

CANBERRA DISABILITY EXPO

Exhibitor Manual



Table of Contents

WELCOME TO THE EXPO	4
EXPO HOURS	4
VENUE	4
OFFICIAL OPENING CEREMONY & STAGE PROGRAM	5
EXHIBITOR CHECK-LIST	6
KEY CONTACTS	7
THINGS YOU NEED TO DO NEXT:	8
THINGS YOU SHOULD NOT DO:	9
CANCELLATION POLICY	9
SELECTING YOUR BOOTH	10
WORKABILITY EXPO EMPLOYER LOUNGE	12
MAXIMISE BOOTH & PARTICIPATION	13
PROMOTE THE EVENT	13
EXPO COLLATERAL	13
EXECUTE 5-STEP PLAN:	14
EXPONET	16
EXPO FREIGHT	17
EPIC VENUE SERVICES	17
<i>Food and Beverage Sampling Approvals</i>	<i>18</i>
<i>Health Regulations</i>	<i>19</i>
<i>Council Permits</i>	<i>20</i>
<i>LPG Gas</i>	<i>20</i>
<i>Single-use Plastic Ban</i>	<i>21</i>
MOVE-IN / MOVE-OUT (MIMO) LOGISTICS	22
MOVE-IN	22
REGISTRATION	22
SAFETY INFORMATION	22
LOADING DOCK	23
COURIERS	23
THIRD-PARTY SUPPLIERS	23
EXHIBITOR PARKING	24
MOVE-OUT	24
<i>Alcohol consumption during move in and move out</i>	<i>24</i>
A – Z ADDITIONAL INFO	25
ANIMALS ON-SITE	25
BALLOONS	25
CARE OF THE VENUE	25

CLEANING.....	25
CLEAR AISLES.....	25
COURIERS AND DELIVERIES	26
CONDITIONS OF ENTRY	26
DANGEROUS SUBSTANCES.....	26
DISPLAY STAND MATERIALS	26
DISTRIBUTION OF PROMOTIONAL/INFORMATION MATERIAL	27
EMERGENCY	27
EMERGENCY EVACUATION	27
FIRE AWARENESS	28
FIRST AID	28
FORKLIFTS.....	28
LOST AND FOUND.....	28
NON-SMOKING AREAS.....	28
PARKING.....	28
REFRESHMENTS: TEA AND COFFEE	29
RUBBISH.....	29
STORAGE.....	29
TESTING AND TAGGING.....	30
THIRD-PARTY SUPPLIERS.....	30
TROLLEYS	30
WIRED AND WIRELESS INTERNET	30
TERMS & CONDITIONS	31

WELCOME to the expo

The Canberra Disability & WorkAbility Expo welcomes you as our Exhibition Partner!

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

The 2025 Canberra Disability Expo includes the WorkAbility expo on both Friday 12th and Saturday 13th September, with the exception of the WorkAbility Employer Lounge and WorkAbility Workshops which only operate on the Friday. WorkAbility Expos are funded by the Australian Government Department of Social Services, and designed to help people with disability, including those with high support needs, find meaningful employment.

Expo Hours

Friday 12th September 2025 > 9am – 3pm

Saturday 13th September 2025 > 9am – 3pm

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.

Please contact **0499 553 394 or 0455 038 737** for urgent matters during the expo.

