhibition period. This is equally applicable during the build-up and tear down periods.
- The following rules and regulations must be fully complied with: -
 - Electrical installation must comply with:
 - Electrical Inspectorate Regulations 1984
 - Institution of Electrical Engineers (IEE) Regulations (latest edition)
 - All distribution boards (DB) shall be equipped with Earth Leakage Circuit Breaker.

BRANDING / SIGNAGE

The BCKK has various branding and signage opportunities available throughout the centre, both internally and externally. The placement of all branding and signage by the event organiser is at the discretion of BCKK management. Branding and signage opportunities include the following:

Interior

- No branding and signage is permitted in any public area of the building, unless agreed to in writing by the BCKK.
- Branding and signage may not obstruct or cover venue signage.
- Event Organisers are requested to submit their branding, signage and banner rigging requests in writing to the BCKK for approval at the onset of the reservation in order to avoid disappointment in the event of it not being permitted due to operational restrictions.
- Correct application of the BCKK logo must be adhered to at all times.

Exterior

- Flag Poles: hanging of flags is at the discretion of the BCKK and subject to availability.
- Entrance Banners: provision has been made for three banners to be displayed outside entrance at a fee.

BUSINESS CENTRE

A fully equipped Business Center situated at 2nd Floor to meet your secretarial needs and to keep your business running even when you are away from your office.

The centre provides:

- High-speed copying, color/black and white
- Fax transmittal & receiving
- Temporary Business Card
- Binding Services
- Laminating
- Rental office equipment
- Computer workstation rental and laptop hookups
- Desktop publishing services
- General office suppliers
- Self-services, internet work station
- Rental of communications equipment

CARPETING

All the meeting venues at The BCKK are carpeted including The Great Hall. Removal of the carpet tiles in The Great Hall incurs additional charges.



CARTING/FERRYING OF GOODS

- All routes to the great hall(s) shall be adequately protected: 4mm thick plywood on carpets must be placed on existing floor finishes prior to any carting/ ferrying of goods.
- Pellet trucks/trolleys and/or other forms of transportation shall be in good operational condition and shall be utilized in such a manner so as to prevent damages to the facilities. Forklifts are not allowed inside the Centre and the halls without prior approval by BCKK. Protection shall be provided for walls/ panels/ doors en route to destination(s).
- The Organiser shall not use or permit to be used the said loading bay for storage of goods or for any other purpose other than for the prompt loading and unloading of goods. When using cargo/ service lifts, the maximum lifting capacities shall always be observed. Precautions shall be taken to ensure that no damage is inflicted upon the lift door, walls and control panel whilst in the process of delivering goods.
- The Organiser shall not permit trade vehicles while being used for delivery and pick up of merchandise to or from the Venue to be driven, parked or stopped at any place or time within BCKK except within the loading dock of BCKK or area dedicated for loading and except at such other place or places and at such time or times as BCKK may specifically allow and the Organiser shall prohibit its employees, service suppliers and others over whom it may have control from parking delivery vehicles during loading or unloading in any place other than the said loading dock or such other places which BCKK may from time to time allot for such purposes, and from obstructing in any manner howsoever the entrances exits and driveways in and to the common parking areas and also the pedestrian footways in or to the common areas.
- The Organiser shall not convey or carry goods and baggage in the passenger lifts or escalators except in the service/goods and cargo lifts and any other lifts designated by BCKK for such purpose.
- The Organiser shall not deface or cause or permit any damage or deface any part of the lifts or escalators, passages, staircases, landings or other part of BCKK while moving any goods or other things whatsoever and shall forthwith repair and make good such damage or defacement or pay BCKK on demand the costs of making good such damage and/or defacement
- BCKK shall not be under any liability to the Organiser or to any other person arising from any inability or failure on the part of BCKK to operate or maintain any lifts or escalators installed in BCKK at any time or times for any reason whatsoever and to the extent to which BCKK has control over the same the use and operation of such lifts and escalators shall at all times be at the discretion of BCKK

CEILING HEIGHTS

Due to the unique design of the centre, ceiling heights vary in certain areas. Heights in various areas of the centre are as follow:

<u>Area</u>	<u>Ceiling Heights</u>
Level 2 Foyer	13m – 15m / 39ft- 45ft
Great Hall	10m / 33ft
Level 2 Meeting Room 12, 13 &14	5m / 15ft
Level 2 Meeting Room 1 To 11	3.5m / 9ft
Car Park Level 1	3.5m/ 9ft

CHARGES FOR VENUE

Unless otherwise specified, Venue Charges shall include ventilation, air-conditioning, house lighting and basic cleaning of the rented premises on exhibition days. Only house lighting is provided on build up and tear down days. Venue Charges are payable for use of the Great hall(s) or meeting room(s) or Concourse Area or Lobby Area, Foyer (s) and Level 1 only. And do not include use of space for any signs, banners or advertisements or provisions or other purposes or the provision of any Ancillary Services.

CLEANING

- The Organiser shall cause the Venue to be cleaned in a proper and workman like manner and to be kept clean and free from dirt and rubbish and particularly shall promptly and hygienically dispose of all rubbish, garbage and other discarded materials in an orderly and proper manner or as directed by BCCK and shall not allow to accumulate, leave or place in the Venue any rubbish or garbage that will cause, in the opinion of BCCK, any offensive odours or be burnt upon the Venue or the common areas any rubbish or waste.
- The Organiser shall sort their own waste material by type in appropriate containers as directed by BCCK from time to time. The Organiser shall use proper transportation of properly packed garbage rubbish or waste of whatever nature for the disposal at the appropriate rubbish disposal bins or facilities provided by BCCK provided always that the disposal of such garbage rubbish or waste shall only be carried out using the dedicated route stipulated by BCCK from time to time and during the hours designated by BCCK from time to time. Wet refuse [if any] shall be removed from the Venue daily to the designated garbage disposal point. The Organiser shall take all steps not to litter the common areas in the process of the disposal of such garbage rubbish or waste.
- In the event that the Organiser shall employ or engage any cleaners or maids to attend to the cleaning of the Venue, such cleaners or maids must be persons approved and registered with BCCK.
- The Organiser shall participate in the waste and recycling programmes implemented by BCCK if required.
- BCCK has a contracted preferred supplier for the provision of cleaning services. Generic cleaning is provided in all public areas, Meeting Rooms and the Great Halls. Any dedicated additional cleaning, including the cleaning of exhibitions, is for the event organisers' account.

CLEANING SERVICES (Exhibition, Concert & Etc)

Scheduled Cleaning Services

The scope of works shall be defined as basic cleaning and cleaning of aisles and public areas only.



Additional Cleaning

The following activities are exclusive of the scheduled cleaning services and separate additional charges will be made for the provision of:

- The collection and removal of waste material produced by working demonstrations of exhibits.
- The removal of oil spillage, paint or other liquid from the carpet tiles, floors and walls of Venue.
- The removal and disposal of crates or packing material and stand fittings or materials and other items abandoned within the Venue or at any other part of the Centre.
- The cleaning and clearing of floor/carpeted floor of exhibition stands.
- The cleaning of exhibits, furniture within exhibition stands and walls of exhibition stands
- The removal of dry refuse from exhibition stands.

