



SYDNEY

**SENIORS  
EXPO**

# EXHIBITOR MANUAL



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## WELCOME TO THE EXPO

**The Sydney Seniors Expo welcomes you as our Exhibition Partner!**

This unique event is designed to help you promote your organisation as well as bringing together other service providers and specialist businesses, with consumers and their families, case-workers, teachers and carers, in a way that ensures your product or service is seen by those who need to know what you offer. **Our aim is to enhance the lives of seniors in a positive and encouraging way.**

In this manual, you will find important information and dates regarding your participation as an exhibitor.

### Expo Hours

Booths must be occupied by a minimum of two people **at all times** during the operating hours (listed below) over both days. In the case of an emergency where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible.

**Tuesday 3rd August 2021 – 9am – 3pm**

**Wednesday 4th 2021 – 9am – 3pm**

### Venue

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



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

## Official Opening Ceremony

The official opening ceremony will commence at **11am Tuesday 3rd August**.

We encourage all sponsors and exhibitors to take advantage of this opportunity to connect and network with other service providers and government officials by sending at least one person to the Official Opening Ceremony.

Your CEO will receive an invitation to attend the ceremony via email, please ensure they **RSVP by the 3rd August**.

The official opening ceremony will include speeches and performances. We appreciate that there may be some noise throughout the venue during the ceremony and would appreciate your support and patience during this time.

Please also note that there will be a number of Seniors groups performing throughout the Expo. We again appreciate your support of our fantastic performers and we will endeavour to monitor noise levels and keep them to a minimum.

## Key Contacts

Events Director	Kathryn Carey	kathryn.carey@socialimpact.institute	0418 969 149
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Events Manager	Mathew Botten	mathew.botten@socialimpact.institute	0455 038 737
Events Administrator	Natalie Osorio	natalie.osorio@socialimpact.institute	02 9025 9302
Event Sales	Clare McWilliams	clare.mcwilliams@socialimpact.institute	02 9025 9317



# EXHIBITOR CHECK-LIST

ITEM	DUE DATE
Pay invoice and read <b>terms and conditions</b> <i>Please note only fully paid exhibitors may access their exhibition booth.</i>	<b>BY INVOICE DUE DATE</b>
Upload your <b>Public Liability Certificate</b> in the exhibitor portal	<b>IMMEDIATELY</b>
Download <b>Expo collateral</b>	<b>IMMEDIATELY</b>
Install <b>email signature and web banner</b>	<b>IMMEDIATELY</b>
Prepare flyers, signage and lead forms for your booth	<b>IMMEDIATELY</b>
Booth allocations <i>Please note only fully paid exhibitors will be allocated a booth space.</i>	<b>APRIL</b>
Book in your move-in time – <b>Opens 29th June</b>	<b>22nd July</b>
Log into ExpoNet portal and complete required forms <i>(refer to supplier info) – Opens TBA</i>	<b>TBA</b>
Submit Food and Sampling <b>Approval Form</b> received from the Sydney Showground to the Organiser (Social Impact Institute) <b>sse@socialimpact.insitute</b> <i>(refer to food and sampling section for details)</i>	<b>22nd July</b>
Complete Sydney Showground Venue Services order forms <i>(Via <b>Sydney Showground Portal</b>) – Open</i>	<b>26th July</b>



## 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:

1. On your events page, website and blog
2. On Facebook by liking the [Sydney Seniors Expo Facebook](#) page, sharing our stories and by tagging us in your post [@sydneyseiorexpo](#)
3. **Share the Sydney Seniors Expo event on your facebook page**
4. Send a reminder via social media four, two and one week out, as well as the day prior to the Expo
5. Email your client networks two to four weeks out.
6. Email or communicate to your employees, **so that they can share details with their clients and encourage them to come along.**



## Expo Collateral

To access the following downloads, please [CLICK HERE](#):

- Email Signature Banner
- Social and Web Banners
- Terms & Conditions
- Exponet Upgrade packages
- Expo Manual
- Sydney Showground Service Portal