Venue

Exhibition Park In Canberra - EPIC

Flemington Rd, Mitchell ACT 2911

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

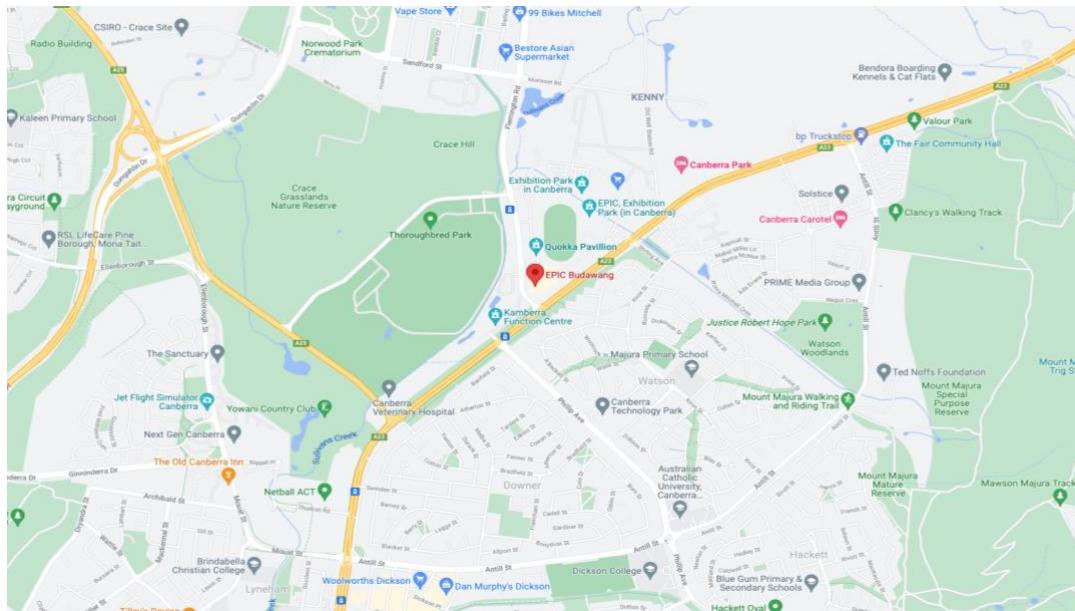


Figure 1: EPIC Location Map

Official Opening Ceremony & Stage Program

The official opening ceremony will commence at **11am Friday 13th September**. You're encouraged to come to the stage and join us at the opening ceremony.

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

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

EXHIBITOR Check-list

ITEM	DUe DATE
<p>Pay invoice and read terms and conditions <i>Only fully paid exhibitors may have access to booth allocation</i></p>	BY INVOICE DUE DATE
<p>Send your Public Liability Certificate to cde@impactinstitute.com.au</p>	IMMEDIATELY
<p>Download Expo collateral</p> <ul style="list-style-type: none"> Install email signature and web banner Read exhibitor documents 	IMMEDIATELY
Prepare flyers, signage and lead forms for your booth	IMMEDIATELY
<p>Booth allocations start <i>Booth allocations are sent to exhibitors in order of their invoice paid date</i></p>	MAY
<p>Fill in Move-in/Move-out (MIMO) Form Go to MOVE-IN / Move-OUT logistics - OPENS: 30th July</p>	21st August
<p>Log into ExpoNet OEK portal and complete required forms Go to ExpoNet - OPENS: 30th July</p>	21st August
<p>Complete and Submit required forms to the venue and the organiser via cde@impactinstitute.com.au</p> <ul style="list-style-type: none"> EPIC Stall Holder Safety Checklist EPIC Food Sampling Checklist EPIC WIFI Connection Form EPIC Electrical Safety <p><i>These can all be downloaded from the exhibitor downloads</i></p>	21st August

Key Contacts

Canberra Disability Expo	Enquiries	cde@impactinstitute.com.au	0499 553 394
Customer Service	Ibrahim Mohammed	ibrahim.mohammed@impactinstitute.com.au	0499 553 394
Account Manager	Heather Hopkins	heather.hopkins@impactinstitute.com.au	0477 705 177
Bookings Manager	Mary Wahba	mary.wahba@impactinstitute.com.au	0499 457 319
Events Specialist	Tania Flore	tania.flore@impactinstitute.com.au	0439 372 491
Marketing and Events Assistant	Audrey Pendergast	audrey.pendergast@impactinstitute.com.au	02 9025 9304
Events Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Marketing Communications Manager	Yvette Thomson	yvette.thomson@impactinstitute.com.au	02 9025 9318
Events Manager	Mathew Botten	mathew.botten@impactinstitute.com.au	0455 038 737
Events Director	Kathryn Carey	kathryn.carey@impactinstitute.com.au	0418 969 149
Expo Freight	Logistics Provider	admin@expofreight.com.au	0488 703 788
ExpoNet	Booth Build Provider	esd@exponet.com.au	02 9645 7070

Things you need to do next:

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

<ul style="list-style-type: none">Promote and prepare to maximising your presence at the expo. Go to Maximise Booth & Participation.	<ul style="list-style-type: none">To sell or give out external food/beverage/confectionery, you must seek approval from Sydney Showground and the organiser by 21st August 2025. A fee may be applied. Please refer to Food and Sampling Approvals.
<ul style="list-style-type: none">Fill in the Move-in/Move-out (MIMO) form to register your booth details, move-in details and staff details by 21st August 2025. Go to MOVE-IN / Move-OUT logistics.	<ul style="list-style-type: none">To bring in assistance animal and therapy animals as part of your booth operation, email cde@impactinstitute.com.au to discuss ASAP.
<ul style="list-style-type: none">Fill in the ExpoNet OEK to get your fascia printed correctly. Note that there is a 30 characters limit on the fascia. Go to ExpoNet.	<ul style="list-style-type: none">All electrical equipment you bring, including power boards and cables MUST have a current electrical safety check tag. You must adhere to the venue's Electrical Safety Requirements.
<ul style="list-style-type: none">Book courier or other third-party suppliers if needed, ensure your supplier details have been submitted via the MIMO form and that your suppliers have the right equipment to load/unload from their vehicles. Please refer to Third-Party Suppliers.	<ul style="list-style-type: none">Fill in Stall Holder Safety Checklist and return to cde@impactinstitute.com.au.

Things you should not do:

<ul style="list-style-type: none">Exhibitors are not allowed to use any electrical equipment that are not approved on the venue's safety requirements.	<ul style="list-style-type: none">Exhibitors should not block walkways and exits or setup signs or equipment beyond the boundary of their booth.
<ul style="list-style-type: none">Exhibitors should not leave their booth vacant before the expo closes at 3pm.	<ul style="list-style-type: none">Helium Balloons are not permitted into the venue at any time. Helium balloons will be disposed at the exhibitors' own costs once they are seen on site and additional fines apply if they're let loose in the venue.
<ul style="list-style-type: none">Exhibitors should not use trolleys during expo opening hours.	<ul style="list-style-type: none">NON-SMOKING: All Canberra Disability & WorkAbility Expo areas are smoke and vaporizing - free.
<ul style="list-style-type: none">Exhibitors are not permitted to hand out collateral beyond their booth	

Cancellation Policy

A credit note will be issued for the full value of the booking if cancellation is made 2 months prior to the expo date. The credit note can be applied to new booking for an event run by the organiser within the next 18 months. Otherwise no credit applies and 100% of the booking fee will be forfeited refund. All cancellations must be requested formally via email. *Please refer the **Terms and Conditions**.*

SELECTING YOUR Booth

CDE - Sponsorship Booths



1 PLATINUM BOOTH

Grande Platinum Booth - 6x4



2 GOLD BOOTH

Infinity Gold Booth - 4x4



3 SILVER BOOTH

Infinity Silver Booth - 4x3

CDE - Exhibitor Booths



1 EXHIBITION BOOTH

Standard Booth - 3x3



2 DOUBLE BOOTH

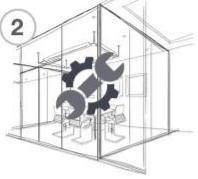
Double Booth - 6x3

CDE - Additional Booths



1 PRODUCT SPACE

Product Space - 6x6



2 CUSTOM BOOTH

Custom Booth

CDE - Additional Space



1 SMALL BUSINESS BOOTH

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



2 COMMUNITY TABLE

Community Space
* Space Size - 2x2



3 VEHICLE SPACE

Vehicle Space

Figure 2: Selection of booth or vehicle options

Each Individual booth set up vary depending on the type of exhibitor booth you have booked. More information on different booth options and inclusions can be [here](#).