Cleaning Schedule

By the eve of actual day of event, works in the nature of construction or erection of stands and unpacking of goods in the exhibition hall shall cease.

All vehicles, mechanical plants, ladders, trestles, scaffold, trolleys, spare materials and other items used in connection with the construction and erection of stands at an exhibition shall be removed from the Venue(s).

This is to facilitate the cleaning and clearing of refuse by the cleaning crew from the exhibition area. Any cleaning or clearing works to be done beyond the stipulated cleaning schedule by virtue of delay(s) by the Organiser, its exhibitor(s) and/or contractor(s), the said works shall be carried out at a premium at the Organiser's own cost and this may be subject to availability of staff.

Note: If the organizer wants cleaning to be done outside exhibition hours then BCCK will carry out the works immediately after the closure but shall not be responsible for any loss/damage to stands, exhibits etc.

In-house Cleaning – Daily Inspection

Washroom/toilet facilities will be inspected by designated staff assigned to ensure cleanliness and hygiene and corrective action is to be taken to maintain the desired standards.

- Major cleaning of restrooms must take place during the overnight shift and the task is to be completed before the opening of the centre.
- The scheduling of inspection and cleaning of restrooms is to be more frequent during the busy periods.
- Staff performing inspection and cleaning of restrooms are to initially use a checklist as a guide to ensure consistent standards are upheld.
- Staff assigned to this task is to be well trained and competent in cleaning.

Whenever the centre is expected to be unusually busy, the number of restroom inspections and cleaning must be increased in order to maintain the quality.



CODE OF CONDUCT

For Contractor

- Welding and spray painting are strictly prohibited in all covered areas of the Centre.
- Fabrications or constructions are to be done in a manner that do not disrupt or interfere with the other users of BCKK.
- All finishes within the hall and/or areas where constructed items are to rest, and routes where goods are to be ferried through, shall be adequately and appropriately protected.
- No parts, sections or items of BCKK shall be used as workbenches.
- Contractor is to remove immediately all wastes and debris from the premises on a daily basis.
- No smoking, eating or drinking (Including Alcoholic Drinks) is allowed in the halls and/or function areas during build-up and tear down.
- The contractor shall at all time exercise due care and caution whilst performing his job so as not to inflict any form of damage to any part of BCKK. Damages arising from the contractor's work(s) shall be made good by the contractor at his own cost. BCKK reserves the right to reject any repair or making good works carried out by a contractor if found not satisfactory. In such an event, BCKK shall then undertake to repair or make good the damages and the cost is to be borne by the contractor.
- All contractors and their employees shall wear identifying tags whilst in the Venue or any part of the Centre. The tags shall bear the company's name and if issued by the Organiser shall have the word "**CONTRACTOR**" clearly printed. For security and control purposes, sample(s) of tags is/are to be submitted to BCKK, EPS Dept one (1) week prior to the scheduled dates of the event.
- During build-up and teardown, the Venue shall be considered as a hazardous area, and as such members of the public and those not having the appropriate tags shall not be allowed to enter.
- All contractors and their employees shall observe and comply with all the relevant Rules and Regulations with respect to Safety at Work and all relevant consents of the relevant authorities and all relevant statutes, statutory orders and regulations.

Contractors/Workers

- All persons undertaking work at BCKK must comply with the following requirements:-
- Enter into the Contractors agreement.
- Comply with pass requirements.
- Follow the Build-up & Tear down schedule accordingly.
- Advise the EPS and BCKK Security of the details of all persons requiring a pass, before they arrive at BCKK.
- Return the passes which provided by BCKK security personnel each time before leave the exhibition venue.
- All contractor supervisors are responsible for the passes of their employees.
- Passes will be issued in series. Failure to return any pass which results in compromising the pass series will result in a charge to the contractor or worker of RM50.

Exhibitors

- The Exhibition organiser undertakes personal responsibility for the behavior of any person/s deemed to be staff, suppliers, sub-contractors and/or service providers in their employ whilst on BCKK premises. The Exhibition organiser also undertakes to ensure

that no unacceptable behavior by any such person, including excessive consumption of alcohol, playing of loud music, use of abusive language or lack of respect for the building, its infrastructure and personnel, occurs whilst on the premises of the BCKK.

- All efforts to advertise, demonstrate and operate an exhibition must be conducted so as not to trespass on the rights of other exhibitors. No exhibit will be permitted to interfere with the use of other exhibits or impede access to them or the free use of the aisles.
- The BCKK reserves the right to limit and/or restrict operations which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

Non compliance

Failure by any party to comply with the BCKK Code of Conduct may result in persons being stopped from undertaking any work or expulsion from BCKK.

COMPRESSED AIR

Great Halls does not have provision for compressed air piping.

COMPRESSED GASES

Compressed flammable gases are prohibited inside the facility. This includes acetylene, hydrogen, propane and butane. Vehicles fueled by I.P. gas, such as forklifts used for setting-up shows and disassembling may be used when the exhibit or trade show is not open to the public.

CONFERENCE MICROPHONE SYSTEMS

Conference microphone systems are provided by the BCKK.

COOKING

Any requirement for cooking at a stand must be communicated in advance to the BCKK Management, giving all the relevant details. Cooking will only be permitted where prior approval has been granted in writing by the BCKK.

COPYRIGHT ACT 1987

Playing of recorded music embodied in records, tapes, cassettes, compact disc, etc in public without a license shall constitute an infringement of the Copyright Act 1987. The Licensee/Organiser shall ensure that the appropriate license is obtained from the relevant authorities.

DANCE FLOOR

A standard dance floor of maximum 4 X 4 Sq Ft (More than 350 panels) available for hire from BCKK and larger dance floors can be hired in upon request.



DECOR & LIGHTING

Event organisers should note that venue hire does not include décor and specialised lighting. An allocation should be made to cover the cost of soft furnishing of the venue, which should include the provision of centrepieces and candles on the tables and additional decoration of buffet stations. The EPS coordinator can provide a list of suppliers who will be able to provide ideas and quotations in this regard.

A detailed inventory and description of all items brought onto the premises and not belonging to the BCCK must be submitted and validated by orders or invoices from EPS Dept.

DISABLED FACILITIES

The BCCK is in compliance with the Malaysia Disabilities Act and continues to look for ways to accommodate all visitors.

DISCLOSURE

Exhibition Organisers are required to provide an exhibition and company profile to the BCCK Sales & Marketing Dept. Exhibition Organisers must supply a list of all exhibitors prior to the event dates. This aims to protect exhibition organizers and the BCCK “ambush marketing” and avoid bookings with a conflict of interest.

DRAPING

BCCK does not permit ceiling draping in the Main Great Hall due to the fire hazard created when draping covers the air conditioning, sprinklers and smoke detectors. Only perimeter draping in the venue is permitted. The EPS dept can provide further information in this regard.

