



CANBERRA

DISABILITY
EXPO

EXHIBITOR
MANUAL



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WELCOME TO THE EXPO

The Canberra Disability Expo welcomes you as our Exhibition Partner!

This unique event is designed to help you promote your organisation, bringing together 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 people with a disability in a positive and encouraging way.** In this manual, you will find important information and dates regarding your participation as an exhibitor.

Covid Safe Event

The event organisers will continually be guided by State Government regulations and restrictions at the time of the event to ensure our Expo operates as a COVIDSafe event. This manual includes general information regarding the event, however there will be specific instructions for the operation of this event under COVIDSafe conditions that will affect all event operations. The Covid Safety Plan and COVID Safe Information Guide are now available and can be accessed via our **Exhibitor Downloads**. It will be your responsibility to read the Covid Safety Plan and ensure that all staff are aware of, and abide by the requirements. The venue has specific Conditions of Entry, and these are outlined on page 29 of this manual.

To assist you in preparation here are some things you can place as part of the COVID Safety Plan:

- Masks available upon entrance
- Encouragement of at least 1.5m physical distancing
- Messaging good hand and respiratory hygiene. Hand sanitisers will be located within the exhibition hall
- Regular cleaning and disinfecting of venue
- Hygiene reminder messaging throughout venue
- A range of screens and COVID safe equipment can be hired through ExpoNet

PLEASE NOTE THIS LIST IS NOT EXHAUSTIVE AND YOU SHOULD READ THE COVID Safety Plan prior to the event.



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.

