

SYDNEY DISABILITY EXPO

Exhibitor Manual





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WELCOME TO THE EXPO

THE SYDNEY DISABILITY & WORKABILITY EXPO WELCOMES YOU AS OUR EXHIBITION PARTNER!

The Expo brings organisations, products and services together with consumers and their families, case-workers, teachers and carers. **Our aim is to enhance the lives of people living with disability in a positive and encouraging way.**

The 2025 Sydney Disability Expo includes the WorkAbility expo on both Friday 8th and Saturday 9th August, with the exception of the WorkAbility Employer Lounge and WorkAbility Workshops which only operate on Friday 8th August. WorkAbility Expos are funded by the Australian Government Department of Social Services, and designed to help people with disability, including those with high support needs, find meaningful employment.

Expo Opening Hours

Friday 8th August 2025 – 9am – 3pm

Saturday 9th August 2025 – 9am – 3pm

Booths must be occupied with a minimum of two staff during entire opening hours on both days. In case of an emergency that you have to leave your booth unoccupied, please notify an Expo staff member at the Information Booth as soon as possible.

Please contact **02 9015 9391** or **0455 038 737** for urgent matters on site.

Venue

Exhibition Halls 3 & 4, Sydney Showground, Sydney Olympic Park, NSW 2127



Figure 1: The Dome Complex (Hall 3 & 4)



Official Opening Ceremony & Stage Program

The official opening ceremony will commence at **11am Friday 8th August**. You're encourage to come to the stage and join us at the opening ceremony.

There will be disability groups performing and speakers presenting on both days at the stage area, and workshops running on Friday in the WorkAbility zone. We will endeavour to monitor noise levels and keep them to a minimum, and we appreciate your understanding and support.

If you're interested to be part of the stage program please reach out to discuss or fill in the **Speaker & Performer application form**. Please note that there's limited spots each expo and no guarantee if your application will be accepted. Please read carefully the instruction on the front page first before you make any submission.

Key Contacts

Sydney Disability Expo	Enquiries	sde@impactinstitute.com.au	02 9025 9391
Account Manager	Heather Hopkins	heather.hopkins@impactinstitute.com.au	02 9025 9392
Customer Service	Ibrahim Mohammed	ibrahim.mohammed@impactinstitute.com.au	02 9025 9305
Events Specialist	Tania Flore	tania.flore@impactinstitute.com.au	02 9025 9316
Bookings Manager	Mary Wahba	mary.wahba@impactinstitute.com.au	02 9025 9302
Marketing and Events Assistant	Audrey Pendergast	audrey.pendergast@impactinstitute.com.au	02 9025 9304
Events Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Marketing Communications Manager	Yvette Thomson	yvette.thomson@impactinstitute.com.au	02 9025 9318
Events Manager	Mathew Botten	mathew.botten@impactinstitute.com.au	0455 038 737
Events Director	Kathryn Carey	kathryn.carey@impactinstitute.com.au	0418 969 149
ExpoNet	Booth Build Provider	esd@exponet.com.au	02 9645 7070
Expo Freight	Logistics Provider	admin@expofreight.com.au	0488 703 788



Exhibitor Check-List

ITEM	DUE DATE
Pay invoice and read terms and conditions Only fully paid exhibitors may have access to booth allocation	BY INVOICE DUE DATE
Send your Public Liability Certificate to sde@impactinstitute.com.au	IMMEDIATELY
Download Expo collateral via Exhibitor Downloads <ul style="list-style-type: none"> • Install email signature and web banner • Read exhibitor documents 	IMMEDIATELY
Prepare flyers, signage and lead forms for your booth	IMMEDIATELY
Booth allocations start Booth allocations are sent to exhibitors in order of their invoice paid date	APRIL
Fill in Move-in/Move-out (MIMO) Form Go to MOVE-IN / Move-OUT logistics – Opens 25th June	17 th July
Log into ExpoNet OEK portal and complete required forms Go to ExpoNet – Opens 25th June	17 th July
Complete Sydney Showground Venue Services Online Orders Go to Sydney Showground – Open <ul style="list-style-type: none"> • Submit Food & Beverage forms on the portal and advise the Organiser via MIMO form or email sde@impactinstitute.com.au • Order prepaid parking tickets for your staff • Order internet services for your operation • Order catering/cleaning for your booth 	31 st July

Things you need to do next:

It is your responsibility to ensure your on-site staff have been informed and prepared with all rules and requirements of the expo.



- Promote and prepare to maximising your presence at the expo. Please refer to **Maximise booth & Participation**.
- Fill in the Move-in/Move-out (MIMO) form to register your booth details, move-in details and staff details by **17th July 2025**. Please refer to **MOVE-IN / Move-OUT logistics**.
- Fill in the ExpoNet OEK to get your fascia printed correctly. Note that there is a 30 characters limit on the fascia. Please refer to **ExpoNet**.
- Book courier any items or third-party suppliers if needed, ensure your supplier details have been submitted via the MIMO form and that your suppliers have the right equipment to load/unload from their vehicles. Please refer to **Third-Party Suppliers**.
- To sell or give out external food/beverage/confectionery, you must seek approval from Sydney Showground and the organiser by **31st July 2025**. A fee may be applied. Please refer to **Food and Sampling Approvals**.
- To bring in assistance animal and therapy animals as part of your booth operation, email sde@impactinstitute.com.au to discuss ASAP.
- Ensure all electrical equipment you bring, including power boards and cables **MUST** have a current electrical safety check tag. Only use one power board, no piggy backing of boards or double adapters.

Things you shouldn't do:

- Exhibitors should not leave their booth vacant before the expo closes at 3pm.
- Exhibitors should not use trolleys during expo opening hours.
- Exhibitors are not permitted to hand out collateral beyond their booth
- Exhibitors should not block walkways and exits or setup signs or equipment beyond the boundary of their booth.
- **Helium Balloons are not permitted** into the venue at any time. Helium balloons will be disposed at the exhibitors' own costs once they are seen on site and additional fines apply if they're let loose in the venue.
- **NON-SMOKING:** All Sydney Disability & WorkAbility Expo areas are smoke and vaping - free.

Cancellation Policy

A credit note will be issued for the full value of the booking if cancellation is made 2 months prior to the expo date. The credit note can be applied to new booking for an event run by the organiser within the next 18 months. Otherwise no credit applies and 100% of the booking



fee will be forfeited refund. All cancellations must be requested formally via email. Please refer the **Terms and Conditions**.



SELECTING YOUR BOOTH SET-UP

SDE - Sponsorship Booths

Grande Platinun Booth - 6x4

Infinity Gold Booth - 4x4

Infinity Silver Booth - 4x3

SDE - Exhibitor Booths

Standard Booth - 3x3

Double Booth - 6x3

SDE - Additional Booths

Product Space - 6x6

Custom Booth

SDE - Additional Space

Small Business Booth - 3x1
* Space Size - 3x2

Community Space
* Space Size - 2x2

Vehicle Space 6x6

Figure 2: Selection of booth or vehicle options

Each Individual booth set up will vary depending on the type of exhibitor booth you have selected. More information on different booth options and inclusions can be found via <https://www.impactinstitute.com.au/sponsors-exhibitors/>.



We recommend you use our official builder ExpoNet to order upgrades and signages for your booth. If you'd like to bring your own, please be mindful of the internal measurements. For example, to fit in a 3m x 3m booth you should only bring a signage up to the dimensions of 2880W x 2480H on either side. For all other measurements we encourage you to contact ExpoNet directly.