ELECTRICAL CONNECTIONS

All main power connections from main source to the outlet are only to be carried out by Official Electrical Contractor or its electrician. For safety reasons, electricians appointed by Exhibition Organisers are to adhere strictly to the electricity safety requirements and possess the necessary certificate of competency.

Event & Exhibition Contractor are to take note of the following:

- Twin flex is prohibited.
- All wirings to purpose built stand shell schemes / equipment are to be undertaken by a registered Wireman only, i.e. Certificate of Competency to be furnished to the EPS Dept of BCCK.
- Only approved multi-socket or multi-extender plugs or cabtyre may be utilized.
- All wiring systems must be insulated flexible cables with copper conductors that have a minimum cross section area of 1.5mm e.g. 3 core cabtyre.
- Open Wiring – insulated single core cables (colour coded differentiating between Live/Neutral/Earth), will only be accepted at a minimum height of 2.4m and must not be subjected to mechanical damage. Electrical wiring across walkways/passages using insulated flexible cables e.g. 3 core cabtyre will only be accepted at a minimum height of 2.5m. Any metallic structure with electrics affixed thereto must be earthed to a distribution board.
- Multiple wiring will not be permitted to terminate to a single 15 Amp plug top 15 (SA 3 pin round plug).



- Lighting is to be looped from fitting to fitting with all terminations being secured and concealed.
- Should any termination points be required to wire-ways, they need to be insulated and of a mechanical nature, i.e. strip connector or screw-it connector (no twisting of wires).
- Stands constructed of a conductive material will be required to be double earthed to the Borneo Convention Centre Kuching's earthing system.
- 5 Amps is allocated per exhibition stand to cater for most exhibition requirements. However should it be necessary to plug in laser printers, heating and refrigeration equipment, additional electrical supply will be necessary. Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.
- Transformers are to be mounted on the stand structure or walls and not placed directly onto the carpeted floor.
- Each electrical point provided is intended for one item of equipment or machine, on display. Multi-point socket outlets are not permitted because an overload may occur, leading to tripping in the incoming power supply.

No electrical installation and/or fitting may be suspended from the ceiling of the Great Hall or fixed to any part of the building structure without the prior approval of EPS Dept.

ELECTRICAL FACILITIES / SERVICES

BCKK is equipped with several power systems. Electricity is distributed within the building at 230V, single phase and 400V, three phases. Exhibition main contractor and Organiser must inform the EPS Department in advance of their power requirements.

Normal Power - Total available supply to the building:-

- MSB 1- 1736.34KW/3023.09A
- MSB 2 -1761.36KW/3066.65A
- Utility Power Failure – 715.81KW/1246.27A

UPS power – use as immediate essential backup during power failure, such as monitoring of the BMS system, PA system, Security system, controls and related computer systems.

Emergency Power - 1 nos of 1600 KVA diesel generator is installed to provide emergency power to all essential systems in case of power failures.

Exhibition Power – 3 x 250 Amps for the exhibition floor exhibitors. This can provide approximately 150 to 200 exhibitors (diversity) with 2 KVA per stand of 3 m x 3 m space.

For Great Halls, Power Capacity of 2 units x 100 Amps, 2 units x 40 Amps and 1 unit x 64 amp. Halls Electrical services to the booths are only made available during the event and the times required by Exhibition organizer (subject to EPS Dept discretions).

Connections and disconnections to and from the building power system can only be made by the Building Maintenance Manager or its designated Contractor. Electrical equipments brought in for the exhibition must comply with the latest SESCO (Sarawak Electricity Supply Corporation) and Suruhanjaya Tenaga (Energy Commission) Regulations.



Exhibition organizers and appointed contractor must check and refer to Building Maintenance Chageman that equipments brought in do not interfere or cause damage to the building electrical system.

Level 2 Electrical Loading:-

- MSB 1 – 142.43KW
- MSB (ESS) 1 – 15.54KW
- MDB-UPS – 18.75KW
- MSB 2 – 153.37KW
- MSB (ESS)2 – 24.1KW

Any requirement on dedicated use of electricity and services to liaise with EPS Department and this arrangement will be charged separately.

ELECTRICAL PROCEDURES

- Installation shall be carried out by one registered wiring contractor with relevant Class of Certificate of Registration issued by the Director General of Electrical Inspectorate Malaysia. Prior approval from BCKK must be obtained if more than one electrical contractor is to be used.
- Installation shall comply fully with the drawings and be supervised by the registered Professional Electrical Engineer or his authorised representative.
- Preliminary testing of installation shall be carried out in the presence of BCKK's Building Maintenance.
- Any alteration and modification must be incorporated in the drawing(s) and endorsed by the same Professional Electrical Engineer. The revised drawing(s) must then be submitted to BCKK for approval before installation commences. Verbal permission can be given by BCKK for commencement of alterations and modification of electrical works but energisation of supply will not be carried out until submission of the revised drawing(s). BCKK reserves the right to reject any last minute alteration and modification to the original.
- All final sub-circuits, their cables, colours and cable sizes must be consistent and in accordance with the drawing(s) originally submitted.
- BCKK reserves the right to request the Electrical contractor to change or replace any control gears, installation, etc. for safety reasons.
- The Organiser must ensure all temporary installations are in order before requesting BCKK for inspection. Sections not completed must be isolated to the satisfaction of BCKK's Charge-man or Building Engineer.
- BCKK requires at least four (4) hours completing the checking inspection of the Temporary Electrical Installation. Inspections during hours booked are not chargeable. However BCKK will charge RM40.00 per charge man-hour for inspection required after exhibition hours booked.



- All exposed metal parts must be effectively earthed by the screw method. Earthing with clamps is not acceptable.
- Cables of length less than 100 meters are not allowed to be joined.
- To ensure proper electrical installation, BCCK will levy a penalty charge as follows: -
 - BCCK will reenergize system supply for first two trips without charge.
 - BCCK will impose a charge of RM50.00 for the third re-energisation of system, RM100.00 for the fourth and for any subsequent re-energisation it shall be at RM200.00 per re-energisation.

BCCK's Building Maintenance Department is available for advice on matters related to the above- mentioned.