Friday 6th September 2024 > 9am – 3pm

Saturday 7th September 2024 > 9am – 3pm

Venue

Exhibition Park in Canberra: EPIC – Budawang Pavillion

Flemington Rd, Mitchell ACT 2911, Australia

**EPIC is located at the corner of Flemington Road and Northbound Avenue in Mitchell Canberra.*

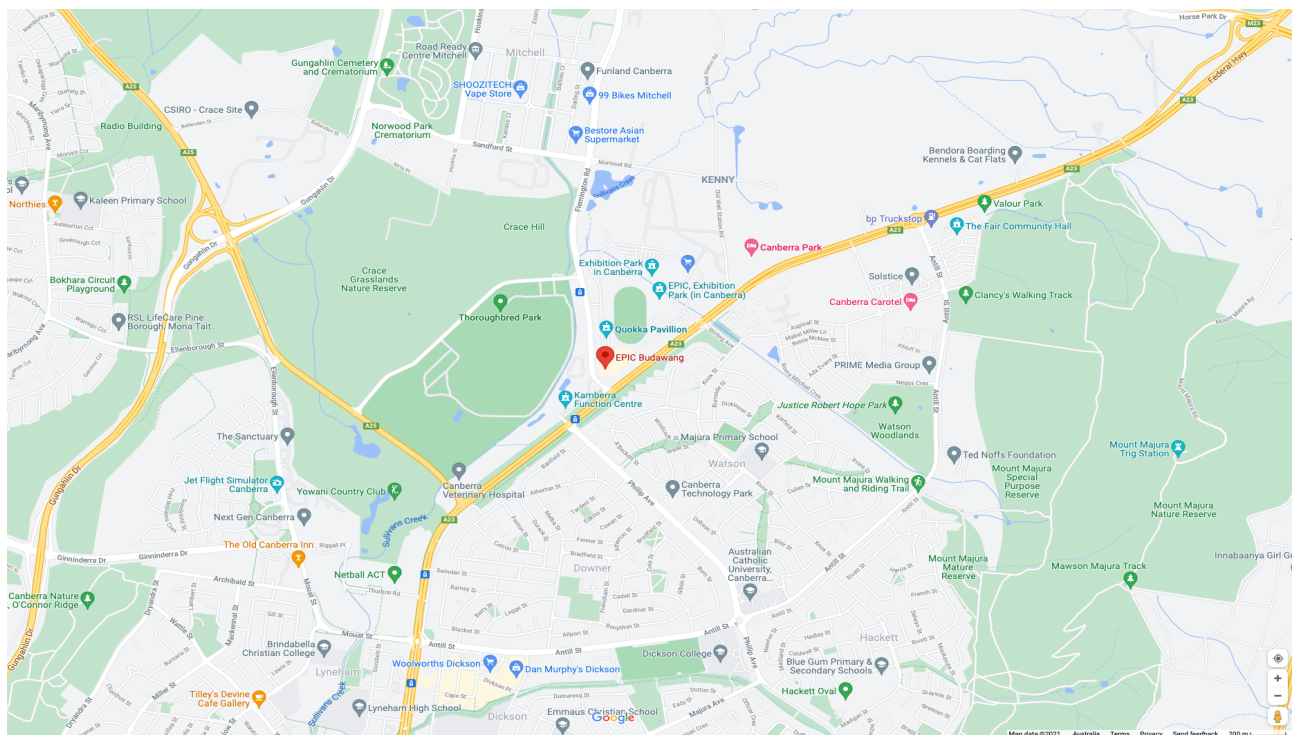


Figure 1: Exhibition Park in Canberra



Official Opening Ceremony

The official opening ceremony will commence at **11am Friday 6th September**.

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 disability 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

Canberra Expo Enquiries	ImpactInstitute Team	cbe@impactinstitute.com.au	02 9025 9396
Event Sales	Heather Hopkins	heather.hopkins@impactinstitute.com.au	02 9025 9392
Customer Service	Ibrahim Mohammed	ibrahim.mohammed@impactinstitute.com.au	02 9025 9305
Bookings Manager	Mary Wahba	mary.wahba@impactinstitute.com.au	02 9025 9302
Events Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Events Manager	Mathew Botten	mathew.botten@impactinstitute.com.au	0455 038 737
Marketing Communications Manager	Yvette Thomson	yvette.thomson@impactinstitute.com.au	02 9025 9318
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 <i>Please note: only fully paid exhibitors may access their exhibition booth</i>	BY INVOICE DUE DATE
Upload your Public Liability Certificate in the exhibitor portal	IMMEDIATELY
Download Expo collateral	AVAILABLE
Install email signature and web banner	AVAILABLE
Prepare flyers, signage and lead forms for your booth	AVAILABLE
Booth allocations start <i>Please note: only fully paid exhibitors will be allocated a booth space</i>	MAY
Book your move-in time OPENS: 24th July	15th August
Log into ExpoNet portal and complete required forms Open Date – 24th July	15th August
Complete and Submit required Venue Services Form <i>(refer to supplier info)</i>	15th August
Submit Food Sampling Approval Form to the Organiser cde@impactinstitute.com.au <i>(refer to food sampling section for details)</i>	15th August

Promote the Event

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

1. By promoting the event on your events page, website and blog
2. By liking the **Canberra Disability Expo Facebook** page, sharing our stories and tagging us in your posts **@Canberradisabilityexpo**
3. **Share the Canberra Disability Expo event on your Facebook page**
4. By sending a reminder via social media four, two, and one week out, as well as the day before Expo
5. By emailing your client networks two to four weeks out
6. By emailing/communicating with 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](#):

Important Downloads

- Exhibitor Manual
- Exhibitor Call
- Venue Emergency Evacuation Map
- Expo COVIDSafe Information
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure
- ExpoNet COVIDSafe Catalogue

Digital Asset

- Email Signature
- Web Banner
- Logo
- Flyer
- Digital Advertising Video

Venue Forms

- **Internet Service**
- **Food & Beverage Sampling Approval Forms**
- **Electrical Safety Compulsory Checklist**



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 occupy the booth at all times. In case of an emergency, where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible via reception.
- All staff who will be present at the booth must pre-register their attendance.
- 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 the boundary of their booth.
- Exhibitors are not to block walkways or set up signs or equipment beyond the boundary of their booth.
- Exhibition Park in Canberra has 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 Exhibition Park in Canberra in writing prior to the deadline of, **15th August 2024**, and external supply charges may be applicable. Anyone without prior approval will be unable to provide food or beverage on-site. Samples are permitted, providing approval has been sought and granted by EPIC in writing and submitted to the organisers (ImpactInstitute) prior to the **15th August 2024**. Confectionery items may be submitted for the direct approval of the organiser (ImpactInstitute) providing they are packaged with a detailed ingredient list & not readily available to children.
- Any exhibitor wishing to run a raffle, competition or prize draw at the event must obtain approval from EPIC in writing. All competitions or raffles run by exhibitors must comply with the Lotteries Act 1964 and ACT Gambling and Racing Commission requirements, including obtaining a permit if required. Permits can be, sought from the ACT Government, Gambling and Racing Commission. **Click here** for more information.
- Tea and coffee vouchers will be found inside your exhibitor packs. Lunch can be purchased at the Expo Café.
- **NON-SMOKING:** All Canberra Disability Expo areas are smoke-free.
- In case of emergency, where you are no longer able to attend the Expo, please contact **02 9015 9396** 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.

