

2009 SUPERBOX HANDBOOK

CATERING TERMS AND CONDITIONS

Food and Beverage Orders

As part of the package of services provided to Superbox clients, all Superbox catering is supplied through our venue caterers Delaware North Companies Australia.

To ensure that your specific catering requirements are accommodated, it is essential that catering orders are done online at www.mopt.com.au, **at least five working days prior to an event**. If your catering order is not received within this specified time, we cannot guarantee that your chosen menu will be available.

Any special dietary requirements can be accommodated and need to be advised at the time of ordering. It is suggested that when inviting guests to your Superbox, you ask if they have any special dietary requirements so that you can pass the relevant information onto our catering team.

Due to space restrictions, most Superboxes are unable to accommodate table dining. Before ordering please check the food and beverage package that is most suitable to the concert or event.

When submitting your orders on line, please provide the anticipated arrival time of your guests as well as your preferred service times. Our catering team will be pleased to plan a service schedule that suits you and your guests needs.

It is possible for Superbox clients to use their Superbox for viewing only however clients cannot bring any food or beverages from the retail outlets into the Superbox and we strongly urge clients to inform their guests if food and beverages are not being served. We ask you also note that self catering is not permitted at any of our venues.

On Line Catering

Our on line catering ordering system allows clients to pre order food and beverages more efficiently, prior to an event or concert at Melbourne Park.

Orders must be paid as you order via our secure payment system. Only Bankcard, Mastercard and Visa are accepted however if you wish to pay by Diners or AMEX you can still place your order on line and contact the Corporate Sales Team with your credit card details on the day of your order. (Please note there is a service fee of 1.5% for Diners and AMEX.)

To access our on-line catering system, Single Session clients please see our website at www.mopt.com.au and follow the instructions under the Quick Links heading. Permanent Superbox Leaseholders, please contact the Corporate Sales Team for your link.

Beverage Orders

Permanent Superbox Licensees

The bar will be stocked with your personally selected beverages. Should you wish to discuss an alteration to your beverage list, we ask that you contact our catering team.

Single Session Superbox Clients

For all single event Superbox bookings a standard beverage package is available and will form part of the overall food order. Spirits can be ordered and will be charged on consumption. This will be in addition to your package. The package price also includes a service attendant.

Public Holidays

Please note, should an event fall on a public holiday, beverage packages are not applicable for permanent or single session clients. All clients must have beverages on consumption and public holiday labour charges will apply.

Beverage Services

Where beverages are purchased on consumption, beverage service charges apply per staff member as follows:

Concerts and Events	\$ 198.00 per event
Australian Open	\$ 207.00 per session
Public Holidays	\$ 354.00 per session or event

In line with our Liquor License responsible service of alcohol will be practiced at all times. When alcohol service is being provided in a Superbox a minimum of three gourmet platters or coffee break platters must be ordered to comply with our company policy Liquor License requirements.

Our staff are fully trained and compliant with the Responsible Service of Alcohol (RSA) practice. A Delaware North Companies Australia staff member must be present at all times when alcohol is being served and until the service has concluded.

Recommended Serving times

Concerts and Events

It is recommended that food and beverage service commences one and half-hours (90 mins) prior to the start of an event. Every effort will be made to deliver meals at your preferred time, but we do ask that you allow for a delivery leeway of 15 minutes either side of the requested time. Prompt arrival of your guests will help to avoid unnecessary delays in the food service.

Reduced Mode Concerts

If a concert or event goes into reduced mode, all meal service times will be thoroughly reviewed by our caterers who will communicate recommended catering adjustments. Every effort will be made to complete the food service in time for clients to be seated in the auditorium for the commencement of the concert (including any support acts).

Suggested Service Times - Australian Open

Lunch	11.30am – 1.30pm
Afternoon Tea	3.00pm – 4.00pm
Dinner	6.45pm – 8.30pm
Supper	8.30pm – 9.00pm

Please Note: For the Australian Open, night session guests have access to the Superbox from 6.30pm, therefore we require day session guests to vacate the Superbox by 6.00pm regardless of play.

Cancellations and Changes

Cancellation and changes to menu selections can be made up to 5 working days prior to an event.