EVACUATION

Evacuation procedures will be announced on a dedicated fire / evacuation PA system and will be coordinated by BCCK's Fire Command Centre (FCC) together with the Emergency Response Team (ERT), appointed Fire Marshalls and Fire Wardens

EXHIBITION – GENERAL

- BCCK reserves the right to demand from the Organiser additional fire fighting appliances/ equipment and the appropriate personnel to operate same, for any Event that to the opinion of BCCK, poses possible fire-risk/ fire hazard.
- Thermostat(s) must be free from any obstructions.
- The Organiser and/or its contractor(s) are not permitted to use any power socket outlet located inside the Venue without prior consent from BCCK. Plug top or any other termination or methods shall be in accordance to the relevant legislation and regulations.
- All locations for signboards and banners or flags must be approved by BCCK.
- When working on/near existing finishes, the appropriate protection to it must be provided at all times.
- Power requirements must be requested at least One (1) months prior to the Event and duly endorsed single-line drawings are to be submitted.
- All relevant floor plans for stage productions are to be submitted to BCCK for approval one (1) month prior to the Exhibitions.
- Organiser and/or its employee(s) are not permitted to enter any restricted areas without prior approval from BCCK.
- Walkways, pavements, entrances, passages, courts, corridors, service-ways, vestibules, halls, roads, docks, stairways, elevators, hoists, escalators, fire or escape doors or other parts of the common areas or any appurtenances or conveniences there to shall not be obstructed at any time. Lights, sky-lights, windows or other means of illuminators shall not in be covered or obstructed in any manner.
- The Organiser shall not stand, place, deposit, park or expose outside any part of the Venue any goods, materials, articles or things whatsoever for display or sale or any other purpose and shall not use or permit to be used the common areas or any part thereof for any business or commercial purposes or the display or advertisement of any goods or services except with the consent in writing of BCCK and in accordance with any conditions imposed by BCCK.

- The Organiser shall not affix any fixtures whatsoever or place any merchandise in the common areas or store any merchandise goods or articles in any air space above the ceiling boards of the Venue or throw or permit to be thrown or to be dropped or to fall any articles or substance whatsoever from or out of the Venue or the common areas or any part thereof and shall not place upon any still ledge or other like part of the Venue or the Common Areas any articles or substance and will keep clean and free from dirt and rubbish such part of the common areas or any public footpath or way as immediately adjoining the Venue.
- The Organiser shall not by its employees or agents under any guise or pretext whatsoever solicit business or set up stalls in the parking or the common areas nor distribute or display pamphlets or other advertising matter in or on motor or other vehicles nor display advertising material in the parking or the common areas except in such manner and under such conditions as may be approved from time to time by BCKK.
- The Organiser shall not without the written approval of BCKK bring or permit to remain upon the Venue any item, fitting, plant or equipment which might overload the structure of any part of the Venue or which might otherwise cause structural stress or damage to the Venue or which might cause or contribute to or constitute a fire hazard or other hazard to the health and safety of any person or property or which might interfere with, overload or damage any services or service systems or which might cause noise or vibration which can be heard or felt in, nearby or outside the Venue.
- The Organiser shall not bring onto the Venue any heavy machinery or other plant or equipment or goods with an imposed load in excess of 2.5 KN/m² without prior written consent of BCKK. In no event shall any such machinery, plant or equipment or goods be of such nature or size as to cause, or in the opinion of BCKK, be likely to cause any structural or other damage to the floor or walls or any other parts of the Venue or the common areas. Before bringing any such equipment or goods onto the Venue, the Organiser shall observe and comply with all such directions, and any costs and expenses incurred for such professional services shall be borne by the Organiser.
- The Organiser shall not erect, display, affix or exhibit on or to the exterior of the Venue any signs, lights, embellishments, advertisements, names, notices or banners except with the prior written consent of BCKK.
- The Organiser will take all reasonable precautions to keep the Venue free of rodents, vermin, insects and pests. In the event of any infectious illness occurring in the Venue the Organiser shall forthwith give notice thereof to BCKK and to the proper public authorities and at the expense of the Organiser will thoroughly fumigate and disinfect the Venue to the satisfaction of BCKK and such public authorities and otherwise comply with their reasonable and lawful requirements in regard to the same. The Organiser shall be liable for the payment of any fines or penalties which may be imposed by such public authorities.
- The Organiser shall not use or permit nor suffer to be used the facilities in the Venue or the common areas including but not limited to the lavatories, toilets, sinks, drainage and other plumbing facilities for any purposes other than those for which they were constructed or provided for and shall not deposit or permit to be deposited therein any sweepings, rubbish or other matter and any damage thereto caused by misuse shall be made good by the Organiser forthwith.
- The Organiser shall not carry out any cooking in the Venue or any part of the Common Areas unless expressly authorised by BCKK and the Organiser has obtained the permit of relevant the Appropriate Authorities.

- The Organiser hereby acknowledges and agrees that it shall not involve BCCK in any agreements entered into by the Organiser with any third party in respect of any supply of goods or services to the Venue.

FIRE ESCAPES

Fire escapes are located throughout the venue and are demarcated with signage. Exhibition organisers are to ensure that neither the signage nor the exits are obstructed in any way.

FIRE PROTECTION EQUIPMENT AND ACCESSORIES

The Organiser or its sub-contractor shall be responsible to provide all the fire protection equipment, accessories or any other requirements specified by Jabatan Bomba Dan Penyelamat Malaysia (Fire Department) pertaining to the exhibition.

BCCK reserves the right to inspect and to ensure serviceability and operation of said equipment and accessories. In this respect, BCCK shall have the right to reject such equipment or accessories if found faulty and not to the authorities requirements.

FIRE REGULATIONS

Exhibition organisers are advised that the following fire regulations apply at the BCCK :-

- All materials used in an exhibition must be of non-flammable nature and fire resistant in order to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Fire regulations prohibit the use of crêpe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible or flammable material.
- Electrical signs and equipment must be wired to meet the specifications of local fire authorities.
- Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- Any exhibitor having equipment which produces heat, smoke or open flames as an integral part of the product demonstration must receive written approval of plans from the BCCK management.
- All aisles and exhibits must be kept clear at all times.
- Ensure that fire extinguisher equipment, emergency exits and signage (including those inside exhibits) remain visible and accessible at all times.
- Absolutely no storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the Exhibition Stand or BCCK walls/curtains.
- All displays are subject to inspection by the Fire Department. Any construction materials found to be flammable may be required to be dismantled.
- Polystyrene products will be prohibited unless treated by a fire retardant and proof provided by the Exhibitor by means of certification from an authorised service provider.

FIREARMS / TRADITIONAL WEAPONS

BCCK is a strictly weapon-free venue and the use of any weapon is not permitted. Where firearms form the basis of an exhibition, a special permit is required for the display of firearms. Firearms and ammunition must be displayed in suitable lockable cabinets.

**FIREWORKS (PYROTECHNICS)**

A permit is required from the Fire Department for the use of fireworks in displays or demonstrations taking place in or out of doors. This permit must be presented to BCKK 72 hours prior to the display. Firework displays may only be presented by a qualified pyrotechnician and are at the discretion of the BCKK management.

FIRST AID ROOM

Medical Room is available at Level 2. Basic first aid requirements (plasters, headache tablets etc) are provided. In an emergency, please contact the Security Command Centre, located at Level 2.

FLOOR LOADING LIMITS

- Level 2 Great Hall – 4 Kilonewton per metre sq
- Level 2 Foyer & Meeting rooms – 4 Kilonewton per metre sq
- Level 1 Car Park (Ground Floor) - Unlimited per metre sq
- Loading Bay Area (Level 2) – 4 Kilonewton per metre sq

FLOOR PLAN

The BCKK will provide customized floor plans for all individual events such as exhibition, theatre, classroom, banquet or cocktail layouts.