**Please refer to the Terms and Conditions on pages 33-37 for further information.*



SELECTING YOUR BOOTH SET-UP

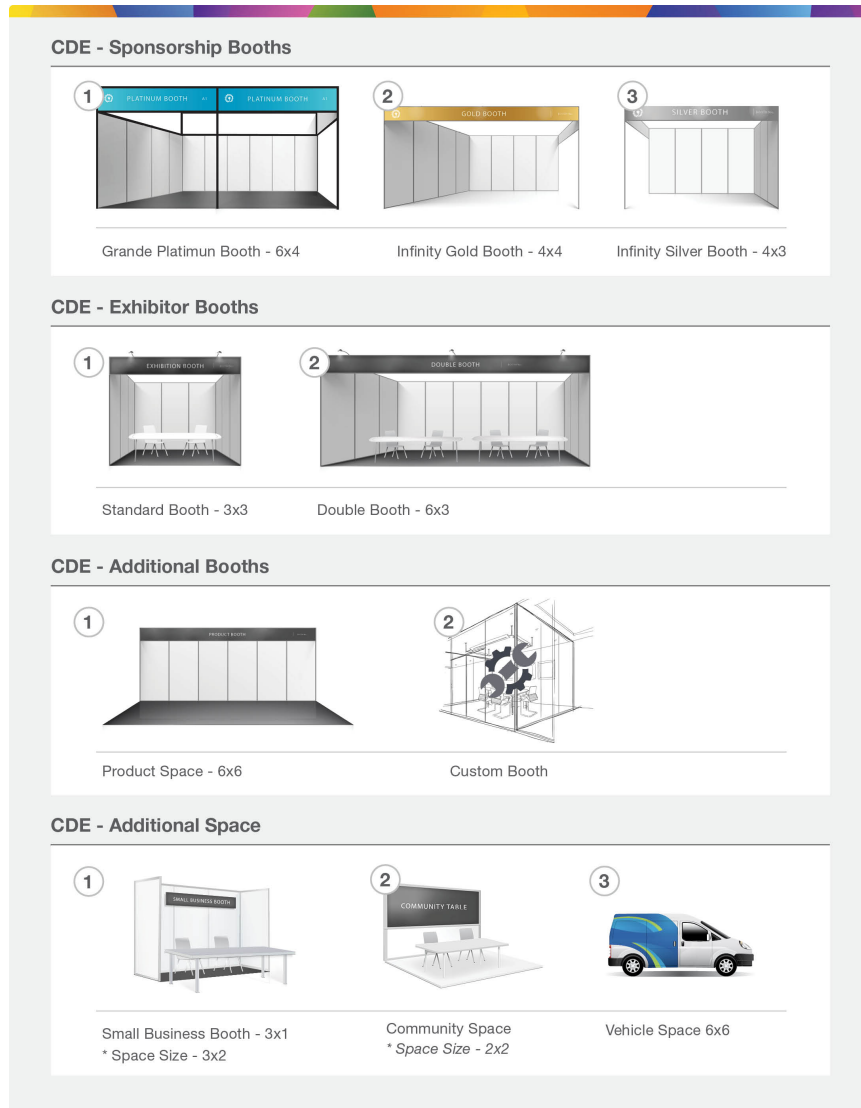


Figure 2: Selection of booth or vehicle options

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.canberradisabilityexpo.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 YOUR BOOTH & PRESENCE

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 on **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.

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.