## Things to remember during the event:

- Booths must be occupied at all times between the operating hours listed over both days. A minimum of two people must be on the booth at all times. In case of an emergency and you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible via the registration desk.
- All staff who will be present at the booth must preregister their attendance via the MIMO Form which will be sent to the main contact making the booking. The MIMO opens on the **29<sup>th</sup> June 2021** and closes on the **22nd July 2021**.
- All electrical equipment, including power boards and cables **MUST** have a current electrical safety check tag. Only one power board per booth is allowed - no piggy backing of boards or double adapters.
- Exhibitors are not permitted to hand out collateral beyond their booth
- Exhibitors are not to block walk ways or setup signs or equipment beyond the boundary of their booth.
- Sydney Showground have sole catering rights for the sale and/or distribution of any food or beverage product that will be consumed on-site. Use of any external food and beverage provision including sampling must be approved by both the event organiser and Sydney Showground in writing prior to the deadline of, **22nd July 2021**, external supply charges may be applicable. Anyone without prior approval will be unable to provide food or beverage on-site, including but not limited to, confectionary.
- Samples are permitted, providing approval has been sought and granted by the Sydney Showground via the **Venue Services Portal** and submitted to the organisers (**Social Impact Institute**) prior to the **22nd July 2021**. Exhibitors are not permitted to offer or serve any food or drinks, including confectionary items to attendees unless approval from the venue (**Sydney Showground**) has been granted and submitted to the organisers (**Social Impact Institute**) by **22nd July 2021**.
- ALL Confectionery items need to be submitted for the direct approval via the Sydney Showground **Venue Services Portal** – Food Sampling.  
Please note: for exhibitors selling food samples, a fee of \$650 per day may be applied, an additional charge may also be incurred should any exhibitors using cooking appliances. This is at the discretion of Sydney Showground. For more information refer to Food and Sampling Approvals in this manual.
- All competitions or raffles run by exhibitors must have clear, fair and accessible terms and conditions and the appropriate permit, sought from Fair Trading NSW.



Competitions, giveaways and games must not be conducted outside of your allocated booth space. Please [CLICK HERE](#) for further information.

- Tea and Coffee vouchers will be supplied inside your exhibitor packs, lunch can be purchased at the Expo Café.
- **NON-SMOKING:** All Sydney Seniors Expo areas are smoke-free.
- In case of an emergency, where you are no longer able to attend the Expo, please contact **02 9015 9391** or **0455 038 737** immediately. Please note that no refunds will be given.

## CANCELLATION POLICY

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 refund.

\*Please refer the Terms and Conditions on pages 32-36 for further information.