FLOOR PLAN APPROVAL FOR EXHIBITION

All exhibition floor plans must be approved EPS Dept prior to being sold on to exhibitors. Proposed plans must be provided to the EPS Dept for approval prior to build-up and must occur prior to the sale of floor space and/or stands to Exhibitors.

The plans shall include: -

- Site Plan - Overall layout showing stands, total loading per stand (scale 1:500)
- Hall layout with detailed drawings of all services including single line and schematic drawings (scale 1:500)

All floor plans should be drawn to scale and have the following information clearly indicated: -

- Name and date(s) of event
- Name of space being used
- AUTOCAD Format
- Exhibits
- Exits
- Aisle widths
- Carpeted aisle
- Entrance unit (headers, kiosks, etc) & dimensions
- Registration area
- Service desk
- Vehicles (if any)
- Covered exhibits (canopies, enclosed or partially enclosed structure, etc..)
- Cooking demonstrations
- Stage and/or seating areas
- Food service areas

FLOWERS /POTTED PLANT

Flowers may be sourced through the in house florist or ordered using the BCKK preferred supplier.

FOOD AND BEVERAGE POLICY

Alcohol

The Centre is a fully licensed venue and alcohol may not be brought into the premises. A special permit is required for promotional and sponsorship alcohol and a corkage fee applied. The Centre requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of the BCKK Management. The event co-coordinator can provide further information in this regard.

The exhibition organizer is required to make the necessary arrangements for the prompt delivery, storage and collection of promotional beverages. Only BCKK staff may serve alcohol and may only do so to people over the age of eighteen (18).

Alcohol Consumption

The consumption of alcoholic beverages is restricted to the Licensed Area and during those times as designated jointly by the Food & Beverage Dept and the client. For safety reason, alcohol consumption is not permitted during set-up, move-in and move-out times.

Beverages and Corkage

No beverages may be brought into the BCKK by any exhibition organiser, installation company, contractor and/or sub-contractor hired by the exhibition organiser, without the express approval from the BCKK in writing. Alcohol drinks are not allowed to be given away.

All beverages must be ordered through the BCKK which has exclusive rights for the sale and supply of all beverages. All beverages are charged on consumption to either a cash or account bar. Corkage will be charged for beverages brought into the BCKK for promotional and sponsorship purposes.

Catering Policy

The BCKK has exclusive rights for the provision of all catering. A full range of catering services is available including breakfasts, brunches, lunches, cocktail parties, dinners, banquets, themed parties and special events.

The Culinary Operation department can customize a menu to suit your theme requirements. Our professional and willing catering team is equipped to consult and advise on any of your catering requirements.

Exhibitor Catering

The BCCK is the exclusive supplier of food and beverage to all exhibitors. Outside food may not be brought into Exhibition Halls either by exhibition organisers or third parties.

There are cafeterias which will be opened at the discretion of the BCCK management and will be operated during an exhibition. All food and beverage requirements within the cafeterias will be provided by the BCCK's Culinary Operation department.

Main Catering

BCCK kitchen is certifying with HALAL & HACCP certification and ISO 2200 Food Safety Management System. BCCK will execute the entire function including but not limited to service, beverages, staff, equipment, etc.

Risk Catering/Food Stalls

Risk Catering/Food Stalls will be operated by BCCK at designated and appropriate area. All transactions are on cash on delivery (COD).

FOOD AND BEVERAGE SAMPLE (S)

For events related to food and beverage, Exhibitors may distribute samples of food and/or beverage products only upon written approval from Centre which must be received at least fourteen (14) days prior to the commencement of the Event. However, the sale of such products is not permitted.

Samples to be given, at no cost, to visitors must adhere to the following :-

Beverage:-

- Liquor and non-alcoholic beverage tasting and promotion samples are limited to a maximum sample size glass/cup of 50ml
- Drinking utensils, such as paper cups and mine tasting cups, must be disposable and must not be re-used. The Centre discourages the use of polystyrene cups or any cups or containers which cannot be recycled.

Foods:-

- Food portions should be no larger than "BITE SIZE" – 85gm
- Samples must be offered in such manner as to avoid being handled by public, eg. apportioned with toothpicks pre inserted
- Antiseptic hand cream dispensers should be available for visitors wishing to clean their hands prior and after eating
- Exhibitors must also abide by Food Act 1983 and centre's HACCP guidelines
- No pork or lard products are allowed to be served in the Centre
- All food served on the premises must be Halal Certified.
- Please place a "Non-Halal" signage or placard if food product served are not halal certified.
- Eating utensils provided by the exhibitors and must be disposable, such as paper plate must be disposable and must not be re-used. The Centre discourages the use of polystyrene cups or any cups or containers which cannot be recycled.



FOOD – COOKING ACTIVITIES

The cooking of food other than food-related exhibitions by Exhibitors for demonstration in stand/booth is prohibited unless prior approval has been given by the Centre.

Exhibitors involved in the cooking of food at a stand/booth must adhere to the following guideline:-

- There are not extraction fans in the Halls, so cooking must be kept to a minimum.
- No deep fat fryers are allowed to be used.
- Only electrical or induction cooking appliances are permitted
- All heat-generating electrical appliances (transformers, floodlight, hotplates, etc) are to be mounted on non-flammable materials.
- Current fire extinguishers and fire blankets are to be available for use at stand booth and to be readily accessible.
- Cooking equipment must not be operated within (1) metre of flammable materials.
- Where cooking generates an oily waste and that is to be cleaned or disposed of on-site through a sink, the sink must be fitted with an approval grease trap.

Waste substance from cooking process must not be disposed of via Centre's drainage.

FOOD HANDLING AND FOOD HYGIENE

Exhibitors intending to distribute food and drinks samples to the visitor or public need to comply with the following health requirement:-

- Food should be protected from contamination by approved screens or sneeze guards, and trays with fitted covers should be used.
- Condiments such as sauces are to be contained in squeeze-type dispensers or individually sealed packs.
- Perishable packaged foods are required to be refrigerated.
- All eating and drinking utensils must be disposable e.g. paper cups, plastic spoons, etc and must not be re-used. The Centre discourages the use of polystyrene cups or any cups containers which cannot be recycled. Bin must be provided and placed in suitable location by Exhibitors offering food to enable disposal in a manner approved by the the Centre's management.

Exhibitors must also abide by Food Act 1983 and Hazard Analysis Critical Control Point (HACCP).

FREIGHT HANDLING

Freight handling and customs clearance services are provided by request by the BCCK's preferred supplier.

The preferred supplier has off-site storage for early deliveries, late dispatches and for the holding of packaging materials. They also take responsibility for the movement of any large equipment within BCCK that cannot be carried by an individual.