BOOTH OPERATIONAL INFORMATION

The COVID-19 pandemic has changed many aspects of how our Expo operates, including how to function in and around your Booths. Personal interaction between Exhibitors and Attendees has been identified as an ongoing risk and as such, ImpactInstitute will be supporting the venues COVIDSafe practices as well ensuring our COVID Safe Plan is adhered to.

The Canberra Disability Expo will operate with best practice control and management processes that ensure our event remains a safe environment.

COVID safe practices remain in place and the COVID-19 situation will continue to be monitored and risk management responses adjusted accordingly.

COVID safe practices include:

- Encouraging at least 1.5 metres between individuals
- Maintaining good hand and respiratory hygiene
- Regular cleaning and disinfecting of venue
- Communication, consultation, instruction, training, and supervision of team
- Hygiene reminder messaging throughout venue

COVIDSafe Exhibitor Booths:

We ask Exhibitors to practice, maintain and monitor COVIDSafe practices. These COVIDSafe practices include:

- Wipe down all surfaces regularly, preferable between attendee visits.
- Have hand sanitiser readily available at booth
- Monitor physical distancing at all times
- Ensure these practices are encouraged

Keeping a COVIDSafe Booth:

Exhibitors will be required to have appropriate amounts of alcohol-based hand sanitiser (at least 60% ethanol or 70% Isopropyl) at their booth. COVID Safety Marshals will be responsible for ensure all surfaces are wipe down between visitors and that the use of hand sanitiser is readily available. This is in addition to the hand sanitisers located throughout the venue.



COVIDSafe ExpoNet Catalogue:

ExpoNet is accredited as a COVIDSafe business, with revised policies and procedures in place to ensure the safe function of our business, operations and stakeholders.

ExpoNet have developed a series of solutions, addressing health concerns, physical distancing; minimising touchpoints; access to appropriate sanitisation; signage solutions plus more.

Click to access -> [COVIDSafe ExpoNet Catalogue](#)

COVIDSafe Information Guide:

A COVIDSafe Information Guide is available to any person/s who attend our Expo.

Click to access -> [COVIDSafe Information Guide](#)



OFFICIAL SUPPLIERS

ExpoNet, our exhibition build company, Expo Freight and EPIC (EPIC) are the only official suppliers for the Sydney Disability Expo. Please be wary of third-party, uninvited contacts.

EPIC Venue Services

EPIC have services available for Exhibitor separate to what Exponet offer. Should exhibitors wish to access these services please click on the service below to access the appropriate application form:

- **Internet Service**
- **Food & Beverage Sampling Approval Forms**

Please remember to adhere to the deadlines set out in the Move In / Move Out (MIMO) form.



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 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**



Expo Freight Australia has been appointed the preferred freight and onsite logistic provider for the Canberra Disability Expo. Please note all enquiries must be submitted by **Thursday 22 August 2024** via the **Expo Freight Portal**.

For all freight forwarding enquiries please see below:

Expo Freight Australia
 Contact - +61 490 069 630
 Email – info@expofreight.com.au
 Webpage – www.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.

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.

Supplier Deadlines

ITEM	SUPPLIER	DUE DATE
Audio Visual Order Forms	ExpoNet	15th August
Additional Lighting and Power	ExpoNet	15th August
Fascia and Signage Confirmation	ExpoNet	15th August
Furniture Order Form	ExpoNet	15th August
Booth Modifications, Layout and Final Checklist	ExpoNet	15th August
Wall Mounted Shelves	ExpoNet	15th August
Food Sampling Written Application	Venue	15th August

IMPORTANT: Please note: orders placed with ExpoNet after the **15th August** will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply.



FOOD AND BEVERAGE SAMPLING

Food and Beverage Sampling Approvals

EPIC has 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 EPIC and event organiser (ImpactInstitute) in writing no later than 14 days prior to the event. Anyone without prior approval will be unable to provide food or beverage on-site.

Samples of food and beverages can be distributed to event attendees but **cannot be sold**. Notification of sampling must be made in writing to Exhibition Park in Canberra and the approval sent to event organisers (ImpactInstitute) a minimum of fourteen (14) days prior to the commencement of the event.

Approval will be given at the discretion of venue management.

EPIC have established the following guidelines for sample servings of food and beverage not purchased from the venue catering facility.