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

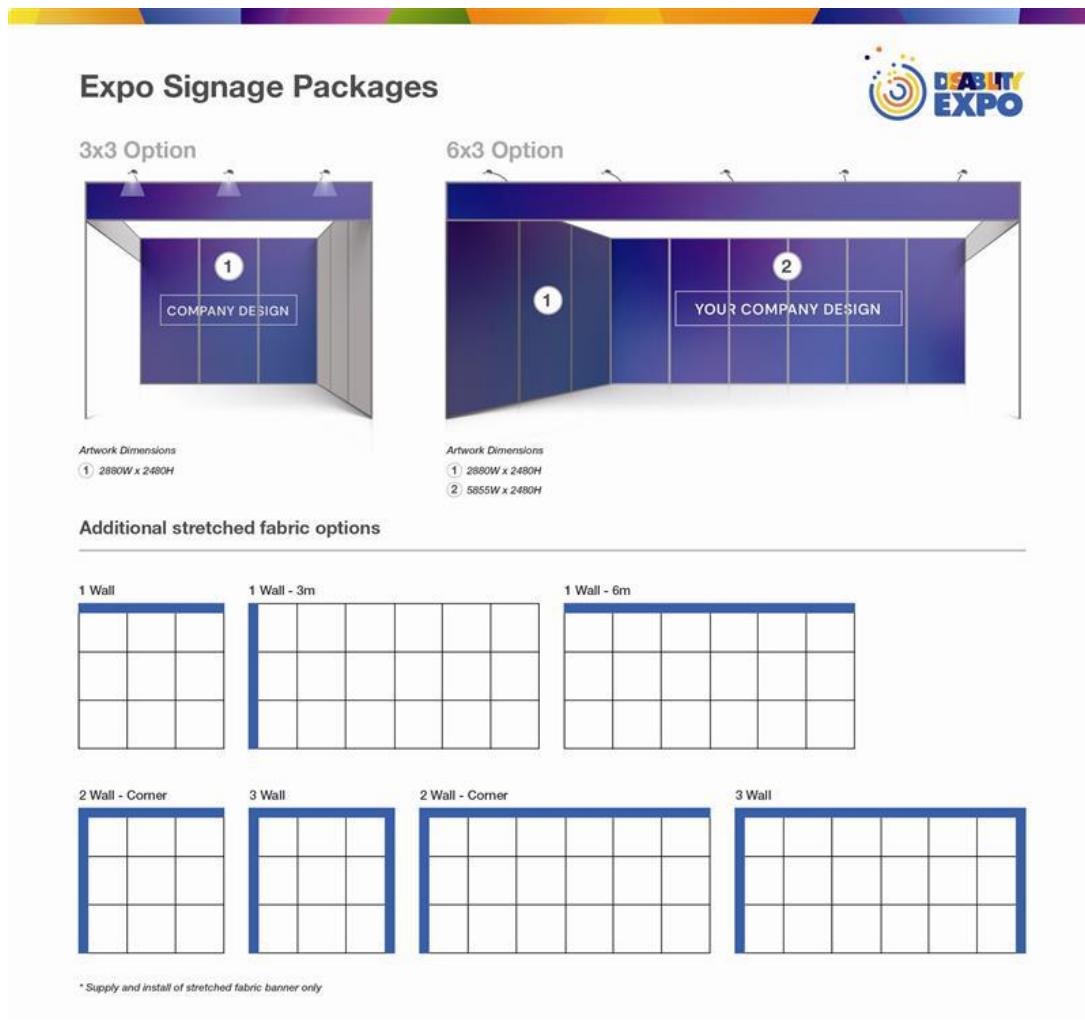


Figure 3: Signage Measurement Example

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

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

WorkAbility Expo Employer Lounge

The WorkAbility Expo Employer Lounge is a separate area within the expo venue. The lounge spaces are specially designed for open employers to meet one-on-one with people with disability in a more relaxed setting. The Employers are required to attend their allocated lounge space on Friday only, however, are welcome to also use the space on Saturday. Workshops that assist in employment readiness will be running in the designated workshop area on Friday only.

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

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



Figure 4: WorkAbility Expo Employer Lounge Space Illusion

MAXIMISE BOOTH & Participation

Promote the Event

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

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

Expo Collateral

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

Important Downloads

- Exhibitor Manual
- Exhibitor Call
- Venue Emergency Evacuation Map
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure
- EPIC Stall Holder Safety Checklist
- EPIC Food Sampling Checklist
- EPIC WIFI Connection Form
- EPIC Electrical Safety

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure

Digital Asset

- Email Signature
- Web Banner
- Logo
- Flyer
- Exhibitor Promo Video

Execute 5-Step Plan:

Plan

- Ensure you are completely ready and prepared for the two-day event.
- Keep in mind the size of your booth when preparing furniture and signage.
- Don't run out of promotional/information material – and proofread everything.
- Keep your booth focused and consistently branded across all items.
- Highlight your product or brand and think of ways to make it stand out.
- Offer easy-to-use forms (digital is preferable), seating for attendees, and something to keep children.
- 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/information 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.

OFFICIAL SUPPLIERS

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

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

ExpoNet



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

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

ITEM	DUE DATE
Audio Visual Order Forms	
Additional Lighting and Power	
Fascia and Signage Confirmation (important)	21st August
Furniture Order Form	
Booth Modifications, Layout and Final Checklist	
Wall Mounted Shelves	

IMPORTANT: Please note: orders placed with ExpoNet after the **21st August** will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply.