The Event Organisers are advised that the cost of insurance cover is not covered by the BCCK. It is the responsibility of each exhibitor to arrange insurance covering transport to the exhibition hall, during the exhibition, and the return of the exhibits to domicile.



A porter service is available and will be provided by the preferred supplier at a cost. This service provider can also make trolleys available for loading and off loading.

The EPS Dept can provide further information in this regard.

FURNITURE

The BCKK provides standard furniture in all Meeting Rooms. No furniture is provided in exhibition venues except for banqueting or meetings. All other furniture can be sourced on request. The EPS Dept can provide further information in this regard.

The moving of furniture and fittings in public areas is subject to the prior written consent of the BCKK.

HANGING BARS & POINTS

- Great Hall ceiling load: less than 100 kg per point
- Foyer Level 2 ceiling load: less than 25kg per point

Displaying of banners in specified areas, where hanging bars are available is permitted provided that they do not create any obstruction to venue signage. The BCKK's also has limitations on branding in areas that are designated as public space such as foyers and galleries.

BCKK has an appointed supplier to handle all rigging requirements, from the hanging of simple signs, banners and etc.

The BCKK requires accurate plans showing the positioning of suspended items, their weight as well as the height of the bottom of each item from the ground. The BCKK's preferred supplier can provide a design and construction service for all banners and signs should assistance be required.

Further requirements include:

- All banners require the approval of the BCKK management prior to hanging and chargeable.
- All banners are to be delivered on the First day of build-up. Late delivery will incur a surcharge.
- All banners have a minimum of 2 *points of suspensions*; if more are required these will need to be charge accordingly.
- Banner position and height to be agreed upon in writing before installation. The organiser is to provide an overall décor installation plan prior to build-up.
- Banners must have a suspension bar both top and bottom (including finials). Sewn sleeves must easily accommodate the suspension bar, *which must protrude a minimum of 50mm on both sides of the banner*.
- The Event Organiser must ensure that banners are cleaned and prepared.
- Banners can only be hung from areas accessible by the genie/skylift.
- Banners can only be hung from areas where there are appropriate hanging bars and weighting.
- Banners are to be constructed from flat fabric, and have no lighting or other attachments.

HAZARDOUS OR DANGEROUS MATERIAL

Material having characteristics and properties as described below: -

- Highly inflammable and combustible
- Highly corrosive
- Permeate of generate noxious or toxic fumes
- Radioactive
- Explosive

Are not permitted into BCCK unless

- All relevant legislation and regulations are observed and
- Prior written approval is obtained from BCCK. Notice to be submitted two (2) months prior to event date.

Candle

Definition: The term “candle” means a candle made of wax, an incense or fragrant oil burner, which has a flame and includes single candlestick holders, multiple candle candelabras and incense sticks. This list by no means intended to be exhaustive as to the definition of the term candle.

It is the policy of BCCK that all events and functions, where lit candles are to be used must gain approval from the Safety Manager at least 14 days prior to the event or function commencing.

The Venue will restrict the number of lit candles used in the event, exhibition or used in a particular area, in order to reduce the potential fire risk. As a guideline, one candelabra or water bowl of four candles or three individual candles is the maximum per table or stand.

The EPS Dept is the sole arbiter in determining what requirements are required for lit candles within precincts of its site. Any costs for damage or special cleaning due to the candle wax will be charged to the event organizer.

HIRE PERIOD

The standard hire period is stated inside the LA. In the event of use of facilities before hire period or after hire period, a surcharge of 50% of the daily rental rate per hour is applied. Extended rental periods are permitted at the discretion of the EPS Dept.

INFORMATION TECHNOLOGY (IT)

The facilities are supported by some of the most advanced technologies available. To stay ahead of its class, BCCK employs the best in advanced technology for its infrastructure and equipment.

- category 6 cabling throughout
- under-floor trunk system
- wireless LAN – 802.11 a, b & g
- telecommunication and multimedia facilities
- digital audiovisual facilities

Among the cutting edge technologies that could contribute to successful events:

- high speed internet connectivity (wired or wireless)
- extensive LAN setup
- digital voice communication via IP network
- Video conferencing facilities and more.

Our team comprises of experience technical, to offer clients:

- Onsite support for all those last minute requirements
- Pre and post production facilities
- Equipment hire - every size and scale
- Reliable access and scalable Internet access
- Wide coverage of wireless and wireless networking points throughout the Centre
- Dedicated IT coordinator
- IT specialists who provide computer and network hire with on-site support

INSPECTION (BEFORE AND AFTER EXHIBITION)

A joint inspection involving the appointed contractor and BCKK will be conducted before handing over of the exhibition premises.

During the course of the inspection, all relevant feedback and matter will be noted and all equipment and set up ascertained to be satisfactory.

Another joint inspection will be conducted during take back of exhibition premises to note the feedback and also to check for any damages.

The Organiser shall be charged for all cost of repairs if any resulting from the exhibition.

INSURANCE

The Organiser shall, at its own cost, procure and maintain for the duration of the scheduled event, a comprehensive general liability insurance against claims for the bodily injury or death and/or property damage or loss in upon the scheduled Venue.

Such policy shall include:-

- Contractual and product liability coverage with the limits of liability, either singly or wholly, not less than RM10,000,000.00
- A cross liability clause specifically named **Ivory Success Sdn. Bhd.** as an additional insured party and BCKK is given the liberty to institute legal action against the propose should the need arises.

BCKK will not be responsible for the safety of articles of any kind brought onto the premises by exhibition organisers, delegates, exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.

All exhibition and trade fair organisers are strongly recommended to advise their exhibitors to arrange at their own cost all risk insurance coverage from country of origin to the exhibition stand including duration of exhibition period and return to domicile. Exhibitors shall ensure that they are fully covered by insurance and take out public liability and comprehensive protection.

The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.

INTERNET OR WIRELESS FIDELITY

Internet services are available at the Business Centre, BCKK. Wireless hot spots are available within the BCKK building inclusive Café, Foyer, Great Hall Areas, and Meeting Rooms.

INTERPRETERS

Licensed Conference interpreters / certified licensed interpreters are provided by the BCKK's contracted in-house supplier. EPS Dept can provide further information in this regard.

LAMP POST BANNERS

Within surrounding of BCKK building, there are lamp posts for banner hanging facility. Event Organisers are to liaise with EPS Dept for permission to install any banners.

LECTERNS/ ROSTRUM

The BCKK has lecterns available for use. These lecterns are included in the venue rental. Other lecterns are available on request.

LOADING AREAS

At one time a 3-tonne lorry and 2-tonne forklift is able to drive through straight to the Great Hall for loading and unloading purpose.

MACHINERY - OPERATING

Safety devices must be fitted to all moving machinery. These devices may only be removed when the machines are not in operation or not connected to the source of power. All moving machinery is to be tyred or fitted with traction devices that will not cause damage or marks on the floor.

MAIN ENTRANCE

The Main Great Hall Entrance to the BCKK caters only for off and picking up of passengers. Loading and unloading of heavy items are not allowed. Cars parked in this area will be wheel-clamped or towed away.