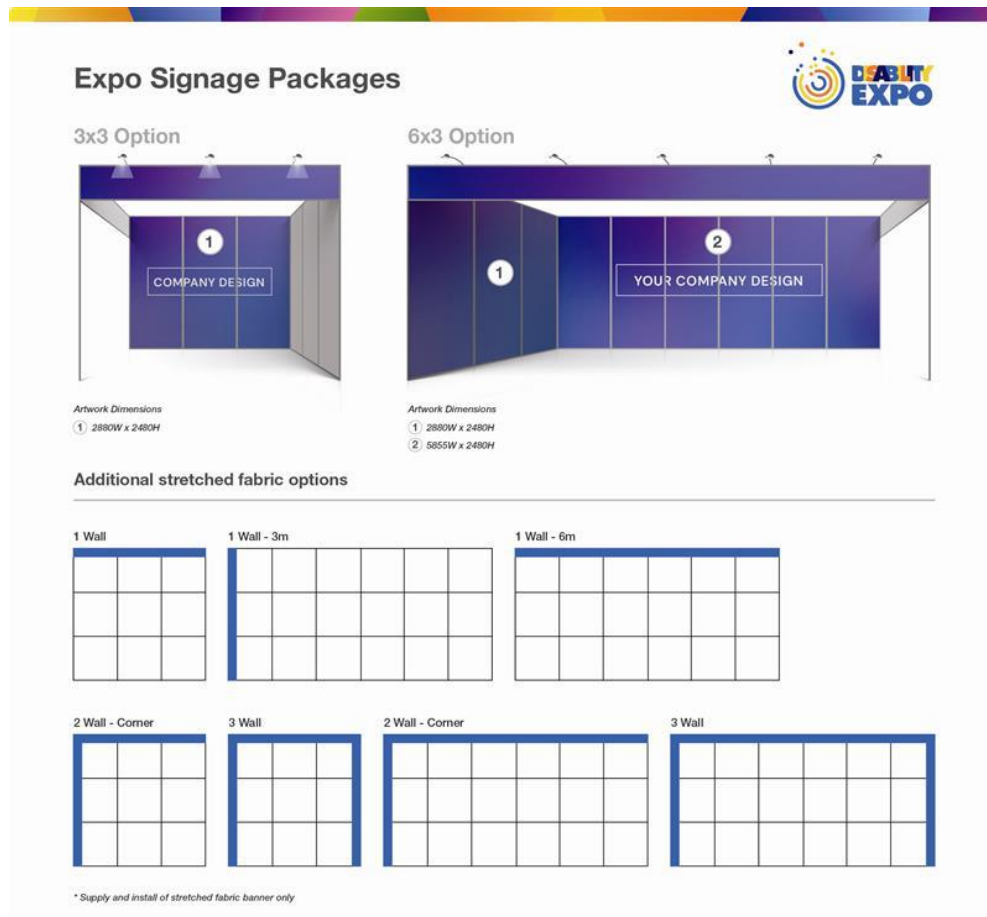


Figure 3: Signage Measurement Example

Please help us ensure fair and safe expo environment by only placing collaterals and furniture within the boundary of your allocated booth space.

If you want to use a third party supplier to build your booth or bring in furniture, please refer to **Third-Party Suppliers**.

WorkAbility Expo Employer Lounge

The WorkAbility Expo Employer Lounge is a separate area within the expo venue. The lounge spaces are specially designed for open employers to meet one-on-one with people with disability in a more relaxed setting. The Employers are required to attend their allocated lounge space on Friday



only, however, are welcome to also use the space on Saturday. Workshops that assist in employment readiness will be running in the designated workshop area on Friday only.

If you'd also like to book for an employer lounge space or be a workshop facilitator, or simply want to know more about WorkAbility Expo, please **contact us**.

A separate booth allocation email for the WorkAbility Expo Employer Lounge will be sent to exhibitors once booth allocation commences.

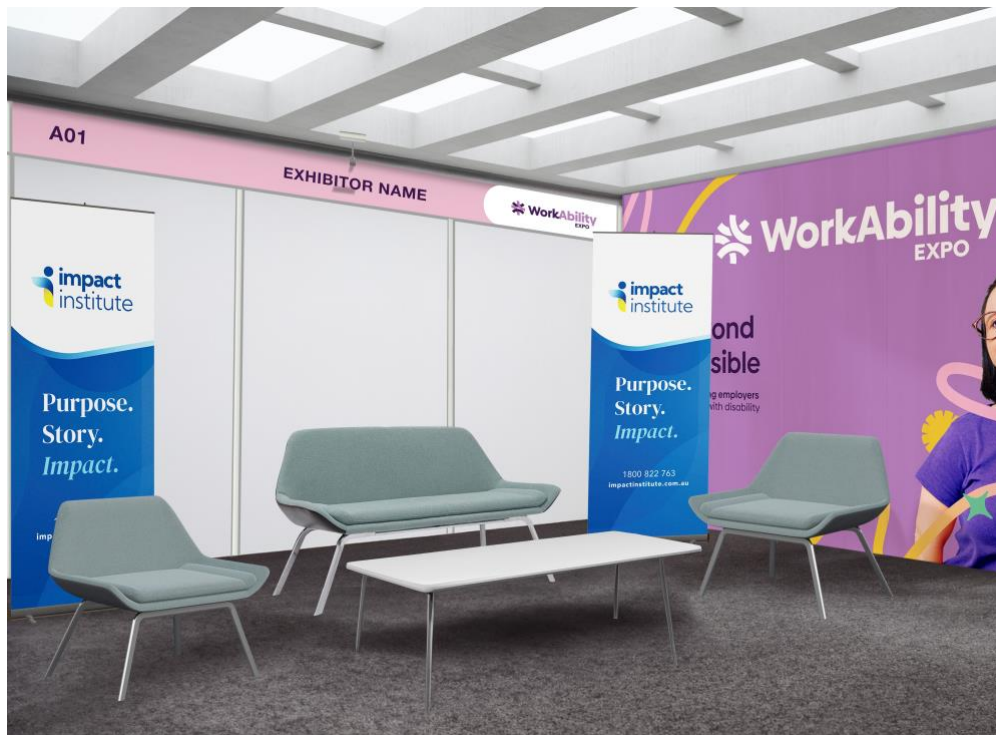


Figure 3: WorkAbility Consultation Zone Example



MAXIMISE BOOTH & PARTICIPATION

Promote the Event

Internally you can do your part to promote the Expo by distributing notice of your attendance at the Expo in the following ways:

- By promoting the event on your events page, website and blog liking the **Sydney Disability Expo** and **WorkAbility Expo** Facebook page, sharing our stories and by tagging us in your post **@sydneydisabilityexpo@WorkAbility**
- **By Sharing the Sydney Disability & WorkAbility Expo event on your Facebook page**
- By sending a reminder via social media four, two and one week out, as well as the day prior to the Expo
- By emailing your client networks two to four weeks out.
- By email or communicating to your employees, so that they can share details with their clients and encourage them to come along.

Download Expo Collateral

To access the following downloads, please **CLICK HERE**:

Important Downloads

- Exhibitor Manual
- Exhibitor Call Presentation & Recording
- Venue Emergency Evacuation Map
- Sydney Showgrounds Service Portal
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure

Digital Asset

- Email Signatures
- Web Banner
- Logo
- Flyer



- Social Tile

Execute 5-Step Plan:

Plan

- Ensure you are completely ready and prepared for the two-day event.
- Keep in mind the size of your booth when preparing furniture and signage.
- Don't run out of promotional material – and proofread everything.
- Keep your booth focused and consistently branded across all items. Utilise the **upgrades** and design team available through **ExpoNet**.
- Highlight your product or brand and think of ways to make it stand out.
- Offer easy-to-use lead forms (digital is preferable), seating for attendees, and something to keep children entertained.
- Plan and document your move-in and daily schedules and inform all on-site staff. Make up a survival kit of pens, paper, chargers etc.

Design

- Use high-quality imagery. Let the professionals do their job – with your guidance.
- Keep the booth bright, simple and clean.
- Don't clutter the booth with too much content or distractions.
- Tell attendees what you do in the simplest way possible.
- Visualise how people will engage and view your booth and how it represents your brand, service or product.

Engage

- Smile and be as inviting and friendly as possible without being intrusive.
- Make them remember you. Branded merchandise that people can take with them is always a great idea.
- Know your pitch, your organisation and how to answer difficult questions. Prepare a communication plan.