# SELECTING YOUR BOOTH SET-UP

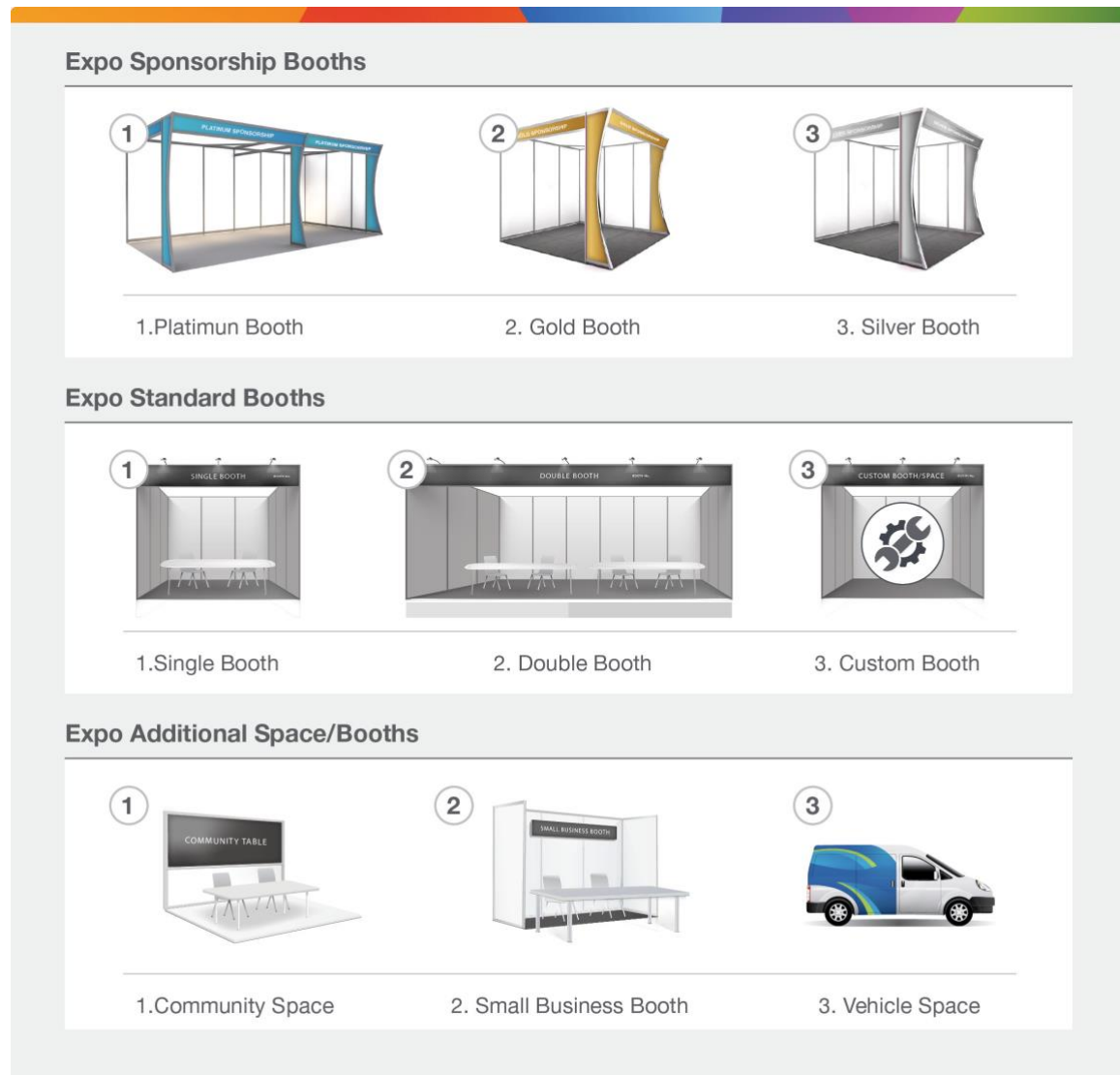


Figure 2: Selection of booth or vehicle options

Each Individual booth set up will vary depending on the type of exhibitor booth you have selected. The full range of exhibitor booths available and a list detailing all the items included for each selection can be found via the website – [www.sydneyseniorsexpo.com.au](http://www.sydneyseniorsexpo.com.au)

We strongly recommend exhibitors maximise their booth and presence at the expo by considering the 5 steps detailed in the ‘**How to Maximise your booth and Presence**’.



# MAXIMISE BOOTH & PARTICIPATION

## 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 so that all staff know what is expected and nothing is missed. 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.
- Listen, gather feedback and follow-up all leads as soon as possible.

#### Follow up

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



# OFFICIAL SUPPLIER

ExpoNet, our exhibition build company and Sydney Showground are the only official suppliers for the Sydney Seniors Expo. Please be wary of third-party, uninvited contacts.

**You will have received an email from ExpoNet inviting you to access the Online Exhibitor Kit, 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 Online Exhibitor Kit, please contact the Exhibitor Service Department directly on **02 9645 7070** or [esd@exponet.com.au](mailto:esd@exponet.com.au) / [mari@exponet.com.au](mailto:mari@exponet.com.au)

**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. Please contact and inform event organisers at your earliest convenience should this happen to you.

**PLEASE NOTE:** we do not sell or give out attendee lists to any third parties (except our official suppliers and only for the purpose of conducting the business of the Expo), exhibitors or sponsors.

## 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. This portal offers additional information for the venue on:

- Parking
- Wired and wireless internet
- Food sampling approval forms
- Staff catering orders – lunch box deliveries and café debit cards.

To access the Sydney Showground Venue Services Portal **CLICK HERE**. Please remember to adhere to the deadlines set out in the Move In / Move Out (MIMO) form.