The organizer is responsible for ensuring that their personnel attending to the event within the Centre enter and exit from the Centre's designated doors.

MOBILE EQUIPMENT

BCKK has the following mobile equipment available for hire.

One (1) unit of forklift / One (1) unit of pallet jack. The EPS Department can arrange for use of this equipment.

OUTSOURCED PARTNERS

The BCCK is supported by a wide range of specialist outsourced services. Some of these are exclusive services and the Centre reserves the right to request that our exclusive outsourced partners to be used to provide these services.

Catering in the Centre is not outsourced and is exclusively provided by the Centre. All other services are provided on a preferred supplier basis and Event Organisers are encouraged to use preferred suppliers as they have extensive knowledge of the centre. Event Organisers are required to put forward a proposal for consideration should they wish to make use of alternate service providers.

PA SYSTEM

BCCK has a complete PA system which covers the entire building. Individual zone can be address separately:

- Typically a chime is activated before an announcement.
- The system has capability to control in grouping of zones when required.
- The system is also integrated to the voice evacuation system for immediate overriding in the event of emergency paging.

PACKING/ UNPACKING OF GOODS

Debris and waste shall be removed immediately from site. Under no circumstances shall these be left overnight.

The removal of the debris and wastes shall be the responsibility of the freight forwarders/ contractors appointed by the organiser and these shall not be deposited into BCCK's existing garbage/disposal bins.

For boxes or crates or the like that are going to be left within the hall(s) the area allocated has to be clearly identified on the floor plan. The boxes or crates or the like shall not be left behind booth panels and so on.

PARKING

BCCK has over 1000 parking bays available under and adjacent to the centre. These bays are distributed as follows:-

- Carpak level 1 – 800 lots
- Carpak at Open Space – 200 lots



PERMITTED AND PROHIBITED USE

The Organiser shall use the Venue strictly for the purpose of conducting the Exhibition. No change whatsoever in the Exhibition shall be effected without BCKK's prior written approval.

Restricted Use

The following use is restricted:-

- Any activities which emit, accumulate and disseminate or may emit any unpleasant odour or which accumulate dirt or cause nuisance or annoyance to the general public and the neighbouring occupiers;
- Any activities or trades dealing with substances and chemicals of any explosive and dangerous character and their by-products;
- For any activities in connection with or related to the supernatural and/or the occult;
- For any businesses or trades which involve gaming in any form except for gaming permitted and licensed under Malaysian law and further permitted by BCKK;
- For the conduct of any activity or use other than that stated in the License Agreement.
- For the conduct of any activity that is deemed immoral or pornographic.

PLANTS & FOLIAGE (Nursery Plant)

The provision of plants and foliage is available in house. The EPS can provide further detail in this regard.

PLASMA SCREEN (Display monitor)

A Plasma TV is situated in the main entrance of the Great Hall for the placement of welcome messages and directions only. Total 2 units located at Great Hall Level.

PLUMBING SERVICES

Plumbing services are provided by the contracted exclusive supplier for this service. This service extends to providing connections to the mains and ends at a stopcock. Additional services are available on request at a fee.

PRAYER ROOM (For Moslem)

The BCKK has dedicated prayer room (Surau) situated at level 1 car park (1st Floor).

PRESENTATIONS AND / OR DEMONSTRATIONS OF EXHIBITS / PRODUCTS

An exhibitor intending to present and/or display equipment / exhibit product at their stand must:-

- Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.
- Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to all persons.
- Adequately guard all moving parts of machinery to prevent injury to any person.
- Isolate starting devices to prevent operation by any visitor or other unauthorized person.
- Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the Hall. Prior approval from the relevant controlling authority, in addition to that of the BCKK, must be obtained for such purposes.

- Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities. Any damage caused will be the responsibility and at the expense of the exhibitor concerned.
- Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to BCKK for the approval. Without the BCKK approval, no such product or display will be permitted in the exhibition.
- Ensure that all the relevant local Government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, audio and/or satellite receiving and/or transmitting equipment.

PROJECTORS / SCREENS

Projectors are only provided as standard equipment only in Great Hall A, B, C & D and for which the charges are defined in the pricing list or listing technical rider. Event Organisers wishing to make use of projectors or TV screens should ensure that their stand is designed to accommodate the projectors or TV screens so as not to result in people causing obstruction in aisles. Correct lighting needs to be given consideration when designing the stand and if a large viewing screen is used, exhibitors should make sure it can be enclosed or draped for better viewing.

RADIO TRANSMISSION

Licensee/Organiser proposing to use radio transmitting equipment shall submit details of the equipment to BCKK giving the frequency and power of the signal together with a copy of the transmitting license issued by the relevant authority.

Radio transmitting equipment shall not be used unless written consent is obtained from BCKK and in any case shall not interfere with the frequencies allocated to BCKK as well as the authorities.

RECEPTION (Customer Relation)

The BCKK Reception desk is situated at level 2, the main Great Hall of BCKK are situated main entrance foyer and is staffed from 0830 hrs – 17300 hrs during non-event and extended based on function/events duration.

RIGHT OF ENTRY

BCKK's staff, representatives and agents shall at all times have free and unfettered access to the hired area upon presentation of their BCKK identity card.

RISERS / MOBILE STAGES

The BCKK has a number of risers available for use at a fee. All staging must be sourced through the BCKK's preferred suppliers. The EPS Dept can provide further information in this regard.



SECURITY OF VENUE

The Organiser be responsible for the security of the Venue and any property contained therein. Without prejudice to any of BCCK's rights and remedies, in the event that BCCK is of the opinion that the security of the Venue is not intact or sufficient at any time, BCCK reserves the right at any time to station a security guard at the Venue at the cost and expense of the Organiser.

In the event of any accident, casualty, damage, theft or burglary which may have occurred, the Organiser shall give BCCK prompt notice in writing of the same. Further, the Organiser shall lodge a police report immediately and furnish a copy of such report to BCCK.

The Event Organiser is responsible for ensuring that the CCTV cameras are not obstructed.

SECURITY SCHEDULED SERVICES

BCCK shall have the sole right to determine, provide, arrange for and/or organize the security and surveillance requirements for event(s) at BCCK at rates to be determined by BCCK. The scheduled security and surveillance provided confined to:-

- Guarding surveillance of exits and entrances of venue.
- Patrolling perimeter of venue(s).
- Assisting in evacuation during emergencies.

Additional Services

Apart from the Scheduled Services as described above, the following are not inclusive, and separate additional charges shall be levied by BCCK for: -

- Screening of attendees at the entrance(s) of event(s)
- Collection of tickets.
- Supervision of exhibit movement routes at BCCK
- Escorting of VVIPs/VIPs/artists/ performers, etc.
- Escorting and guarding of valuable items at BCCK.

All services mentioned as per above should be requested at least One (1) week before the intended period/date of utilization. The services provided is for the period between 0900 hours to 2300 hours on normal working days but 24 hours service is available if necessary. Premium of 50% would be charged for services extended after the said hours. Request for additional security personnel should be made at least seventy-two (72) hours prior to event time.