Alterations to guest numbers can be made 3 working days prior to the event, after this time, any orders will be charged in full.

Any amendments made within 3 working days of an event will incur a 10% administration fee. In relation to the Australian Open 2009 a 10% administration fee may apply to amendments made after Monday 12 January 2009.

Food Service Attendants

For all plated meals where there are more than 12 guests, a food service attendant will be provided at no additional charge.

Our food and beverage service attendants are trained to provide the highest service standards that you have come to expect. Please let us know how we can make your event experience memorable each time you are with us at Melbourne and Olympic Parks.

Payment Options

Single Sessions Clients

Single Session Superbox clients must pay all pre ordered catering prior to the event via the online catering system.

Only Bankcard, Mastercard and Visa are accepted however if you wish to pay by Diners or AMEX you can still place your order on line and contact the Corporate Sales Team with your credit card details on the day of your order. (Please note there is a service fee of 1.5% for Diners and AMEX.)

If a client wished to order anything during the event or have beverages on consumption a Credit Card must be supplied when the order is taken for MOPT to charge post event.

Permanent Clients

Permanent Superbox clients have the option of pre-payment via credit card or payment on invoice via our online catering system.

Only Bankcard, Mastercard and Visa are accepted however if you wish to pay by Diners or AMEX you can still place your order on line and contact the Corporate Sales Team with your credit card details on the day of your order. (Please note there is a services fee of 1.5% for Diners and AMEX.) Payment terms for invoices are strictly (7) days from receipt of invoice.

Should a client fail to meet the appropriate credit terms, Melbourne & Olympic Parks reserves the right to set more specific payment terms for future events held within the precinct.

TICKETING

Concerts and Events

Due to the busy concert and event schedule each year, our **Permanent Superbox** clients will be advised of any forthcoming concerts and events to be held at Rod Laver Arena via email. Your tickets will be forwarded approximately four weeks prior to each event.

Single Session clients will also be sent their Superbox tickets approximately four weeks prior to the event and only after full payment has been received. We also require each client to sign the Superbox Terms and Conditions issued prior to tickets being sent to you.

Car Parking

All Superbox clients are entitled to (2) two car park passes for each event, which will be forwarded with your Superbox tickets. These car parks are normally located in the undercover car park, **Entrance B** (entry off Batman Avenue.)

Importantly each person travelling in the car must produce a valid Superbox or Corporate ticket to gain entry into the undercover car park at Rod Laver Arena.

Lost Ticket Policy

Your event tickets and car park passes are valuable and we urge you to keep them in a secure place. If any tickets are lost, Superbox clients should inform the Corporate Sales Team as soon as possible. Tickets may be replaced, however this will incur a charge for a replacement.

Please note there is a \$25 replacement fee for all Australian Open Superbox tickets and a \$10 fee for all other event tickets.

Lost or misplaced car park passes cannot be replaced so please keep them somewhere safe!

Entry to Rod Laver Arena

Entry to Superbox Level

Guests are able to access their Superbox via Lift 2 from Event Reception or Lift 3 or 4 from the main concourse level. Event Reception can be directly accessed from the undercover car park.

Public Transport

Superbox clients are advised to take Tram 70 from Flinders Street and alight at the Rod Laver Arena or Vodafone Arena Tram Stop. Alternatively trains to Richmond Station, located at the intersection of Swan Street and Punt Road, are available to guests with our venues just a short walk away.

Taxi

A taxi rank is located on Swan Street directly in front of The Oval at Melbourne & Olympic Parks. Superbox clients can be dropped off at this Taxi Rank.

Water Taxis

A water taxi service is available from Southgate along the Yarra River to Rod Laver Arena. To inquire about the service or for more information contact Melbourne Water Taxis on (03) 9686 0914.

ACCESS TO YOUR SUPERBOX

Event Day

Entry to Rod Laver Arena and the Superbox level is by ticket only within the access time defined for the event for which the tickets are issued. Access before or after these hours is not usually permitted.

Any deliveries or theming must be scheduled for the last working day before the event at the latest (if possible). Access on an 'event day' is restricted and can only be arranged under special circumstances.