To access the Venue Service Portal, click on the link above where you will be directed to the Sydney Showground Calendar of Events.

Click on the Sydney Seniors Expo event and type your company name or Stand Number.

## Supplier Deadlines

ITEM	SUPPLIER	DUE DATE
Audio Visual Order Forms	ExpoNet	TBA
Additional Lighting and Power	ExpoNet	TBA
Fascia and Signage Confirmation	ExpoNet	TBA
Furniture Order Form	ExpoNet	TBA
Booth Modifications, Layout and Final Checklist	ExpoNet	TBA
Wall Mounted Shelves	ExpoNet	TBA
Lunch Box Catering	Sydney Showground	27 <sup>th</sup> July
Submit Food and Sampling Approval Form (refer to next section for details)	Sydney Showground	22 <sup>nd</sup> July
Purchase Single and Multi-Entry Parking Passes	Sydney Showground	27 <sup>th</sup> July
Wired and Wireless Internet	Sydney Showground	27 <sup>th</sup> July

**IMPORTANT:** Please note orders placed with ExpoNet after the **TBA** 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 of \$100 from both Exponent and/or Sydney Showground.



## Food and Sampling Approvals

Sydney Showground has exclusive rights to catering. The supply of **any food and/or drinks**, including confectionary items, to the public by the participants is not permitted due to health regulations, unless a permit has been granted by Sydney Showground and submitted to the organisers (Social Impact Institute) by **22nd July 2021**. Unauthorised catering goods will not be accepted into the building and will be removed from the premises.

All exhibitors wishing to provide sample food or beverage products on their booth, including confectionary items, must complete the Sydney Showground's SAMPLING OF FOOD AND BEVERAGE approval form and pay the appropriate fees prior to arriving onsite. The venue can assist exhibitors with any requirements for hospitality throughout the event. If you wish to have food or beverage offerings on your stand, including confectionary items, exhibitor's will need to complete the Online Venue Services portal or contact the Venue Service Team via the portal.

All samples must be served as **bite-size pieces or 60ml (non-alcoholic) portions** and is directly related to the exhibitor's core business. Please note all applications are subject to approval by Sydney Showground, and a fee of \$650 per day may be applied if food items are being sold. For any exhibitors selling food and beverage items, all selling of food and beverage **MUST** have the prior approval from Sydney Showground before 29<sup>th</sup> August. The sale of products will only be considered if the product directly relates to the Exhibitors primary core business.

Exhibitors will not be allowed to hand out any food or beverage items without forms being submitted, approval provided, and any applicable fees paid. To access Sydney Showground's **Venue Services Portal** please **CLICK HERE**. Select the Sydney Seniors Expo 2021 and type in company name or your booth number.

## 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. 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**.

## Trade Promotions & Lottery Competitions

Exhibitors wishing to operate a game of chance promotion must obtain the appropriate permit from the NSW Office of Liquor, Gaming and Racing if they wish to conduct a lottery, trade promotion, giveaway promotion or other type of competition. Competitions, giveaways and games **MUST NOT** be conducted outside of your licensed space within the Showground.

Contact Details for NSW Office of Liquor, Gaming and Racing:

- NSW Office of Liquor, Gaming and Racing
- Ph: 02 9995 0300
- Web: [www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au)

## 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's Venue Services Portal**.

- **Single entry parking pass:** for \$12 per day, single entry parking passes allows one (1) car single entry and exit on one (1) day only.
- **Multi entry parking passes:** *Prices not yet available, 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: The venue services portal will be closed 5x business days prior to our event, Monday, 27th July. Discounted parking orders will not be processed after this time.*



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. Please note there is limited free parking in P6A for mobility parking permit holders ONLY, however these spaces are non-mobility parking spaces.

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.

### Accessible and Mobility Parking

Sydney Olympic Park has accessible and mobility car parking spaces for people with Seniors. There are on-street accessible spaces on Showground Road, Herb Elliott Avenue and Dawn Fraser Avenue West (check signs for time-limits).