Customer Experience

- Use social media as a medium for sharing what is happening at your booth in real-time & pre-expo.
- Serious clients do not want to wait for too long for information. When you have a client literally waiting for you, capitalise on that opportunity by having simple and effective info or booking sheets ready to send.

Follow up



-
- Ensure you follow-up with all leads/ contacts made during the Expo by email, phone and social media, preferably whilst at the Expo, or immediately after.



OFFICIAL SUPPLIERS

SCAM ALERT: It is likely you will be approached by an unsolicited third-party offering you the attendee list for the Expo. This is a SCAM. Do not engage in any way with these companies. We do not sell or give out attendee lists to any third parties, exhibitors or sponsors.

ExpoNet, our expo build company, Expo Freight, our preferred courier, and Sydney Showground venue services are the only official suppliers that are authorised to contact you regarding expo matters.



ExpoNet

ExpoNet can help transform your booth and into a tangible marketing environment and ensure your booth stands out for maximum engagement. ExpoNet will help bring your brand to life 3 dimensionally. By creating the environment where people can connect, celebrate and interact, ExpoNet can help showcase your brand, promote engagement and ensure a strong return on investment.

You will receive an email from ExpoNet inviting you to access the Online Exhibitor Kit (OEK), where you can finalise and view:

- Audio-visual setups
- Booth presentation and upgrades
- **Fascia signage and customisation (important)**
- Wall-mounted shelves and furniture
- Discounted upgrade packages

If you have any questions or need assistance using the OEK, please contact the Exhibitor Service Department directly on **02 9645 7070** or esd@exponet.com.au



Expo Freight

Expo Freight Australia has been appointed the preferred freight and onsite logistic provider for this year's Sydney Disability & WorkAbility Expo.

How to book with Expo Freight:

For all bookings please login via the **Expo Freight Portal** and search for "Sydney Disability Expo 2025" under the new booking request link on your dashboard. If this is your first time



utilising the portal, please locate the welcome email which has been sent to you. This will contain login details and a temporary password.

Alternatively, you can register a new account via the provide links or by visiting www.expofreight.com.au. Once your enquiry has been submitted one of our friendly team will reach out to progress this further.

Please note all enquiries must be submitted by **Tuesday 29 July 2025** and the following freight collection deadlines are applicable:

- VIC Metro = 1 August
- NSW Metro = 7 August
- SA Metro = 1 August
- QLD Metro = 4 August
- WA Metro = 29 July

For all other area's please contact our team:

Phone: +61 488 703 788

E-mail: admin@expofreight.com.au

The show bumps in on very tight parameters and deliveries will not be accepted at the venue earlier. Furthermore, all freight must be removed from the venue by move out deadline, with no exceptions.

Sydney Showground Venue Services

The Sydney Showground Venue Services Portal is available to all Exhibitors. An email from Sydney Showground will be sent to you prior to the Expo providing access to the Venue Services Portal. Some services that you can apply via the portal are:

- **Food & beverage sampling/selling and confectionery approval forms**
- Prepaid staff parking
- On stand cleaning
- Wired and wireless internet services
- Staff catering orders – lunch box deliveries and café debit cards.

To access the Sydney Showground Venue Services Portal **CLICK HERE**. Screw down or search for Sydney Disability Expo and WorkAbility Expo 2025 and click on 'Go to Store', then you can type your booth name or booth number to access the portal.

All orders must be placed before 31st July 2025.



Supplier Deadlines

ITEM	SUPPLIER	DUE DATE
Audio Visual Order Forms	ExpoNet	17 th July
Additional Lighting and Power	ExpoNet	17 th July
Fascia and Signage Confirmation	ExpoNet	17 th July
Furniture Order Form	ExpoNet	17 th July
Booth Modifications, Layout and Final Checklist	ExpoNet	17 th July
Wall Mounted Shelves	ExpoNet	17 th July
Lunch Box Catering	Sydney Showground	31 st July
Submit Food and Sampling Approval Form (refer to next section for details)	Sydney Showground	31 st July
Wired and Wireless Internet services	Sydney Showground	31 st July
PrePaid Exhibitor Parking Passes	Sydney Showground	31 st July

IMPORTANT: Please note orders placed with ExpoNet after the **17th July** will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply. Orders placed with either ExpoNet or the Sydney Showground after their respective portal closes on the **due dates** listed above, risk items not being supplied and are subject to incurring a late fee from both Exponent and/or Sydney Showground.

Food and Sampling Approvals

Sydney Showground has exclusive catering rights to the sale and/or distribution of any food or beverage product that will be consumed on-site. The supply of any food and/or drinks, including confectionary items, are not permitted unless approval has been granted by Sydney Showground and submitted to the organiser (ImpactInstitute).



All exhibitors wishing to provide sample food or beverage products on their booth, including confectionary items, must complete the Sydney Showground's **SAMPLING/SELLING OF FOOD AND BEVERAGE form or CONFECTIONERY/PRODUCT GIVE AWAY form** via **Sydney Showground Venue Services Portal** and pay the appropriate fees on venue's discretion. The venue can assist exhibitors with any requirements for hospitality throughout the event.

All samples must be served as **bite-size pieces or 60ml (non-alcoholic) portions** and is directly related to the exhibitor's core business. A fee of \$650 per day may be applied at venue's discretion. The sale of products will only be considered if the product directly relates to the Exhibitors' primary core business.

It is the exhibitors' responsibility to seek venue approval of all external confectionery items/ food and beverage samplings, and notify the organiser via the MIMO form or email by **31st July 2025**.

Unauthorised catering goods will not be accepted into the building and will be removed from the premises. Exhibitors will not be allowed to hand out any food or beverage items without forms being submitted, approval provided, and any applicable fees paid.

Cooking on Stand

If an Exhibitor wishes to cook on their stand during an event, they must seek approval via the Sydney Showground Venue Services team. Each case will be considered on its merits in conjunction with the type and quality of the food being cooked, the method used for cooking and the removal of any food cooking odours. The use of cooking appliances onsite may incur a cost at the discretion of Sydney Showground. Please contact Sydney Showground Venue Services team for further information as approval is required prior to arriving onsite.

In all cases, Exhibitors must ensure that: preparation, distribution, sampling and disposal of all food & beverage products and by-products **MUST** comply with the general standards of health, safety, sanitation and any other specific requirements of NSW Environmental Health Department, NSW Food Authority and Sydney Showground.

If high amount of rubbish is anticipated, Exhibitors are able to organize waste management for their booth via **Sydney Showground Venue Services Portal**.

Games, Raffles & Competitions

It is the exhibitors' responsibility that all games, competitions or raffles run by exhibitors have clear, fair and accessible terms and conditions and the appropriate permit sought from Fair Trading NSW have been obtained. Competitions, giveaways and games **MUST NOT** be conducted outside of your licensed space within the Showground.



Contact NSW Fair Trading via 13 32 20, or [CLICK HERE](#) for further information.

Parking

Sydney Showground parking is managed by Sydney Olympic Park Authority (SOPA) and offers exhibitors the option of discounted pre-paid car parking at Sydney Olympic Park. This discount is ONLY available to Exhibitors and ONLY when pre-booking parking in P1.

You can pre-order your parking through [Sydney Showground Venue Services Portal](#).

- **Single entry parking pass:** for \$20 per day, single entry parking passes allows one (1) car single entry and exit on one (1) day only.
- **Multi entry parking passes:** \$25* – starting from \$25 depending on the vehicle type, a multi entry parking passes allows one (1) car multiple entry and exit on one (1) day only. (This option to be confirmed closer to the date of expo)

*Please note: Final Parking Orders have to be made **by 31 July** through the portal. Discounted parking orders will not be processed after this time.*

**Parking Pricing based on 2024 prices ad may vary.*

We request all exhibitors use P1 Parking during the event days as P6 and P6A have a limited number of spaces which we wish to reserve for attendees.

