

International Convention Centre Sydney (ICC Sydney) “the venue” manages and delivers all your event presentation and production requirements from concept to successful delivery. Our experienced in-house Audio Visual (AV) department provides a range of exclusive services tailored to suit the space and event type.

EQUIPMENT

It is a contractual requirement, as outlined in the [Hiring Agreement](#), that ICC Sydney supplies all AV equipment for events held within the venue, unless unable to do so. The agreement relates to all parties, including the client, their event management company, event producer, PCO, staging or AV rental companies, entertainment (bands) and other third-party suppliers.

In order for ICC Sydney to provide you with the highest quality service we must be advised of all AV and production requirements no less than 20 Business Days from the start of your event tenancy.

Exceptions to this policy are provided to bona-fide touring shows; however, prior approval must be sought. A touring show is deemed based on the equipment being transported, in its entirety, from one venue to the next with no more than three days between shows. ICC Sydney is to be given the first right of refusal to supply any equipment that is not physically touring.

The Policy extends from the Convention Centre and TikTok Entertainment Centre to events held in the Exhibition Centre and The Cutaway. However, ICC Sydney may not hold sufficient inventory to supply all the likely needs of individual exhibitors, and as such these individuals are permitted to source their own equipment. All other individuals outside exhibitors in the Exhibition Centre and The Cutaway must detail their requirements before permission is given to source their own equipment.

All equipment supplied by ICC Sydney will be installed and removed by venue employees.

Any equipment not supplied by the venue and approved for external supply, must be tested and tagged in accordance with the NSW Work Health and Safety Regulations and Australian Standards.

RIGGING

All primary (top point) rigging required throughout the venue must be installed by ICC Sydney's licensed riggers.

Secondary rigging (attached to primary) including banner hanging in the Convention Centre is exclusively performed by ICC Sydney.

Secondary rigging in the Exhibition Halls and TikTok Entertainment Centre can be provided by ICC Sydney or authorised rigging providers upon assessment and contracted directly by the organiser or client. For further information on secondary rigging, please refer to the ICC Sydney [Safety Guidelines](#).

PERSONNEL

A client may be able to provide their own technical producer or specialised operators, however ICC Sydney requires the inclusion of at least one of its system technicians within each discipline, as applicable. The final number of ICC Sydney technicians will be negotiated with the AV Project Manager and will depend on the level of production provided.

To uphold our venue standards and ensure successful event delivery, all external operators must be knowledgeable, qualified, and accountable for the equipment they handle and the tasks they perform.

External contractors/operators must adhere to the venue standards of conduct, as outlined in the ICC Sydney [Event Guidelines](#). They must follow requests or instructions given to them by ICC Sydney staff and comply with any reasonable decision made by ICC Sydney management of acceptable sound level limits within the venue.

ICC Sydney reserves the right to remove any contracted personnel from the building if in violation of conditions stated above.

CONTRACTORS

When a client engages a production company or any contractors, details of their role and services to be provided should be supplied to ICC Sydney.

External production companies, and clients when necessary, must supply all drawings relating to rigging, trussing and lighting plots, stage designs, room layouts and dimensions etc. together with production schedules, no less than 20 Business Days prior to the commencement of the hiring period.

Production companies must supply all necessary information and documentation within the timelines specified in the ICC Sydney [Production Company Guidelines](#). Depending on the complexity of the event, additional supporting documents may be requested, including band plots, permit forms for pyrotechnics, aerial performances, naked flame etc.

It is mandatory that any equipment or services conform to relevant statutory codes and regulations as well as the rules and regulations of ICC Sydney. All such equipment must be in good working condition and any item or practice deemed unsound will not be permitted for use.

CREW BREAKS

AV services are provided in accordance with applicable workplace laws, regulations and enterprise bargaining agreements (EBA), which include mandatory rest breaks and minimum time between shifts for AV personnel.

Clients must provide a detailed runsheet outlining event timings to enable appropriate crewing and compliance with these requirements, and event schedules must allow for crew meal breaks.

Multi-day events must also allow for a minimum 10-hour break between shifts. Where activity is requested during scheduled break periods, including impromptu rehearsals, the AV team will work with the client to adjust timing or resourcing to maintain compliance, noting that late changes to resourcing may incur additional cost. These requirements cannot be waived and must be accommodated within the event schedule.

FINANCE

AV proposals and price guides provided prior to event contract are indicative costs only. Upon contracting clients are allocated a dedicated AV Project Manager who will provide itemised quotes based on specific requirements.

Estimated costs are to be paid in full 5 Business Days prior to the commencement of the hiring period, as outlined in the [Hiring Agreement](#).

A cheaper quote or previous discounted rate from ICC Sydney or another supplier does not necessitate a discount be provided. ICC Sydney will endeavour to work with clients to meet budgets but is in no way obliged to do so. Assumptions should not be made based on any previous arrangements with ICC Sydney.

Any discounts negotiated will only apply following the timely and accurate supply of information, including specification sheets, floor plans and schedules and full pre-payment has been received.

In general, rehearsals held the day prior to an event will incur equipment and labour charges. The extent of rehearsals should be discussed with the AV Project Manager to determine the applicable costs.