Limited Free Accessible Parking is available in P6A for MOBILITY PARKING PERMIT HOLDERS ONLY. Please note these are non-mobility parking spaces with limited spaces available. For accessible mobility car parking space, we recommend using P6 Car Park.

**A trackless train link will be in operation on both Tuesday 3rd August and Wednesday 4th. This will loop between P1 and Hall 4. An accessible carriage will be available.**

### P1 Car Park

Located directly across from ANZ Stadium and is a 7-10 minute walk to Hall 4. Entry via Edwin Flack Ave. Accessible and mobility car parking spaces available. To avoid fines please be sure to display your Mobility Parking Permit. To receive a discount, please show your Mobility Parking Permit to the cashier when paying. Note: Discount only applies to standard hourly rates, not parking purchased through the Venue Services Portal.

Trackless Train with an accessible carriage will be in operation and looping between P1 and Exhibition Hall 4 (8.30am – 3.30pm).

### 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. To receive a discount, please show your Mobility Parking Permit to the cashier when paying. Note: Discount only applies to standard hourly rates, not parking purchased through the Venue Services Portal.

### P6A Car Park - Cannot be booked via Venue Services Portal

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.**

### **Bus & Coach Parking**

Parking is in Coach Pod C off Edwin Flack Avenue, near ANZ 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.



# 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 give yourself sufficient time to setup! Move-in times must be strictly adhered to. This will ensure the Expo starts on time and all the booths are prepared and ready by 9am public opening. **ALL exhibitors must set up their booths on Monday 2<sup>nd</sup> 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 Tuesday 3<sup>rd</sup> August between 7:00am and 8:00am.**

**\*IMPORTANT: The Move-In/Move-Out Registration Form (MIMO) will be sent to the main contact who completed the booking form. The MIMO form will open on the 29<sup>th</sup> June and closes on the 22<sup>nd</sup> July – this form is compulsory for ALL exhibitors to complete.**

## Registration

**Exhibitor registration will open at 3:00pm, Tuesday 3<sup>rd</sup>,** 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.

A Drop-Off Zone will operate via the Loading Dock during the MIMO period and can be accessed via Gate 13 from 3pm – 5pm, Tuesday 3<sup>rd</sup>. 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.

**Register all staff attending the Expo by Monday 22<sup>nd</sup> July via the Move-In Registration Form.**

## 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 or in the loading dock for \$5.00 per vest.**

**Strictly no children** under the age of 15 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

**ALL Exhibitors MUST complete the [Move-In Registration Form](#) by Tuesday 22nd July, even if they are not using the Loading Dock.**

The Loading Dock will only be accessible to Exhibitors who have completed the MIMO Registration Form by the 22nd 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 drivers 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 24hours 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.

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 advise the organiser of who your third party supplier(s) are and what they are supplying via the [Move-In Registration Form](#). You do not need to check this box if ExpoNet are supplying items for your booth.

You **must** complete the Move-In Registration Form by **22nd July** if you require the use of the loading dock to unload large items. Access is only permitted to parties listed on the MIMO form.

Goods will not be accepted unless a delivery label is attached, and the correct location identified; **Exhibition Hall 4, Sydney Showground, Sydney Olympic Park.**

Following the exhibition, all delivery items need to be labelled clearly according to the requirements of the courier. **Please note: All items must be collected from the loading dock or expo registration by 5pm on Wednesday 4th or they will be removed from site at a cost.**

## 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 organisers (Social Impact Institute) 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 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.

It is the **sole responsibility** of the exhibitor to arrange freight deliveries and any costs associated with this. **Please note:** Sydney Showground loading dock staff will not sign possession of goods from couriers on behalf of exhibitors. Sydney Showground will also not accept any deliveries on behalf of Exhibitors prior to Monday, 2nd nor will they hold deliveries for collection past 5pm on Wednesday, 7th August unless arranged prior to the event. Event organisers will be on hand to accept delivery on the Monday, 2nd however, all items being delivered must be listed on your MIMO form and labelled accordingly. 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 Monday 2nd** and all goods must be collected by the end of the official move-out



time, no later than **5pm Wednesday 4<sup>th</sup> August**. 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.

It is recommended that all Exhibitors 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.