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

Expo Freight Australia has been appointed the preferred freight and onsite logistic provider for the Canberra Disability & WorkAbility.

How to book with Expo Freight:

For all bookings please login via the **Expo Freight Portal** and search for "Canberra Disability & WorkAbility Expo 2025" under the new booking request link on your dashboard. If this is your first time utilising the portal, please locate the welcome email which has been sent to you. This will contain login details and a temporary password.

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

All enquiries must be submitted by **Monday 1st September 2025**. For detailed instructions on how to book please click [here](#), or contact Expo Freight directly via **0490 069 630** or info@expofoodright.com.au.

The show runs 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.



EPIC Venue Services

EPIC can cater for all exhibitors in these services:

- [EPIC Food Sampling Checklist](#)
- [EPIC WIFI Connection Form](#)

It is compulsory for every exhibitor to fill in **EPIC Stall Holder Safety Checklist** and return to the venue and expo organiser before the expo commences.

All forms must be submitted before **21st August**. The exhibitors will bear their own risk to not comply with these requirements and deadlines.

It is compulsory for every exhibitor to follow **EPIC Electrical Safety** Requirements. Especially with power boards and extension cords, only commercial rated power boards and leads are to be used inside this venue.



Should you have any questions regarding the forms or electrical safety at EPIC please contact EPIC Events team on **(02) 6205 5320** or eventsepic@act.gov.au.

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. Exhibitors that wish to distribute external food/beverage sampling must fill in the MIMO and **EPIC Food Sampling Checklist** to notify both EPIC And event organiser (ImpactInstitute) in writing before **21st August**. Once approval from EPIC is granted please notify event organiser via cde@impactinstitute.com.au.

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**. Approval will be given at the discretion of venue management.=

EPIC have also 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).

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.

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

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. You must seek approval in writing to cde@impactinstitute.com.au before 21st August.

Single-use Plastic Ban

ACT commenced a ban on the sale and supply of selected single-use plastic products which includes single-use plastic cutlery, plates, bowls drink stirrers and expanded polystyrene takeaway containers, etc. It is the exhibitors' own responsibility (including those based outside of the ACT) to adhere with these regulations. Check out the rules [here](#).



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! **All exhibitors must set up their booths on Thursday 11th September from 3-6pm. Doors open to the public at 9am.** You will have access to your booth for final preparations and cleaning on Friday 12th September between 7:00am and 8:00am.

***IMPORTANT: The move-in/out (MIMO) form will be sent to the main contact who completed the booking. The MIMO form will open on the 30th July and closes on the 21st August – this form is compulsory for ALL exhibitors to complete.**

Registration

Exhibitor registration will open at 8am, Thursday 11th September in the information booth. On arrival, make your way to Registration where you can collect your Exhibitor Pack. Your pack will have information about the Expo, venue facilities, rules and regulations and procedures on moving-out on the Saturday. It will also contain your exhibitor staff passes and tea/coffee vouchers. **The staff passes are nameless, interchangeable and must be handed back after the Expo.** Make sure you plan how you will hand these out to staff as they arrive at the venue.

Register all staff attending the Expo via the **MIMO form**.

Safety Information

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

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

Loading Dock

If you plan to use the loading dock to during the MIMO period, please indicate your preferred time in the MIMO form. You will be sent the loading dock confirmation email a week prior to the expo. Note the time allocated may be different than your preferred time so please make sure you adhere to the time on the confirmation email only. Each vehicle entering the loading dock will be given 15 minutes to unload.

You must comply with instructions given by staff at the loading dock.

Couriers

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

A Drop-Off Zone will operate 9am – 5pm, Thursday 11th September via the Loading Dock during the MIMO at the loading dock. Event organiser will be on hand to accept delivery, but only those items that are listed on your MIMO form and labelled clearly.

Goods **must not** be sent to either the loading dock or the registration before **9am or after 5pm on Thursday 11th September** and all goods must be collected by the end of the official move-out time, no later than **5pm Saturday 13th September**.

Unauthorised items left on site after 5pm on Saturday will be disposed as rubbish on exhibitor's own costs. The venue will not accept the collection of any goods on behalf of Exhibitors, nor will there be any responsibility taken for the safety of any such items collected from the venue.