Samples to be given away free of cost to the visitor and must be items which:

- Exhibitors or registered members of the association sell wholesale in the normal conduct of business.
- Produced by equipment used in the normal conduct of their business.

Portions are to be of normal tasting size only:

- Non-alcoholic beverage samples should be no more than 50mls.
- Solid food should be no larger than bite size (50 grams).

The Food Sample must be submitted directly to EPIC – [Click Here](#) to access. Once approval is granted please email to event organiser via cde@impactinstitute.com.au, by the **15th August 2024** as per the MIMO requirement. Any request received after this due date may not be guaranteed approved.



Health Regulations

If unpackaged food is to be given away, openly stored, displayed or handled, the following facilities and services need to be provided by the Exhibitor:

- Hand basin with hot/cold water and antibacterial soap.
- Hand sanitiser to be available for all staff at prominent locations
- Disposable gloves to be provided to staff handling any ready to eat foods
- Serving utensils to be provided for all food items that are to be served to customers
- Exhibitor/s to adhere to all current food safety legislation
- Separate sink with hot and cold water for washing serving implements or utensils.
- Washable impervious floor and walls, where food preparation or cooking is taking place.
- Stand must be located with access to the appropriate pit if water and drainage are required.
- Refrigerated display and/or storage cabinet if the food is perishable.
- Food should be protected from contamination by a glass or Perspex screen or 'sneeze' guards, and trays with fitted covers should be used.
- Condiments such as sauce, mustard etc. are to be contained in squeeze type dispensers or in individually sealed packs.
- All eating and drinking utensils must be disposable e.g. paper cups, plastic spoons, plastic wine glasses etc., and must not be re-used.
- Bins must be provided and placed in suitable locations by exhibitors offering food. Such receptacles must be located at or near the stand.
- Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oils etc.

LPG Gas

The use of LPG gas appliances inside EPIC Buildings is strictly prohibited. Cooking of food on stands is discouraged, however each case will be considered on its merits in conjunction with the type and quality of food being cooked, the method used for cooking and the removal of any cooking odours. Notification must be made in writing to your Event Planner.

Council Permits

All exhibitors supplying and displaying food as part of their exhibit will be responsible for complying with relevant standards. Once EPIC receive the relevant applications forms, they will then review and advise if exhibitors require to register as a temporary food stall with the ACT Government. Exhibitors are also responsible for determining the food safety and handling requirements for their products before an event.

More information about temporary food stall within the ACT Government can be found **HERE**. Alternatively, to view the Food Safety Regulation website **CLICK HERE**



Confectionery items may be considered for direct approval, providing they are packaged with a detailed ingredient list and not readily available to children or persons who require care. Please submit your requests to the organisers (ImpactInstitute) for approval at cde@impactinstitute.com.au.

When do you need a food business licence?

If you handle or prepare unpackaged food or beverage products you may require a licence. If you do not need a licence for pre-packaged food, confectionery or whole fruit and vegetables. Exhibition Park in Canberra will advise each exhibitor on a case-by-case basis if they are required to apply for a temporary food stall licence with the Canberra City Council.

If you have any questions or would like any advice on food and sampling approvals, please email cde@impactinstitute.com.au or call 02 9025 9396

SINGLE USE PLASTIC BAN

On 1 July 2021, the ACT commenced a ban on the sale and supply of selected single-use plastic products which includes single-use plastic cutlery, single-use plastic drink stirrers and expanded polystyrene takeaway containers.

It is important that food vendors/vans (including those based outside of the ACT) adhere. Online resources are available with information on key details and prohibited and alternative items.

These are ready to download from: [Single Use Plastics Resource](#).





MOVE-IN / MOVE-OUT (MIMO) 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 set up! Move-in times must be strictly adhered to. This will ensure the Expo starts on time and all booths are prepared and ready for the 9am public opening. **All exhibitors must set up their booths on Thursday 5th September from 3pm to 6pm.** You will have access to your booth for **final preparations and cleaning on Friday 6th September between 7am and 8am.**

***IMPORTANT: The move-in/out (MIMO) form will be sent to the main contact who completed the booking form. The MIMO form will open on the 24th July and closes on the 15th August – this form is compulsory for ALL exhibitors to complete.**

Registration

Exhibitor registration will open at 3pm, Thursday 5th September in the foyer of Exhibition Park in Canberra. 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 EPIC Drop Off Bay via Gregory Terrace from **9am – 5pm, Thursday 5th September** for courier access only. Items can then be delivered via the front entrance where items can be left with our Registration. Please advise couriers that the registration desk can be reached via the escalators inside the venue. This is for loading and unloading small hand delivered items only and is restricted to 10 minutes. All large items or items requiring a trolley will need to be dropped off via the Loading Dock, also accessed via Gregory Terrace.