It is important to note that prior to some events, promoters and performers carry out sound checks which can be subject to a complete lock-down. This means that only authorised personnel can enter Rod Laver Arena or Vodafone Arena including Superbox level.

To avoid this, curtains have been installed in each Superbox to allow access and limit any inconvenience to Superbox holders, however should a more specific lock-down be enforced the Corporate Sales team will notify all Superbox Clients as soon as possible in regards to access to Superbox level.

Please note that only Melbourne & Olympic Parks staff can open and close Superbox curtains.

Reduced Mode

On occasions, promoters of events decide to hold concerts in a reduced mode capacity, which restricts viewing from Superbox level. It is at the discretion of the promoter as to when they make this decision and northern-end Superbox holders will be issued with tickets in the auditorium should the need arise. The Corporate Sales team will notify all nominated Superbox contacts of a reduced mode capacity as soon as possible.

For reduced mode shows, Superbox holders are permitted to use their Superbox pre-show, during interval and post show to entertain their guests. Guests will be escorted to their auditorium seats by the Melbourne & Olympic Parks Superbox staff for the commencement of the concert, for all support or main acts. Please note that guests are not allowed to remain in Superboxes during the support or main act at a reduced mode event.

SUPERBOX OPERATING GUIDELINES

Event Day Hosts

We encourage Superbox clients to appoint a host or representative during each event. The host should be aware of event day procedures and conditions of use as contained in this handbook as well as being authorised to sign catering orders at the conclusion of the event.

It is important for the nominated host to make themselves known to the catering steward and the Superbox Host to ensure that any special requirements are discussed.

Mobile Phones

In the interest of all guests we request that mobile phones be turned off or on silent during the Australian Open or Davis Cup Tennis. We ask that during all other concerts and events, guests keep mobile phone use to a minimum whilst in the Superbox.

Dress Code

The dress code for Superboxes is smart casual attire. It is at the discretion of each Superbox client to dictate any additional preferences or dress standards to invited guests.

Smoking

Smoking is not permitted inside Rod Laver Arena or Vodafone Arena. We request that each Superbox client ensures that guests wishing to smoke do so in designated areas on the external public concourse or walkways. Any patrons caught smoking on Superbox level will be removed from the venue.

Children

Melbourne & Olympic Parks does not impose an age restriction for guests in the Superboxes (unless specified by the individual promoter). However individual Superbox clients may stipulate their own policy in this regard.

All persons over (12) twelve months of age entering the Superbox level must carry a valid entry ticket to gain access.

Standard of Conduct

To ensure the comfort, enjoyment and safety of your guests, all Superbox clients are encouraged to assist in maintaining a standard of conduct that is not disorderly or offensive to others.

EMERGENCY PROCEDURES

Incident Reporting

All Superbox clients must ensure that a Melbourne and Olympic Parks representative is advised as soon as a client or host of any event becomes aware of any damage or loss to the Superbox, its facilities or equipment or of any injury to any person attending the Superbox.

Emergency Evacuation

If advised to evacuate by a Superbox Attendant or by public announcement, Superbox clients must ensure that all guests evacuate the Superbox via the nearest stairway or emergency exit as directed by Melbourne & Olympic Parks staff.

Sudden Illness

St John Ambulance medical staff are on hand at every event at Rod Laver Arena and Vodafone Arena. In the event of illness or injury, the Superbox client should alert Melbourne & Olympic Parks staff immediately. Arrangements will then be made for medical staff to access the area with the minimum possible delay.

If Superbox staff are not immediately available, the Superbox client should contact the First Aid Officer directly on **9286 1227 or ext.1227 (on the internal phone)**.

ADDITIONAL PREMIUM ENTERTAINMENT OPPORTUNITIES

Functions

Melbourne & Olympic Parks has a diverse range of additional function rooms offering great flexibility from small business conferences, meetings, trade shows, and cocktail parties to banquet dinners for up to 2000 guests.

All permanent leaseholders are entitled to a 50% discount off the normal rental for any room or function space within the Melbourne and Olympic Park precinct.

Bookings and further details regarding additional entertainment ideas at Melbourne and Olympic Park can be obtained by contacting our **Function Sales Team on 9286 1137 or e-mail functions@mopt.vic.gov.au**