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

Third-Party Suppliers

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

It is the **sole responsibility** of the exhibitor to arrange third party suppliers and any costs associated with this. If access to loading dock is required, it must be booked via the MIMO form. If access is required prior to 3pm, exhibitor must discuss with the organiser in writing ASAP.

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

Exhibitor Parking

Parking is free at the venue. For move-in on Thursday, Exhibitors are able to utilise the closest parking, however, during event hours this parking areas will be for attendees only, exhibitors are requested to park at the furthest parking locations, behind the venue.

Move-Out

Exhibitors can only move out on **Saturday 13th September strictly between 3pm and 5pm**. All booths must be presentable and open for business right up until 3pm. **Trolleys must not be used by any exhibitor before 3pm.**

Move-out cannot start until all visitors and children have left the venue. This normally takes approximately 5-10 minutes from close of the Expo. Please be patient during this time and mindful of each other, and our attendees leaving the premises.

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. Anything left on site after 5pm on 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.

A – Z ADDITIONAL INFO

Animals on-site

Animals or pets are not permitted in EPIC 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.

Balloons

The use of helium balloons is NOT ALLOWED at the Canberra Disability & WorkAbility 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. 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 11th September** between 9am-5pm at The Fraternity entrance. For move-out, instruct couriers to collect from registration **prior to 5pm on Thursday 11th September**. 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.

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 The Fraternity Team at least six (6) weeks prior to the commencement of the event term.

Display Stand Materials

The EPIC 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 The Fraternity.

- 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. The Fraternity 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/Information Material

The distribution of promotional/information 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 EPIC.

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, 1300Medics, will be onhand to provide assistance

Forklifts

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

Lost and Found

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 reception desk.

Non-Smoking Areas

All Canberra Disability & WorkAbility Disability Expo areas are smoke and vapour-free.

Parking

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



Figure 5: Canberra Disability & WorkAbility event parking map

Refreshments: tea and coffee

Limited 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.

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

Wired and Wireless Internet

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 using **EPIC WIFI Connection Form** or bring your own portable 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 ImpactInstitute.

1.3 Participant – means any exhibitor or engaged speaker or performer.

1.4 Website – means any website owned or operated by the organiser, including but not limited to ImpactInstitute's company website, event websites, hosted services website, online ordering store.

1.5 Social Media – means any social media accounts operated by the organiser, including but not limited to Facebook, Instagram, LinkedIn, twitter.

1.6 Hosted Services – means a virtual event.

1.7 Term – means the time between payment of the invoice and the end of the event period as defined in the relevant event manual.

1.8 ImpactInstitute - means ImpactInstitute Pty Ltd, ImpactInstitute Pty Ltd and Social Impact Events Pty Ltd.

2. General Terms and Conditions

2.1 Only exhibitors who have received an acceptance of their booking from the organisers and have paid in full by the invoice due date, or by the date agreed to by the organisers, may exhibit at the event(s) for which they have made an application.

2.2 The exhibitor is required to provide the organiser with current certificates for the required insurances listed in this agreement at the time they finalise their booking. The organiser has the right to reject the insurance on the grounds it does not meet the obligations contained herein or because the insurer is not acceptable to the organiser.

2.3 The organiser reserves the right to refuse applications to ensure that organisations are suitable for the event(s) and that there is a variety of exhibitors present.

2.4 The organiser shall be responsible only for the provision of the services specified on the application form and does not warrant to provide any other services.

2.5 Liability. To the maximum extent permitted by law, neither party will have any liability to the other for fines, penalties, taxes (except GST) and any exemplary, aggravated or punitive damages, liquidated damages or any indirect or consequential loss (including but not limited to loss of business, loss of revenue, loss of contract, loss of production, lost opportunity costs), legal costs and expenses (except reasonable legal costs awarded by a court) except where such losses are covered by an insurance policy held by the party.

2.6 Cap on liability. In the event of a dispute, the organiser's cap on liability shall be limited to the total amount paid by the exhibitor.

2.7 All event participants shall comply with all relevant Work Health & Safety legislation affecting their participation at all events.

2.8 Term. The term of engagement is set out in the relevant event manual.

2.9 All event participants must comply with all guidelines as set out in the relevant event manual and any other set of guidelines supplied to the participant during the term of engagement.