## Exhibitor Parking During Move-In / Move-Out

Exhibitors may use the loading dock for loading and unloading large items that they have listed on the MIMO Form. Please refer to the Loading Dock information in this manual. A Drop Zone will be available in the Loading Dock and is accessible via Gate 13. After loading / unloading goods, vehicles must leave the loading dock immediately. A 15minute maximum time frame will be in place.

**P6 can be used during the MIMO periods and is the closest to the venue however, exhibitors will not be able to pre-booked via the Venue Services Portal and therefore, will not receive the discounted parking rate. This is ONLY available in P1. Please note there is limited free parking in P6A for Seniors permit holders ONLY, however these spaces are non-mobility parking spaces.**

Refer to parking information in this manual for further information.





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 3: Sydney event parking map

## Move-Out

All Exhibitors will be able to pack up their booths on **Wednesday, 4th August strictly between 3pm and 5pm**. You are not permitted to leave your booth prior to 3pm on **Wednesday, 4th August**. 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 Wednesday 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](mailto:esd@exponet.com.au).

### Balloons

The use of helium balloons will **not be permitted** within the Exhibition Hall 4 & 3b 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 Monday 2nd**, which you can collect at Registration. For move-out, instruct your courier to collect directly from your booth before **5pm Wednesday 4th August**. Please let us know if you're planning on having any items couriered or collected at the event by completing the [Move-In Registration Form](#).

*\*Please note: the organiser (Social Impact Institute) accepts NO responsibility for any incoming or outgoing deliveries.*

## 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 which closes 5x business days prior to our event commencing on Thursday 26th 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 **St John Ambulance** 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 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: The venue services portal will be closed 5x business days prior to our event, Wednesday, 4th August. Discounted parking orders will not be processed after this time.*



- **Single entry parking pass:** for \$12 per day, single entry parking passes allows one (1) car single entry and exit on one (1) day only.
- **Multi entry parking passes:** *Prices not yet available, 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. Please note there is limited free parking in P6A for Seniors permit holders ONLY, however these spaces are non-mobility parking spaces.

## 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.sydneyshowground.com.au](http://www.sydneyshowground.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 Sydney Seniors Expo areas are **smoke-free**.

Thank you for your cooperation.

## Refreshments Tea and Coffee

Tea and coffee vouchers will be provided by the organisers which can be redeemed in the Café. Water will be available via Water Coolers positioned throughout the venue. 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 \$5.00 per vest.**

**Strictly no children under the age of 15 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). Lunch is at the exhibitors' expense. Staff catering such as lunch box deliveries and café debit cards can be



ordered via the Sydney Showground Venue Services Portal.

[Access Sydney Showground Venue Services](#)

## 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 Contractors Statement C. To satisfy this requirement direct your contractors to the link below:

<https://www.sydneyshowground.com.au/plan-your-event/operational-regulations/statement-c/>

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 to transport items to and from your booth.

Limited trolleys for transporting items from the loading dock or your vehicles to stands will be available on a first-in, first-served basis and are located at Registration. Trolleys will not be issued without the supervision of an Expo volunteer or staff member to ensure they are



returned promptly. To avoid delays or disappointment, it is advisable to provide your own trolley during the 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](mailto: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.

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. To view or purchase an internet upgrade service please [CLICK HERE](#). The



organiser (Social Impact Institute) also suggest that you have a back-up plan in place and strongly recommend you bring your own 4G hotspot device.



# 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 Social Impact Institute.
- 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 Social Impact Institute'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 Social Impact Institute - means Social Impact Institute 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 Social Impact Institute 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@socialimpact.institute](mailto:info@socialimpact.institute) in writing. Any person/organisation not affiliated with the organiser may not use, copy, alter or modify Social Impact Institute photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorised person from Social Impact Institute.
- 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

- 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 the 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 Social Impact Institute 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 Social Impact Institute'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 Social Impact Institute 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 Social Impact Institute 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 Social Impact Institute. 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 "Social Impact Institute 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 Social Impact Institute 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 Social Impact Institute, 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 Social Impact Institute 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@socialimpact.institute](mailto:events@socialimpact.institute)**