To access delivered items Exhibitors must first sign in at registration before requesting their items from either registration or the loading dock. *Please note: Exhibitors cannot access their delivered items until registration opens at 3pm.*

All small items or boxes must also be brought in via the main entrance during the MIMO period (3pm-6pm) by exhibitors, whether this be via the Drop Off Zone or after parking in the underground parking available for us of the Thursday only.

Register all staff attending the Expo by **15th August** via the **MIMO form**. ALL Exhibitors must submit their MIMO form, even if they are not accessing the Loading Dock.



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.

Loading Dock

You **must** complete the MIMO Form by **15th August** if you require the use of the loading dock to unload large items. Access is only permitted to couriers listed on the MIMO form and there is a 15-minute unloading limit. A **Drop-Off Zone** within the loading dock has been allocated for all couriers to leave deliveries. Exhibitors will need to go to registration to request their delivery. All small items and packages **must** be brought in through the main entrance to avoid congestion.

EPIC – Budawang Pavillions loading dock is accessible, self-servicing and reached via the rear of the building from **9 - 5pm for couriers or 3pm – 6pm for Exhibitors, Thursday 5th September**. Goods will not be accepted at any other location or outside these hours unless negotiated directly with the venue. The Budawang Pavillion is your first building on the right as you enter the EPIC precinct via Gate 2 (corner of Flemington Road and Northbound Avenue in Mitchell in Canberra).

Although the Loading Dock is easily accessible, the enclosed area can quickly become congested. To managed this, schedules times may be initiated. Exhibitors will be notified if their requested times on the MIMO forms has to be altered.



Figure 3: Canberra event parking & loading dock map

Goods will not be accepted unless a delivery label. The labels can be accessed via our Exhibitor Downloads Portal - [CLICK HERE](#) Please ensure the correct label is attached and the correct building identified, Budawang Pavillion at Exhibition Park in Canberra.

Following the exhibition, all delivery items need to be labelled clearly according to the requirements of EPIC and courier. **Please note: All items must be collected from EPIC Loading Dock by 5pm, 7th September or they will be removed from site at the Exhibitors 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 (ImpactInstitute Pty Ltd) 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 Exhibition Park in Canberra use the services of a specialised courier. This will avoid potential problems with



customs, duties or deliveries outside of scheduled move-in/out times and ensure a smooth delivery process.

It is the **sole responsibility** of the exhibitor to arrange freight deliveries and any costs associated with this. Event organisers will be on hand to accept delivery on the Thursday, 5th September, 9:00am – 5:00pm however, all items being delivered must be listed on your MIMO form. A separate, allocated Drop-Off zone will be available for freight forwarders to deliver handheld small parcels that are able to be carried to registration via the front entrance and restricted to 10 minutes. All large items or items requiring a trolley will need to be dropped off via the Loading Dock.

Goods **must not** be sent to the loading dock before **9am or after 5pm on Thursday 5th September** and all goods must be collected by the end of the official move-out time, no later than **5pm Saturday 7th September**.

A limited amount of complimentary trolleys are available for exhibitors use during move in/move out. These are available on a first come, first serve basis. Please liaise with event organisers at registration on arrival for availability. We recommend exhibitors bring their own trolley.

Exhibitor Parking During Move-In / Move-Out

For loading and unloading of large items, exhibitors may use the loading dock.