2.10 Except in relation to an agency purchasing on behalf of another organisation in an outsourced professional services model or where specifically approved, the organiser does not permit any party to rent, lease, or resell any physical or virtual exhibitor booth or space. In the event that an organisation uses an agency to procure a physical or virtual exhibition booth or space on its behalf, the exhibiting organisation remains responsible for complying with these terms and conditions and all instructions supplied during the term of engagement.

2.11 Disclaimer. We do not warrant that any event(s) hosted by the organiser is appropriate for any participant. It is the participant's responsibility to determine if an event or events is suitable for the business purpose intended. The placement of an order and payment of invoice shall be taken as acceptance that the participant has done its due diligence in this regard.

2.12 Subcontractors. The organiser may use subcontractors or third parties to deliver event(s).

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

3. Physical Events

3.1 The participant must have current public and product (if applicable) liability insurance cover with a limit of liability of no less than ten million dollars during all the dates of the nominated event(s) for which they have made an application (event dates can be found in the relevant event manual), including the day of move-in.

3.2 The participant shall take out all risks property insurance for all of its assets located at the site. The participant indemnifies the organiser, its agents, servants, contractors and employees from all actions, claims, demands, losses, damages, costs and expenses arising from the participant's use of the site, including but not limited to the foregoing against any loss, damage or injury from any cause whatsoever to the property or person caused or contributed to by the use of the site by the participant or any servant, agent or other person duly authorised by the participant whether such loss, damage or injury occurs on the site or not and whether caused by any act, omission, neglect, breach or default of the participant or any other person.

3.3 All property and equipment of the participant that is brought onto the nominated event site is at the risk of the participant and the participant hereby agrees to indemnify the organiser against any and all actions, claims, demands, losses, damages, costs or expenses in relation to any loss, damage, accident, claims or injury caused by such equipment and property whether to the organiser or third parties, however occasioned.

3.4 The organiser reserves the right to alter booth allocations at its discretion and will notify any exhibitors involved in these changes and accommodate them with a new location.

3.5 To comply with the Work, Health and Safety Act the participant is responsible for the creation and maintenance of a safe environment for both their workers and visitors including the use of safe and correct lifting procedures during booth setup, the safe and correct use of mechanical items or products and electrical equipment such as extension leads and power boards. Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use and comply with the relevant Work Health and Safety Act 2011, the Electrical Safety Act and Advisory Standard.

3.6 Participant's, equipment and products must be occupied within the booth area only. If any personnel, equipment or products are deemed by the organisers to be obstructing the walkways, the participant will be asked to move them or have them removed permanently if this is not possible.

3.7 The participant's booths must be manned during both days of the event with at least 2 people. Should you need to leave the booth you must notify the organiser immediately.

3.8 The supply and sale of any food and beverages to the public by exhibitors may only be permitted with prior approval from both the venue and the organisers in accordance with the venue's guidelines, the nominated Exhibitor Manual and relevant Health & Safety regulations in the given state and local government area. Exhibitors must adhere to strict conditions and guidelines. Exhibitors will only be permitted to serve food and beverages once all permits and approvals are obtained by the exhibitor and submitted to the organiser for review, as highlighted in the relevant Exhibitor Manual. This includes confectionery items, and their distribution at the nominated event must follow the same approval process and meet all guidelines outlined in the nominated event Operations Manual. Permission from parents or carers is required before handing out any confectionery items to minors. The organiser takes no responsibility for allergic reactions, sickness, permanent injury or death resulting from confectionery, food or beverages distributed by exhibitors to attendees.

3.9 Exhibitor set-up and dismantling times are as indicated in the nominated event Exhibitor Manual and must be strictly adhered to. All vehicles must move-in according to their allocated booking time and information provided in the nominated event Exhibitor Manual due to strict access restrictions. Move-in after 8.00am on the day of the event is strictly not permitted. Exhibitors are not permitted to leave or pack up their booth prior to the nominated event closing time and the move-out time listed in the event Exhibitor Manual. No trolleys are permitted on the floor of the nominated event until the advertised closing time.

3.10 It is the requirement of the participant to leave the site rubbish free and in good, clean condition. All sites, booths and hire equipment is to be left in its original condition at the end of the nominated event or excess charges may apply.