P6 and P6A can be utilised for parking during our Move-In and Move-Out however, parking will be on a first come first served and the exhibitor pre-booking parking discount via the Venue Service Portal will NOT apply if exhibitors choose to park here.

**Please note: P6 and P5 are also the allocated parking location for any persons who arrive in an 'Over Height Vehicle', this being a vehicle that is 2m or over.*

Alternatively, you can park in Grand Parade to unload for up to 2 hours free of charge, provided a space is available. There is also parking in Showground Road but please note these parking spaces require a paid ticket.

Accessible and Mobility Parking

Sydney Olympic Park has accessible and mobility car parking spaces for people with disability. Carparks close to Hall 4 are P1, P6 and P6A.

Limited Free Accessible Parking are available on streets for mobility parking permit holders only and you'll need to display your permits correctly to avoid any fines. There are also accessible parking spaces available in carparks with no discount rates.

Streets where you can find accessible spaces that are close to Hall 4 are Showground Road, Herb Elliott Avenue and Dawn Fraser Avenue West (check street signs for time limit). For



more details on where to find accessible parking spaces please see:

<https://www.sydneyolympicpark.nsw.gov.au/parking/accessible-parking>.

P1 Car Park

Located directly across from Accor Stadium and is a 6-9 minute walk to Hall 4. Entry via Edwin Flack Ave. Accessible and mobility car parking spaces available.

P6 Car Park * - Cannot be booked via Venue Services Portal

Entry via Australia Avenue (corner of Murray Rose Avenue). Distance to Hall 4 is 705m (5 minute walk). Accessible and mobility car parking spaces available.

P6A Car Park

Entry via Australia Avenue (corner of Grand Parade). Distance to Hall 4 is 500m (8-minute walk). Please note these are non-accessible mobility spaces (limited parking spaces available).

Please display your Mobility Parking Permit to avoid fines.

Alternatively, you can park in Grand Parade to unload for up to 2 hours free of charge, provided a space is available. There is also parking in Showground Road but please note



these parking spaces require a paid ticket.

Figure 4: Sydney event parking map

Bus & Coach Parking



Parking is in Coach Pod C off Edwin Flack Avenue, near Accor Stadium and Qudos Bank Arena. Exhibitors wishing to access this will need to complete the bus and coach parking form [CLICK HERE](#) to access this link.

Shuttle buses will be in operation during event days (Fri/Sat). This will loop between P1, the train station (bus stop) and Hall 4.



MOVE-IN / MOVE-OUT LOGISTICS

To ensure a smooth exhibition build, exhibitors and stand exhibitors must adhere to the scheduled move-in times specified in the MIMO.

Move-In

Please ensure you have planned sufficient time to setup! ALL exhibitors must set up their booths on Thursday 7th August from 3pm to 6pm (Please Note: Exhibitors will not be allowed early entry prior to 3pm). You will have access to your booth for final preparations and cleaning on Friday 8th August between 7:00am and 8:00am.

***IMPORTANT:** The MIMO Form is sent to the main contact of the exhibitor. The MIMO form will open on the 25th June and closes on the 17th July – this form is compulsory for ALL exhibitors to complete.

Exhibitor Registration

Exhibitor registration will open at 3:00pm, Thursday 7th August, located directly inside the Hall 4 entrance. On arrival, make your way to Registration where you can collect your Exhibitor Pack. Your pack will have information about the Expo, venue facilities, rules and regulations and procedures on moving-out on the Saturday. It will also contain your exhibitor staff passes and tea/coffee vouchers. **The staff passes are nameless, interchangeable and must be handed back after the Expo.** Make sure you plan how you will hand these out to staff as they arrive at the venue.

Register all staff attending the Expo by Thursday 17th July.

Safety Information

Safety vests and enclosed shoes **must** be worn at all times during move-in / move-out. Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration or in the loading dock for \$10.00 per vest.

Strictly no children under the age of 16 are permitted inside the Expo Hall or loading dock during move-in or move-out. **No alcohol** is to be consumed in the halls or loading dock during move-in and move-out. **No motor vehicles** will be allowed on the Expo floor without prior permission and a scheduled time given.



Loading Dock

The Loading Dock will only be accessible to Exhibitors who have completed the MIMO Form by 17th July. All items being delivered or dropped off will need to be listed on the MIMO form accordingly.

Access to Hall 4 loading dock is via Gate 13 on Australia Avenue. The loading dock is a one-way system. Enter from Australia Avenue and exit at Murray Rose Avenue (Gate 15). Sydney Showground has a vehicle checkpoint at the dock entry to monitor access and ensure orderly unloading. Further considerations when accessing the loading dock:

- A 15-minute unloading limit applies to all vehicles on the loading dock. Times for larger vehicles are at the loading Dock Traffic Controller's discretion.
- Sydney Showground are responsible for allowing access from the loading dock to the Exhibition Halls. Upon request, all drivers of vehicles requiring access to the loading docks must present their driver's license to Sydney Showground Security to verify their identity.
- Any person wishing to gain access to the venue outside the scheduled hours must seek approval from Sydney Showground through the Organiser at least 24 hours in advance
- There is no parking available to contractors or Exhibitors on the loading dock during the move in, operation, and move out of an exhibition unless the Organiser has pre-arranged this with Sydney Showground.
- The security company contracted to the event is responsible for allowing access from the loading dock to the Exhibition Halls.
- By law the venue is required to maintain clear access for egress from all emergency exit doors leading onto the loading dock
- There is a **holding lane** on the eastern side of Australia Ave where vehicles can wait for the loading dock access when required. All drivers **must** stay within their vehicles whilst in the holding lane.
- There is no left-hand turn into Gate 13, off Australia Ave, during move in & out times.
- NO B DOUBLES are permitted within the Sydney Park Precinct.

Third-Party Suppliers

If you plan to use **third-party suppliers** to deliver equipment, booth decals, signage etc onto the site during the MIMO period, please submit their details to event organiser through the MIMO form and ensure they adhere to our time constraints and safety requirements. This does not apply if ExpoNet are supplying items for your booth as they are an authorised supplier.

It is the **sole responsibility** of the exhibitor to arrange third party suppliers and any costs associated with this. If access to loading dock is required, it must be booked via the MIMO



form. If access is required prior to 3pm, exhibitor must discuss with the organiser in writing ASAP.

All Exhibitor must ensure that any third parties they deal with have valid Workers Compensations and a valid Public/Product Liability insurance policy for the services they are conducting.

Couriers

It is recommended that any exhibitor transporting freight to and from Sydney Showground use the services of a specialised courier. This will avoid potential problems with customs, duties or deliveries and ensure a smooth delivery process.

A Drop-Off Zone will operate via the Loading Dock during the MIMO period and can be accessed via Gate 13 from 3pm – 5pm, Thursday 7th August. Exhibitors may use the Drop-Off Zone for loading and unloading of purposes only. After loading / unloading goods, vehicles **must leave immediately** (max 15 minutes). Exhibitors are only permitted access to the loading dock if they have completed the MIMO form accordingly.

Event organiser will be on hand to accept delivery on the Thursday, 7th August, but only those items that are listed on your MIMO form and labelled clearly. A separate, allocated Drop-Off zone will be available and enable freight forwarders to leave small parcels at registration. These can be accessed via the registration desk situated in the main concourse.

Goods **must not** be sent to either the loading dock or the registration before **9am or after 5pm on Thursday 7th August** and all goods must be collected by the end of the official move-out time, no later than **5pm Saturday 9th August**. **Unauthorised items left on site after 5pm on Saturday will be disposed as rubbish on exhibitor's own costs.** The venue will not accept the collection of any goods on behalf of Exhibitors, nor will there be any responsibility taken for the safety of any such items collected from the venue.

As mentioned earlier, **Expo Freight Australia** has been appointed the preferred freight and onsite logistic provider for this year's Sydney Disability Expo. Exhibitors are encouraged to contact Expo Freight for any or all their logistic requirements.