A Drop-Off Zone will operate via EPIC Budawang Pavilion from **9am – 5pm, Thursday 5th September**. This is for loading and unloading small hand delivered items only and is restricted to 10 minutes. Alternatively, Exhibitors will have access to the venue between the MIMO periods. All large equipment items requiring a trolley can be dropped off via the Loading Dock, also accessed via the rear of the building. To access delivered items Exhibitors **must first sign in at registration** before requesting their items from the loading dock. **Please note: Exhibitors cannot access their delivered items until registration opens at 3pm.**

Parking is free at the venue. For **move-in on Thursday 5th September**, Exhibitors are able to utilise the closest parking, Budawang Car Park. During event hours this parking areas will be for attendees only, exhibitors are requested to park at at the furthest parking locations, behind the Quokka Pavilion (next to the arena) to allow easy access for all attendees. *Refer to Figure 4: EPIC parking map under the A-Z, Parking section.*

Move-Out

All Exhibitors will be able to pack up their booths on Saturday, **7th September strictly between 3pm and 5pm**. **You are not permitted to leave your booth prior to 3pm on Saturday 7th September**. 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, you will be asked to wear a safety vest, which can be purchased from registration for \$5 per 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 & vests at reception on the way out. All hired items from ExpoNet** can be left within the booth for pick-up and dismantling.

***Anything left on site after 6pm on Saturday will be deemed rubbish and removed by the venue cleaners. Rubbish removal fees may apply.**

Alcohol consumption during move in and move out

Due to OH&S compliance, alcoholic beverages cannot be consumed during move-in and move-out of exhibitions at Exhibition Park in Canberra. All service of alcohol must cease 30 minutes prior to the scheduled commencement of move out.



A – Z ADDITIONAL INFO

Animals on-site

Animals or pets are not permitted in Exhibition Park in Canberra except for Guide Dogs and Hearing Dogs, unless otherwise approved.

In special circumstances, approval may be granted to approve exhibitors for an activity or performance where the use of an animal is legitimately required. Venue and Event organiser (ImpactInstitute) approval must be sought prior to the event. If approval is granted, the exhibitor must provide a copy of their animal management plan to the organiser.

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 is NOT ALLOWED at the Canberra Disability Expo. If helium balloons are brought in and happen to be released, additional fees will apply for the retrieval of the balloons from the venue roof. Should balloons accidentally activate any part of the venue's fire protection system, **ALL** costs incurred will be the responsibility of the Exhibitor.

Care of the Venue

No attachment, fitting, fixture or defacement is to be made to the floor, ceiling, internal or external walls of the buildings. No nails, screws or other devices are to be driven into, or holes made in any part of the buildings.

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. Exhibitors must source their own courier and ensure couriers adhere to the dates and times specified in the MIMO.

Deliveries will only be accepted on **Thursday 5th September** between 9am-5pm at EPIC on Gregory Terrace. For move-out, instruct couriers to collect from registration **prior to 5pm Saturday, 7th September**. Large equipment items to be collected from the Loading Dock. All items must be listed in the MIMO. Please let us know if you are planning on having any items couriered to or from the event by completing the MIMO form and ensure the courier company has the correct details and delivery labels.

COVID Safety Plan

Our Expo operates under the COVIDSafe Event Plan. The event organisers will continually be guided by State Government regulations and restrictions at the time of the event in order to ensure our Expo continues to operate as a COVIDSafe event. Our event Covid Safety Plan can be viewed via the link: **COVID SAFETY PLAN**

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**

Dangerous Substances

Any dangerous substances and hazardous goods being brought onsite as part of your event, including gas, petroleum, flammables or explosives, must be declared to the EPIC Team at least six (6) weeks prior to the commencement of the event term. For major events each vendor/exhibitor/sponsor will be required to complete a Dangerous Substances Permit form for EPIC to review and compile an additional Dangerous Goods Manifest. Request a copy of EPIC's Dangerous Substances Guidelines and Permit Form for further information.

LPG Cylinders

The use of LPG cylinders onsite must also be closely monitored by you to ensure they are tested, stamped and approved for use as per the relevant standards. A dry powder fire extinguisher (CO2) is to be provided for each appliance using LP gas or flammable liquids and positioned in a readily accessible location.