3.11 The organiser reserves the right to use any photograph/video taken at any event held by the organiser, without the expressed written permission of those included within the photograph/video. The organiser may use the photograph/video in publications or other media material produced, used or contracted by the organiser including but not limited to: brochures, books, magazines, websites, social media. By participating in a ImpactInstitute event or by failing to notify in writing your desire to not have your photograph used, you are agreeing to release, defend, hold harmless and indemnify the organiser from any and all claims involving the use of your picture or likeness. To ensure privacy, images will not be identified using full names or personal identifying information without written approval from the photographed subject. A person who does not wish to have their image recorded should notify the photographer and/or contact info@impactinstitute.com.au in writing. Any person/organisation not affiliated with the organiser may not use, copy, alter or modify ImpactInstitute photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorised person from ImpactInstitute.

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

4. Virtual Events / Hybrid Events

4.1 The organiser provides the participant a limited, non-exclusive, non-transferrable right during the term of the agreement to access and use hosted services for the purpose of participating at the event, as set out in the relevant event manual.

4.2 The organiser will use commercially reasonable efforts to provide the web-based services described on its website(s) uninterrupted. The organiser will not be held liable if for any reason the hosted service is unable to be delivered due to, but not limited to, cybercrime or technical failure of the hosted service or any other technology or infrastructure used to deliver the hosted service.

4.3 It is the responsibility of the participant to ensure that their organisation is protected from cybercrime through an appropriate insurance policy in the event that any data stored in the hosted service is breached in any way.

4.4 The organiser will provide the participant with credentials to enable the participant to access and use the hosted service. The participant and all its authorised users must not make these credentials available to any third party. The participant is fully responsible for all access to the hosted services using the credentials provided by the organiser. The participant will use all reasonable efforts to prevent any unauthorised use of the hosted service. If the participant becomes aware of any breach in security they shall inform the organiser in writing. The participant will cooperate with the organiser with any actions required to prevent or terminate unauthorised use of the hosted service.

4.5 Subject to the organisers' privacy policy, and these terms and conditions, the organiser grants the participant access to end user data collected on the hosted service, in accordance with any relevant privacy laws or regulations relevant within Australia. The participant may only use end user data within the means that it is provided by the end user. The end user must give permission through the hosted service for the participant to use the data they provide in the manner in which it is provided.

4.6 The participant is solely responsible for verifying the accuracy and completeness of any content, written, visual or audio provided at the event.

4.7 The use of the hosted service is subject to all other conditions of these terms and conditions, with the exception of those terms and conditions which specifically relate to the physical events set out in section 3.

4.8 The participant agrees to NOT use the hosted service to:

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

4.9 Unauthorised or malicious use of the hosted platform may give rise to a criminal offence. The participant's use of the hosted platform is subject to the **Criminal Code Act 1995 parts 10.7 and 10.8 and the Cybercrime Act 2001**.

5. Cancellations, Payment Terms and Force Majeure

5.1 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if there is in the opinion of the organiser any infringement of any of the terms and conditions in this agreement.

5.2 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if the exhibitor does not occupy its space at the commencement of or does not login to the virtual event during the full period of the event.

5.3 Payment for your booth or sponsorship at your nominated event is expected by the due date on the invoice unless an extension has been approved by the organiser. Booths will not be guaranteed or allocated until payment is made in full.

5.4 It is a requirement that invoices for Early Bird Booths are paid by the due date, otherwise the invoice will be cancelled and reissued at the full rate.

5.5 If a payment remittance is not issued via email within 48 hours of an overdue notice sent out by the organisers, the organiser reserves the right to cancel the booking.

5.6 All cancellations must be submitted formally via email. In the event that the organisers receive a request for cancellation prior to 2 months before the event date, a credit note will be issued for the full value of the booking. The credit note can be applied to any future booking for an event run by the organiser within the next 18 months. In the event of a cancellation within two months of the nominated event, no credit applies and 100% of the booking fee will be forfeited. It is the responsibility of the Exhibitor to review this information and if unclear, contact the organiser to seek clarification.

5.7 **Force Majeure.** The organiser will not be liable for any delay or failure to perform as required by these terms and conditions as a result of any cause or concern beyond its reasonable control, provided that the organiser uses all commercially reasonable efforts to avoid non-performance. In the event that the organiser reschedules an event due to circumstances beyond its reasonable control then the exhibitor is entitled to a credit note, limited to the value of the booking, which can be applied towards a future or alternative event hosted by the organiser.

6. Website(s) and social media use

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

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

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

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

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

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

- 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 2022