Refer to parking information in this manual for further details.

Move-Out

All Exhibitors will be able to pack up their booths on **Saturday, 9th August strictly between 3pm and 5pm**. You are not permitted to leave your booth prior to 3pm on Saturday. All booths must be presentable and open for business right up until 3pm.

Move-out cannot officially start until all visitors and children have left the building. This normally takes approximately 5-10 minutes from close of the Expo. Please be patient during



this time and mindful of each other, ExpoNet and our attendees leaving the premises.
Trolleys must not be used until after 3pm.

Stands will be dismantled by ExpoNet on Saturday from **3:30pm onwards**, which means that all exhibitors **must** move out on Saturday afternoon & remove all their personal items, collateral and anything hired from third-party suppliers by **5pm on Saturday**. If you remain in the building after 3.30pm or anytime the venue is declared a 'build zone', **you will be asked to wear a safety vest and you must have closed in shoes on.**

Please remove all signage, posters, blue-tac, Velcro, collateral, paperwork and rubbish. All left-over coffee vouchers and exhibitor packs can be binned but please **hand back your lanyards. All hired items** from ExpoNet can be left within the booth for pick-up and dismantling.

***Anything left on site after 5pm on Saturday will be deemed rubbish and removed by the venue cleaners. Rubbish removal fees may apply.**



A – Z ADDITIONAL INFO

Animals

Animals are only permitted within the venue with consent from Sydney Showground. Sydney Showground requires health certificates to be provided and evidence of appropriate vaccinations before the animals are allowed onsite.

Any animals that enter the venue must be supervised at all times and are not to be left onsite overnight. Owners must keep the public well clear of animals & animal waste. All those who come into contact with animals must wash their hands after coming in contact with either animals or animal waste.

The owners of the animals allowed on site must adhere to the RAS' Animal Welfare Policy. If a breach of animal welfare is reported, Sydney Showground reserves the right to contact RSCPA or any other relevant authority directly for further investigation. Owners must be aware of any diseases and injuries associated with animals onsite and ensure that staff, visitors & contractors are adequately educated, and Sydney Showground are notified of any incident immediately

Audio Visual

ExpoNet stock an excellent range of audio-visual equipment. Please refer to the Online Exhibitor Kit or contact their Exhibitor Service Department on **02 9645 7070** or esd@exponet.com.au.

Balloons

The use of helium balloons will **not be permitted** within the Exhibition Hall 4 at Sydney Showground. Any exhibitors found to be in possession of helium balloons will be asked to remove them from the venue immediately. Should any balloons be released with the venue and rise to the ceiling space, the exhibitor responsible with adhere the full costs associated with removing the balloons.

Cleaning

Cleaning within booths is the responsibility of each exhibitor. Cleaning staff will be permitted into the exhibition hall under security supervision at the close of each Expo Day for common spaces only. It is the requirement of all exhibitors to leave their sites rubbish-free and in good, clean condition. Rubbish, including hard rubbish, will not be cleared and is the sole responsibility of the exhibitor to break down and dispose of. All rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.



Clear Aisles

All aisles throughout the exhibition hall are nominated clearways. These aisles must be kept clear of all product and rubbish at all times, including stand building materials, to allow easy access for attendees and wheelchairs. You must keep your product, packaging and other items within your stand. Items left in the aisles will be removed or you will be asked to move them back into your allotted space. *Please also refer to Fire Awareness for further information regarding clear aisles.*

Couriers and Deliveries

We do not provide any courier services and recommend pre-booking this prior to arriving. If you plan to courier any items to the venue, we will only be able to accept deliveries after **9am Thursday 7th August**, which you can collect at Registration. For move-out, instruct your courier to collect directly from your booth before **5pm Saturday 9th August**. Please let us know if you're planning on having any items couriered or collected at the event by completing the MIMO FORM

**Please note: the organiser (ImpactInstitute) accepts NO responsibility for any incoming or outgoing deliveries.*

Conditions of Entry

As part of this plan we have an event specific Conditions of Entry. To view an example of these conditions please click the link: **CONDITIONS OF ENTRY** **Subject to Change*

Display Stand Materials & Fixtures

Sydney Showground have very strict policies relating to the types of display materials permitted for use within booths. Please ensure you adhere to the following guidelines when considering your display

- **No dangerous or hazardous substances**, including chemicals, paint products, sharps, biological matter, fuel, acids, cleaning agents, LPG, gases, ETC are to be brought on the premises without written approval from the venue. For further information please contact the Organiser
- Must not paint, glue, screw, gaffer tape, staple or nail to fix in place any signage, structure or fixture to any flooring, ceiling or wall within Sydney Showground.
- Must not cause dampness, stain or be readily ignitable.
- Must not be capable of emitting toxic fumes should ignition occur.



Demonstrations or Activities On Stand

If an Exhibitor wishes to hold an activity or display on their stand, please contact the Organiser for approval and special preparation may be needed.

These activities/displays include but are not limited to:

- Welding & cutting equipment
- Moving displays
- Spray booths
- Aerial acts
- Inflatable structures
- Physical activity or performance

Distribution of Promotional Material

The distribution of any promotional material such as brochures, catalogues, leaflets and pamphlets are restricted to within your booth space. Distribution in all common areas and public areas within and surrounding Sydney Showground is not permitted, this includes catering areas and exit/entry doors. Any persons involved in **ambush marketing or hawking** may be evicted.

Cooking On Stand

If an Exhibitor wishes to cook on their stand during an event, they will first need to seek approval via the Sydney Showground Venue Services team. Each case will be considered on its merits in conjunction with the type and quality of the food being cooked, the method used for cooking and the removal of any food cooking odours. Please contact Sydney Showground Venue Services team for further information as approval is required prior to arriving onsite.

In all cases, Exhibitors must ensure that all food & beverage adheres to the relevant industry guidelines and legislation, not limited to Food Safety regulations and guidelines.

Emergency

In case of an emergency, where you are no longer able to attend the Expo, please contact **2 9025 9391** or **0455 038 737** immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

Emergency evacuation

At all times clear access to the venue's emergency exits must be maintained and access must be provided to firefighting equipment. No items should be placed in front of fire cupboards and hose reels located within the venue or loading dock.



Review the Sydney Showground emergency evacuation procedures [here](#).

Fire Awareness

Please ensure you do not:

- block corridors or walkways
- block or congest emergency exits
- block the access route to an emergency exit
- obscure or cover emergency exit signs
- store equipment or any other item in the fire stairs
- block open fire or smoke doors or any doors leading to fire stairs
- block, impede or obstruct access to fire protections system, air-conditioning mechanical ventilation vents, fire safety equipment, fire hose reel/riser cabinets, fire pull stations, house lighting fixtures, emergency exit lights and controls in any way.
- Fire lanes in and around the Sydney Showground must remain clear and unobstructed.
- Fire regulations prohibit the storage of combustible materials on the premises and therefore, not permitted in the Exhibition Halls

If you have any doubt about the appliance you plan to use, permission should first be obtained by contacting the Exhibition Organiser who will seek permission from the venue.

The storage of any flammable liquids or fuels within the Exhibition halls is not permitted.

Report all incidents or near misses to the event organisers at registration immediately or call **0455 038 737**.

Exhibitor Parking During Move-In Move-Out

Exhibitors may use the loading dock for loading and unloading purposes only. After loading / unloading goods, vehicles must leave the loading dock immediately, a **15-minute** maximum time frame is in place. If you wish to receive your Exhibitor Parking Discount, Exhibitors will need to pre-book their parking for P1 via the Venue Services Portal by 31st July. Discounted parking orders will not be processed after this time.

Refer to parking and loading dock information in this manual.

First AID

In the event of an accident or emergency, please contact the event organisers at Registration immediately or on **0455 038 737** and proceed directly to the **1300 Medics** table for assistance, they will be on site on both Friday and Saturday from 9am-3pm.