Display Stand Materials

Exhibition Park in Canberra 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



- Must not cause dampness, stain or be readily ignitable.
- Must not be capable of emitting toxic fumes should ignition occur.
- Crepe paper, corrugated cardboard, straw, hay, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) requires prior approval from Exhibition Park in Canberra.
- Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, with the below considerations:
 - A protective membrane is laid first and chips are kept slightly moist at all times.
 - A fire extinguisher must be provided by the exhibitor and be placed in a prominent location on the stand.
 - Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. Exhibition Park in Canberra will require proof of treatment.
- Moving machinery or equipment likely to injure a member of the public or a swimming pool or spa containing water, must be separated from the public by a physical barrier and supervised at all times.
- Fountains, aquariums, spas, rock pools and swimming pools can be displayed, provided suitable provisions are made to prevent water leakage onto the floor.
- No core drilling or fixing into any floor or wall is permitted.
- No stands are to be covered or blocked by fabric or material at any time as this can be a fire safety hazard.

Distribution of Promotional Material

The distribution of promotional material such as brochures, catalogues, leaflets and pamphlets are restricted to your booth space. Distribution is not permitted in common areas and public areas within and surrounding Exhibition Park in Canberra. Any persons involved in **ambush marketing or hawking** may be evicted.

Emergency

In case of an emergency, where you are no longer able to attend the Expo, please contact **02 9025 9395** or **0455 038 737** immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

Emergency evacuation

Review EPIC 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

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

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 First Aid table for assistance. Our First Aid provider is Advanced EMT and they will be on site on both Friday and Saturday from 9am-3pm. If required Advanced EMT are able to access a First Aid Room which is conveniently located on the Level 1 Concourse.

Forklifts

Forklift services are available for exhibitors, but forklift hire, and porter fees apply. Please ensure you advise event organisers via the MIMO form should you require access to a forklift. Event organisers will then obtain a quote from EPIC and require payment via credit card before a forklift can be scheduled. This must be no later than (21) twenty-one days prior to the event.

Internet Services

EPIC has the following internet services available for exhibitors. WiFi Package are available for Purchase should Exhibitors require Internet as part of their business operations during the expo. Exhibitors will need to submit the **WIFI Connection Form** directly to Exhibition Park in Canberra. Please see plan packages below:

Plan Code	Data Allowance (GB)	Bandwidth	Daily Price (Inc GST)
1	3	5 Mbps	\$50.00
2	5	10 Mbps	\$75.00
3	10	20 Mbps	\$125.00
4	20	30 Mbps	\$225.00
5	30	50 Mbps	\$300.00

**We recommend Exhibitors have a 4G Hotspot Device as a backup should you require internet access to conduct business.*



Lost and Found

All lost and found property must be reported to event organisers via registration or the venues customer relations desk. At the conclusion of the event, if items remain unclaimed, they are moved to the venue administration office. To contact the venue please call (02) 6025 5230

Motor Vehicles

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

- Vehicle Dimensions, Weights and Fuel Type provided at least six (6) weeks prior to the event
- Vehicles are to be escorted into the venue
- Vehicles in exhibitions cannot be started and run without prior permission from EPIC
- Flooring must be protected by drip trays under each vehicle
- Each vehicle fuel tank is to contain at least 90% of the fuel capacity (diesel vehicles require 25% or less fuel capacity)
- Under no circumstances is fuel to be decanted or vehicles filled in the Loading Docks or within Exhibition Park in Canberra
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition
- 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 Exhibition Park in Canberra
- 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.

** Exhibitors are responsible for any damages and will be charged accordingly*

Non-Smoking Areas

All Canberra Disability Expo areas are smoke-free. Smoking is strictly prohibited in all public spaces as outlined in the Tobacco and Other Smoking Products Act 1998. Thank you for your cooperation.

Parking

There is ample parking at EPIC and there are no parking fees.



Figure 4: Canberra event parking map

Refreshments: tea and coffee

Tea and coffee vouchers will be provided by the organisers and can be redeemed at the kiosk area within the venue. Lunch is at the exhibitor's expense.

Rubbish

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

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.

Storage

Storage is not permitted on the loading dock, exits, service area or aisles of the Expo. It is recommended that 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 or aisles 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 and comply with the **Work Health and Safety Act 2011** (the Act), the Electrical Safety Act and Advisory Standard.

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.

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.

**Refer to the Third-Party Supplier Section in this manual for more information.*

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.



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 Impact Institute 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:
- Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
 - Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
 - 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**

August 2024