The BCCK security services are provided by the contracted and preferred supplier who operates closely with the City Police. Surveillance cameras are installed in all around the complex and are monitored. The centre's management adheres to the required security codes of safety in the building and all event organisers are required to do the same.

Security services, including the hire of bodyguards, are available from the BCCK's contracted in-house supplier. It is a pre-requisite that all entrances and exits within the BCCK are manned only by BCCK security staff. Should event organisers wish to use alternative security personnel, this will apply only in the hired venue and will not extend to perimeter security.



Internal Security

BCCK will provide general security along the perimeter of the building as well as civil/plain clothes security within the public areas of the BCCK. Some of the major entrances and exits are permanently staffed and security can be hired at a fee to cover any other entrances and exits as required. Should event organisers have special security requirements, these can be hired in at an additional cost.

BCCK reserves the right to:

- Request proof of identity and search anyone entering or leaving its premises.
- Search any item or vehicle brought onto, or removed from, its premises.
- Request that all exhibition organiser personnel on its premises wear identification badges. Three days prior to setting-up, the exhibition organiser must submit a list of names of personnel requiring access to any part of the venue during the rental period.
- Remove any article left unattended.

It is the event organiser's responsibility to ensure that their personnel are restricted to the relevant exhibition area. All other areas, including back-of-house, are out of bounds. BCCK is not responsible for damage or loss of any merchandise, personal effects, equipment or articles brought onto its premises.

SIGNAGE

BCCK has various branding and signage opportunities available throughout the centre, both internally and externally. The placement of all branding and signage by the event organiser is at the discretion of BCCK's management.

Building Code Signage

The BCCK complies with all relevant legislation and regulations on signage for exits, fire escapes and fire prevention, and dangerous areas.

The BCCK reserves the right not to accept the erection of additional event signage. All additional signage is to be approved by the BCCK management prior to erection. Signage may be erected only in areas defined by the BCCK and must be free standing. Emergency signage must be visible at all times.

Bunting and Advertising Signage

When making use of the BCCK's lecterns, exhibition organisers are requested to ensure the BCCK's logo remains visible.

Facility Signage

Signs identifying and directing visitors to toilets, public telephones, the restaurants, floor levels, escalators, lift, venues, entrances and exits are displayed throughout the centre.

SIMULTANEOUS INTERPRETING SYSTEM (SIS)

Simultaneous interpreting services are provided by the BCCK's appointed supplier. This service includes the provision of simultaneous equipment as well as qualified interpreters. The EPS Dept can provide further information in this regard.

SKYLIFT/GENIE

Sky lift/Genie is available for hire from The BCCK's. Notice have to be given at least 7 days prior to the date required. There are 2(two) unit of Sky lift/Genie available for rental.

STAGING & DIMENSIONS

We have 80 units 4 Feet x 8 Feet adjustable height staging. Any other staging requirements are available from the BCCK's appointed supplier.

STORAGE

There is no storage available on site. BCCK has a contracted preferred drayage supplier who can provide off-site storage for event organisers. BCCK will provide freight forwarder listing for exhibitor.

TELECOMMUNICATION

Telephones & data communications shall be provided exclusively by BCCK for which additional charges shall be payable by the Organiser.

- BCCK or its officially appointed or designated or authorized contractors will carry out the above works.
- BCCK shall under no circumstances be liable to the Organiser and/or its exhibitors, contractors or any other person for any failure of supply of the said services, or for any damage or loss by reason of any such failure.

The BCCK's IP telephony system makes it possible to connect up to telephones, fax and data simultaneously using either wire or wireless network interface. Multimedia connections are also available should this be required for teleconferencing or similar purposes.

TELECOMMUNICATION SERVICES

Exhibitors who wish to hire temporary IP telephones and/or fax machines for their stand are advised that IP telephones and connections are available from the ICT Department at the BCCK. This service only applies for the duration of the exhibition and rented devices will be delivered to the stand on the day the service is required. Please note that all outgoing calls / transmissions are chargeable. Event Organisers / exhibitors are advised that they are responsible for the payment of ALL calls made from their telephone and are liable for the cost of the telephone instruments, keys and accessories if said exhibitor should neglect to return them to the BCCK.

TELEPHONES - PUBLIC PHONE

Public telephones are located at strategic points throughout the BCCK and is card and coins operated. These paid phone available on level 1 concourse and level 2 foyers.

TRANSPORT

A full range of transportation services is available to and from the BCCK. Services would be including transfers between airports and hotels, metered taxis and coaches for hire. Transportation between surrounding hotels and the BCCK can be arranged either by the respective hotels or as part of the exhibition and convention service package.

TRANSFORMERS FROM EXHIBITORS

Event organizers are to inform The EPS Department if transformers are brought into the building and to obtain approval on the installation of such items.

VACANT POSSESSION

Upon earlier determination or expiration of License agreement, the Organiser shall immediately remove all the equipment, furniture, signboards, signages, billboards, matters and things out of the scheduled Venue unless otherwise agreed by BCKK. Exhibition Halls must be left in the same clean state as they were received.

BCKK is not responsible for the safekeeping of any items left behind after an exhibition. Should items be stored, BCKK may charge the exhibition organiser reasonable removal and/or storage fees. Any items that are found will be handed to the customer relations counter at the main concourse. Items will be kept for six months before being handed to defray expenses.

VENUE OWNER'S DISCRETION

Capacities of hired areas are indicative only and are dependent on equipment, décor and menu requirements. BCKK reserves the right to change the location of the previously designated hall should the anticipated number of booth or participant be reduced or increased by the Event Organiser, or where additional requirements dictate a change of hired area. Maximum capacities of venues may not be exceeded under any circumstances.

VIDEO TELECOMFERENCING

Video conferencing services are available from the appointed supplier and can be set up in designated area in the Center.

VIP'S (VERY IMPORTANT PERSON)

The Organiser shall notify BCKK at least 14 days prior to the beginning of the hire period of the expected visit of any special guests or VIP's, such as members of the royalty family, members of parliament or state dignitaries, celebrities, and other dignitaries. The hirer, with the prior authorization and agreement of BCKK, shall be solely responsible for ensuring all additional and necessary security measures required in addition to the basic security measures set out by BCKK. The hirer shall ensure that all guests or visitors are properly attended at all times.

WATER DISPLAY

All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection. All water displays must be pre-approved by the EPS Dept.

WEBSITE HYPERLINKS

BCKK website is located at www.bckk.com.my can be accommodated from the website at the discretion of BCKK management. The Public Relation & Communications and IT Department can provide further information in this regard.

WHEELCHAIRS

A limited number of wheelchairs are available from the Centre upon request at no rental charges.



****THESE VENUE GUIDELINE ARE ALSO SUBJECT
TO CHANGE WITHOUT NOTIFICATION AT THE
DISCRETION OF BCCK**