Forklifts

A forklift will **NOT** be available to exhibitors during move-in / move-out. All deliveries will require couriers to have their own tailgate and/or ability to unload pallets. If you require a forklift please notify event organiser via the MIMO form, however, please understand that there may be a fee incurred and the use of a forklift cannot be guaranteed so please plan accordingly.

Lost and Found

Any inquiries regarding lost & found items during the expo should go directly to the registration desk within the venue. Post event, all lost & found inquiries should be directed to **Sydney Showground Security Control - 02 9704 1020**. All lost and found articles except for perishable items are catalogued and stored for 90 days. After such period, all articles will be disposed in such manner as Sydney Showground in its sole discretion may decide and no person shall have any further claim to those articles. Sydney Showground shall not be responsible for any items not collected during the stipulated period. Any money found and left unclaimed for over 90 days may be donated to the RAS of NSW Foundation to be used for charitable purposes.

Motor Vehicles

Motor vehicles (including Electric and hybrid cars) that come on-site for display at events require prior approval from Sydney Showground and must adhere to the safety guidelines below:



- Vehicles in exhibitions cannot be started and run without prior permission from the venue
- Flooring must be protected by drip trays under each vehicle
- Under no circumstances is fuel to be decanted or vehicles filled in the Loading Docks or within the venue
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition with contact details supplied to the venue or organiser
- Every car must have at least 1 x 2.3kg, A:B:(E) dry powder extinguishers mounted in a prominent location in accordance with relevant Australian Standards
- All vehicle bump in/out must be discussed with the event organiser and approved by Sydney Showground
- The motor vehicle fuel filter cap must be either sealed or secured to prevent the easy removal of the fuel cap by unauthorised persons

Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions:

- LPG powered motor vehicles must have their systems fitted in accordance with relevant Australian Standards for LPG gas fuel systems for vehicle engines.

Naked Flames

Naked flames include: candles, burning incense, gas fires, sparklers, fuel lanterns, fire breathing/juggling, or any other flames used for display, set design or theatrical purposes.

Any Exhibitor who wishes to use a naked flame as part of their display must seek approval from Sydney Showground through the event Organiser.

Parking

Sydney Showground parking is managed by Sydney Olympic Park Authority (SOPA) and offers exhibitors the option of **discounted pre-paid** car parking at Sydney Olympic Park. This is only available for exhibitors parking in P1 only. You can pre-order your parking for P1 and receive this discount via [Sydney Showground's Venue Services Portal](#).

*Please note: Final Parking Orders have to be made **by Tuesday, 31st July** through the portal. Discounted parking orders will not be processed after this time.*



- **Single entry parking pass:** for \$20 per day, single entry parking passes allows one (1) car single entry and exit on one (1) day only.
- **Multi entry parking passes:** \$25* – starting from \$20 depending on the vehicle type, *a multi entry parking passes allows one (1) car multiple entry and exit on one (1) day only. (This option to be confirmed closer to the date of expo)*

We request all exhibitors use P1 Parking on event days however, P6 can be used during the MIMO periods but cannot be pre-booked via the Venue Services Portal and therefore, will not be discounted.

Prohibited Items

Sydney Showground needs full cooperation from Exhibitors to keep the venue safe and clean. The Conditions of Entry to Sydney Showground (located at the entrance to Sydney Showground, and online at www.sydneymshowground.com.au) apply at all times and include a list of prohibited items, including:

- Glass or breakable containers;
- Cans or metal containers;
- Alcoholic beverages;
- Illicit drugs or paraphernalia;
- Flares, Fireworks, Smoke Bombs or any other explosive device;
- Laser Pointers;
- Knives or other dangerous weapons including potential missiles;
- Skateboards, scooters, roller blades or bicycles;
- Large items including eskies, bags that cannot fit under seats;
- Animals unless approved by the RAS;
- Flags over 1m x 1m in size;
- Register rolls or Confetti;
- Commercial food (food purchased from external caterers, including recognized commercial food brands);
- Cameras and recording devices (for commercial purposes) including tripods;
- Other items as determined by the RAS that may cause injury or public nuisance.
- Whistles, hooters and horns. Specific conditions may apply for some events regarding the entry of musical instruments including drums)
- Patrons are not to wear or otherwise display political or other offensive signage or logos
- Electrical cigarettes (e-cig or e-cigarettes), personal vapourisers, electronic nicotine delivery systems or other battery powered vapourisers are not permitted to be consumed anywhere in the Stadium other than in designated smoking areas only



Non-Smoking

All Expo areas are **smoke and vapour-free**.

Refreshments Tea and Coffee

A limited number of tea and coffee vouchers will be provided by the organisers which can be redeemed in the Café. Lunch is at the exhibitors' expense. Staff catering such as lunch box deliveries and café debit cards can be ordered via the Venue Service Portal. [Access Sydney Showground Venue Services](#)

Rubbish

The venue is quite limited for space so please contact the organisers ASAP if you think you may have an issue with storage.

It is the requirement of the exhibitor to leave their sites rubbish free and in good, clean condition. Rubbish including Hard Rubbish will not be cleared and is the responsibility of the exhibitor to break down and dispose of. All rubbish needs to be taken offsite by the exhibitor as there are no waste disposal facilities available on site.

If rubbish is left on your stand, a minimum rubbish removal fee of \$200 will be charged. All sites, booths and hire equipment are to be left in their original condition at the end of the Expo or excess charges may apply.

Safety Information

Safety vests and enclosed shoes **must be worn** at all times during move-in/move-out in the event that the venue is still a build zone. You will not be permitted access to the venue without these items unless the site has been declared a non-build zone.

Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration for \$10.00 per vest.

Strictly no children under the age of 16 are permitted inside the Expo Hall or loading dock during move-in or move-out. **No alcohol** is to be consumed in the halls or loading dock during move-in and move-out. **No motor vehicles** will be allowed on the Expo floor without prior permission and a booked time.

Staff Catering

The Café will be operational during Expo hours only (9:00am – 3:00pm). Exhibitors are entitled to a 10% discount at any of the cafés operating during the event. Exhibitors can present their lanyard at the café to receive the discount. Staff catering such as lunch box



deliveries and café debit cards can be ordered via the Sydney Showground Venue Services Portal.

Storage

Storage is not permitted on the loading dock, exits, service area or aisles of the Expo. It is recommended exhibitors consider their storage needs, packing of materials and freight forwarding materials for the duration of the Expo. Exhibitors may not leave any boxes and packaging material in the Expo display area during the event.

Testing and Tagging

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

Third Party Suppliers

If you plan to bring a third-party supplier to deliver equipment, booth decals, signage etc onto the site during move-in/move-out, please let us know who your third-party supplier(s) is and what they are supplying via the MIMO Form and ensure they follow all safety procedures and times.

All contractors working onsite will be required to complete the Licensee's Workers Compensation Statement. To satisfy this requirement direct your contractors to the link below: <https://www.sydneyshowground.com.au/plan-your-event/operational-regulations/lwc/>

All Third-Party Suppliers must adhere at all times to the venue standard procedures and requirements as well as all other relevant legislations and standards that are in place in NSW/Australia. All appropriate permits and licences must be obtained before Third-Party Suppliers are permitted onsite.

Goods must not be sent to the loading dock before the scheduled times for the move-in of your event and all goods must be collected by the end of the official move-out time.

Trolleys

We strongly recommend you bring your own trolley and any other equipment you might need to transport items to and from your booth. We cannot guarantee that the venue will have any trolleys or equipment available for hire at the time of your move in/move out.



Venue Maintenance

Sydney Showground offers a fantastic accessible friendly venue, with a large exhibition space and ample parking for both exhibitors and attendees. Sydney Showground does not permit paint / glue / screws / gaffer tape / staples / nails to fix in place any signage, structure or fixture to any flooring, ceiling or wall within Sydney Showground.

Venue Services

Sydney Showground offers a range of services for Exhibitors including:

- On Stand Catering & Catering Debit Accounts
- Telecommunication & Internet Services
- Water / Waste and Gas Connections
- Compressed Air
- Parking
- Food Sampling & Selling
- On Stand Cleaning

Contact:

Venue Services

Ph: 02 9704 1265

Fax: 02 9704 1472

Email: venueservices@sydneyshowground.com.au

Exhibitors can order these services through the Order Venue Services Online. Alternatively, an Exhibitor Account Form can be completed and returned along with individual service order forms.

Wired and Wireless Internet

Free general use of Wi-Fi is available to all within the Exhibition Hall. This internet is generally suitable to basic internet browsing and access to emails, but speed and access cannot be guaranteed when there is large amount of users at one time.

If fast speeds and downloads are vital to conducting business at your booth, it is recommended that Exhibitors hire the use of Wired or Wireless internet within the Exhibition Hall. Sydney Showground has a range of plans available to accommodate all requirements that can be hired via the online services portal.





TERMS & CONDITIONS

1. Definitions

- 1.1 Exhibitor** – means any organisation who intends to exhibit, promote or offer their products or services in either a physical booth space or via a hosted service.
- 1.2 Organiser** – means ImpactInstitute.
- 1.3 Participant** – means any exhibitor or engaged speaker or performer.
- 1.4 Website** – means any website owned or operated by the organiser, including but not limited to ImpactInstitute's company website, event websites, hosted services website, online ordering store.
- 1.5 Social Media** – means any social media accounts operated by the organiser, including but not limited to Facebook, Instagram, LinkedIn, twitter.
- 1.6 Hosted Services** – means a virtual event.
- 1.7 Term** – means the time between payment of the invoice and the end of the event period as defined in the relevant event manual.
- 1.8 ImpactInstitute** - means ImpactInstitute Pty Ltd, ImpactInstitute Pty Ltd and Social Impact Events Pty Ltd.

2. General Terms and Conditions

- 2.1** Only exhibitors who have received an acceptance of their booking from the organisers and have paid in full by the invoice due date, or by the date agreed to by the organisers, may exhibit at the event(s) for which they have made an application.
- 2.2** The exhibitor is required to provide the organiser with current certificates for the required insurances listed in this agreement at the time they finalise their booking. The organiser has the right to reject the insurance on the grounds it does not meet the obligations contained herein or because the insurer is not acceptable to the organiser.
- 2.3** The organiser reserves the right to refuse applications to ensure that organisations are suitable for the event(s) and that there is a variety of exhibitors present.
- 2.4** The organiser shall be responsible only for the provision of the services specified on the application form and does not warrant to provide any other services.
- 2.5 Liability.** To the maximum extent permitted by law, neither party will have any liability to the other for fines, penalties, taxes (except GST) and any exemplary, aggravated or punitive damages, liquidated damages or any indirect or consequential loss (including but not limited to loss of business, loss of revenue, loss of contract, loss of production, lost opportunity costs), legal costs and expenses (except reasonable legal costs awarded by a court) except where such losses are covered by an insurance policy held by the party.
- 2.6 Cap on liability.** In the event of a dispute, the organiser's cap on liability shall be limited to the total amount paid by the exhibitor.
- 2.7** All event participants shall comply with all relevant Work Health & Safety legislation affecting their participation at all events.
- 2.8 Term.** The term of engagement is set out in the relevant event manual.
- 2.9** All event participants must comply with all guidelines as set out in the relevant event manual and any other set of guidelines supplied to the participant during the term of engagement.
- 2.10** Except in relation to an agency purchasing on behalf of another organisation in an outsourced professional services model or where specifically approved, the organiser does not permit any party to rent, lease, or resell any physical or virtual exhibitor booth or space. In the event that an organisation uses an agency to procure a physical or virtual exhibition booth or space on its behalf, the exhibiting organisation remains responsible for complying with these terms and conditions and all instructions supplied during the term of engagement.
- 2.11 Disclaimer.** We do not warrant that any event(s) hosted by the organiser is appropriate for any participant. It is the participant's responsibility to determine if an event or events is suitable for the business purpose intended. The placement of an order and payment of invoice shall be taken as acceptance that the participant has done its due diligence in this regard.
- 2.12 Subcontractors.** The organiser may use subcontractors or third parties to deliver event(s).



2.13 Definitions are provided in Part 5 of these terms and conditions and form part of these terms and conditions.

3. Physical Events

- 3.1 The participant must have current public and product (if applicable) liability insurance cover with a limit of liability of no less than ten million dollars during all the dates of the nominated event(s) for which they have made an application (event dates can be found in the relevant event manual), including the day of move-in.
- 3.2 The participant shall take out all risks property insurance for all of its assets located at the site. The participant indemnifies the organiser, its agents, servants, contractors and employees from all actions, claims, demands, losses, damages, costs and expenses arising from the participant's use of the site, including but not limited to the foregoing against any loss, damage or injury from any cause whatsoever to the property or person caused or contributed to by the use of the site by the participant or any servant, agent or other person duly authorised by the participant whether such loss, damage or injury occurs on the site or not and whether caused by any act, omission, neglect, breach or default of the participant or any other person.
- 3.3 All property and equipment of the participant that is brought onto the nominated event site is at the risk of the participant and the participant hereby agrees to indemnify the organiser against any and all actions, claims, demands, losses, damages, costs or expenses in relation to any loss, damage, accident, claims or injury caused by such equipment and property whether to the organiser or third parties, however occasioned.
- 3.4 The organiser reserves the right to alter booth allocations at its discretion and will notify any exhibitors involved in these changes and accommodate them with a new location.
- 3.5 To comply with the Work, Health and Safety Act the participant is responsible for the creation and maintenance of a safe environment for both their workers and visitors including the use of safe and correct lifting procedures during booth setup, the safe and correct use of mechanical items or products and electrical equipment such as extension leads and power boards. Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use and comply with the relevant Work Health and Safety Act 2011, the Electrical Safety Act and Advisory Standard.
- 3.6 Participant's, equipment and products must be occupied within the booth area only. If any personnel, equipment or products are deemed by the organisers to be obstructing the walkways, the participant will be asked to move them or have them removed permanently if this is not possible.
- 3.7 The participant's booths must be manned during both days of the event with at least 2 people. Should you need to leave the booth you must notify the organiser immediately.
- 3.8 The supply and sale of any food and beverages to the public by exhibitors may only be permitted with prior approval from both the venue and the organisers in accordance with the venue's guidelines, the nominated Exhibitor Manual and relevant Health & Safety regulations in the given state and local government area. Exhibitors must adhere to strict conditions and guidelines. Exhibitors will only be permitted to serve food and beverages once all permits and approvals are obtained by the exhibitor and submitted to the organiser for review, as highlighted in the relevant Exhibitor Manual. This includes confectionery items, and their distribution at the nominated event must follow the same approval process and meet all guidelines outlined in the nominated event Operations Manual. Permission from parents or carers is required before handing out any confectionery items to minors. The organiser takes no responsibility for allergic reactions, sickness, permanent injury or death resulting from confectionery, food or beverages distributed by exhibitors to attendees.
- 3.9 Exhibitor set-up and dismantling times are as indicated in the nominated event Exhibitor Manual and must be strictly adhered to. All vehicles must move-in according to their allocated booking time and information provided in the nominated event Exhibitor Manual due to strict access restrictions. Move-in after 8.00am on the day of the event is strictly not permitted. Exhibitors are not permitted to leave or pack up their booth prior to the nominated event closing time and the move-out time listed in the event Exhibitor Manual. No trolleys are permitted on the floor of the nominated event until the advertised closing time.
- 3.10 It is the requirement of the participant to leave the site rubbish free and in good, clean condition. All sites, booths and hire equipment is to be left in its original condition at the end of the nominated event or excess charges may apply.
- 3.11 The organiser reserves the right to use any photograph/video taken at any event held by the organiser, without the expressed written permission of those included within the photograph/video. The organiser may use the photograph/video in publications or other media material produced, used or contracted by the organiser including but not limited to: brochures, books, magazines, websites, social media. By participating in a ImpactInstitute event or by failing to notify in writing your desire to not have your photograph used, you are agreeing to release, defend, hold harmless and indemnify the organiser from any and all claims involving the use of your picture or likeness. To ensure privacy, images will not be identified using full names or personal identifying information without written approval from the photographed subject. A person who does not wish to have their image recorded should notify the photographer and/or contact info@impactinstitute.com.au in writing. Any person/organisation not affiliated with the organiser may



not use, copy, alter or modify ImpactInstitute photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorised person from ImpactInstitute.

- 3.12 Exhibitors are permitted to take photographs and videography within their booth space to promote their organisation and presence at the event. Exhibitors are not permitted to interview members of the public, staff, volunteers, other exhibitors or performers outside their booth without permission of the organiser. Where videography or photography is taken of a specific individual or group, written permission must be sought from that individual or group prior to publication. Records of permission must be kept by the exhibitor and a copy given to the organisers. Where photography or videography is used in conjunction with the event branding, to promote the exhibitor or the event, written permission must be sought from the organiser prior to publishing.

4. Virtual Events / Hybrid Events

- 4.1 The organiser provides the participant a limited, non-exclusive, non-transferrable right during the term of the agreement to access and use hosted services for the purpose of participating at the event, as set out in the relevant event manual.
- 4.2 The organiser will use commercially reasonable efforts to provide the web-based services described on its website(s) uninterrupted. The organiser will not be held liable if for any reason the hosted service is unable to be delivered due to, but not limited to, cybercrime or technical failure of the hosted service or any other technology or infrastructure used to deliver the hosted service.
- 4.3 It is the responsibility of the participant to ensure that their organisation is protected from cybercrime through an appropriate insurance policy in the event that any data stored in the hosted service is breached in any way.
- 4.4 The organiser will provide the participant with credentials to enable the participant to access and use the hosted service. The participant and all its authorised users must not make these credentials available to any third party. The participant is fully responsible for all access to the hosted services using the credentials provided by the organiser. The participant will use all reasonable efforts to prevent any unauthorised use of the hosted service. If the participant becomes aware of any breach in security they shall inform the organiser in writing. The participant will cooperate with the organiser with any actions required to prevent or terminate unauthorised use of the hosted service.
- 4.5 Subject to the organisers' privacy policy, and these terms and conditions, the organiser grants the participant access to end user data collected on the hosted service, in accordance with any relevant privacy laws or regulations relevant within Australia. The participant may only use end user data within the means that it is provided by the end user. The end user must give permission through the hosted service for the participant to use the data they provide in the manner in which it is provided.
- 4.6 The participant is solely responsible for verifying the accuracy and completeness of any content, written, visual or audio provided at the event.
- 4.7 The use of the hosted service is subject to all other conditions of these terms and conditions, with the exception of those terms and conditions which specifically relate to the physical events set out in section 3.
- 4.8 The participant agrees to NOT use the hosted service to:
- a. Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
 - b. Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
 - c. Stalk, threaten, or otherwise harass any person or entity.
- 4.9 Unauthorised or malicious use of the hosted platform may give rise to a criminal offence. The participant's use of the hosted platform is subject to the **Criminal Code Act 1995 parts 10.7 and 10.8 and the Cybercrime Act 2001**.

5. Cancellations, Payment Terms and Force Majeure

- 5.1 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if there is in the opinion of the organiser any infringement of any of the terms and conditions in this agreement.
- 5.2 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if the exhibitor does not occupy its space at the commencement of or does not login to the virtual event during the full period of the event.
- 5.3 Payment for your booth or sponsorship at your nominated event is expected by the due date on the invoice unless an extension has been approved by the organiser. Booths will not be guaranteed or allocated until payment is made in full.



- 5.4 It is a requirement that invoices for Early Bird Booths are paid by the due date, otherwise the invoice will be cancelled and reissued at the full rate.
- 5.5 If a payment remittance is not issued via email within 48 hours of an overdue notice sent out by the organisers, the organiser reserves the right to cancel the booking.
- 5.6 All cancellations must be submitted formally via email. In the event that the organisers receive a request for cancellation prior to 2 months before the event date, a credit note will be issued for the full value of the booking. The credit note can be applied to any future booking for an event run by the organiser within the next 18 months. In the event of a cancellation within two months of the nominated event, no credit applies and 100% of the booking fee will be forfeited. It is the responsibility of the Exhibitor to review this information and if unclear, contact the organiser to seek clarification.
- 5.7 **Force Majeure.** The organiser will not be liable for any delay or failure to perform as required by these terms and conditions as a result of any cause or concern beyond its reasonable control, provided that the organiser uses all commercially reasonable efforts to avoid non-performance. In the event that the organiser reschedules an event due to circumstances beyond its reasonable control then the exhibitor is entitled to a credit note, limited to the value of the booking, which can be applied towards a future or alternative event hosted by the organiser.

6. Website(s) and social media use

6.1 The use of any ImpactInstitute website(s) and/or social media is subject to the following general terms of use:

6.1.1 The content of the pages of the website(s) and/or social media are subject to change without notice.

6.1.2 The website(s) and/or social media use cookies to monitor browsing preferences and track statistics for ImpactInstitute's use. Personal information may be stored and used accordance with our privacy policy:

6.1.3 The participants' use of any information or materials on the website(s) and/or social media is entirely at own risk, for which we shall not be liable.

6.1.4 The website(s) and information, whether provided by ImpactInstitute or a Third Party, is provided "AS IS" and on an "AS AVAILABLE" basis and we do not guarantee the accuracy, timeliness, completeness, performance or fitness for a particular purpose of the information on the website(s). No responsibility is accepted by or on behalf of ImpactInstitute for any errors, omissions, or inaccurate information on the site.

6.1.5 The participant agrees to NOT use the website(s) and/or social media to:

- a. Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
- b. Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
- c. Stalk, threaten, or otherwise harass any person or entity.

6.2 The website(s) and/or social media contain material which is owned by or licensed to ImpactInstitute. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with these Terms of Use, which forms part of these terms and conditions.

6.3 All information and content provided by the organiser, including information and content from clients and other Third Parties, all proprietary elements and aspects of the website(s) and any proprietary material generated or derived from the same (including design, text, images, photographs, illustrations, audio and video material, artwork, graphic material, databases, information, the compilation of all information and content on the site, the selection, sequence and "look and feel" and arrangement of items), are the exclusive property of, or licensed to, the organiser. These materials are referred to as "ImpactInstitute Materials". Except as expressly permitted in writing, you may not reproduce, modify, create derivative works from, display, perform, publish, distribute (including any electronic redistribution or database storage and retrieval), disseminate, broadcast or circulate to any third party (including on or via a third party website), or otherwise use, any ImpactInstitute Materials, in full, in part, in full text or in abstract. The participant or any user may not alter, delete or conceal any copyright, trademark or other notices contained on the website(s) or social media.

6.4 News and News Content distributed or displayed on the website(s) and/or social media may only be used for editorial use and its use must be related to the promotion of the relevant event for which the exhibitor has purchased a booth. When used in accordance with this clause, news and news content should not be altered in any way that alters the editorial integrity of essential nature of the content. Image source should be included when known. You may not use any content in any manner that is obscene, pornographic,



defamatory, or otherwise objectionable. Except when otherwise formerly expressly permitted by ImpactInstitute, News and News Content may not be republished, saved, archived, copied, streamed or redistributed for any other purpose.

6.5 From time to time the website(s) and/or social media may include links to other websites. These links are provided for convenience to provide further information. They do not signify that we endorse the linked website(s) and/or social media. We have no responsibility for the content of linked website(s).

6.6 Inquiries concerning the use of ImpactInstitute Materials, News and News Content, text, photos, images, video, audio and any other content, including permission to use outside these parameters, should be addressed to events@impactinstitute.com.au

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