



POLICIES

Expertise Events has created a premium standard in marketing and service with our events, and we command an enviable client loyalty. We pride ourselves on excellent communication with our clients, and this is reflected in the comprehensive Exhibition Manual that is provided to all exhibitors eight weeks prior to all our events. Below you will find a comprehensive list of policies relevant to all our exhibitors:

Cleaning Policy

Basic stand cleaning will be provided. This will be done at night and we ask for co-operation in keeping your stand as tidy as possible.

Rubbish should be bagged or boxed up and placed in the aisle at the front of your stand for removal at the end of each day.

Excess rubbish removal and cleaning will be charged at the contractor's rates. Some venues do supply recycle bins and we recommend you use these when disposing of rubbish. Any costs associated with excess rubbish removal will be passed on to the Exhibitor concerned.

If you have any questions in relation to excess rubbish removal, please ask a member of the Expertise Events team.

Our Contract

When you have agreed on a stand with your sales executive they will forward you a contract which you will need to fill out and fax back to Expertise Events.

Some key points to note in our contract:

- No contract will be accepted without a deposit payment, the amount of which varies depending on the event.
- The back page of the contract provides payment information and dates of final settlement.
- Please be aware that our contracts are a legal agreement between Expertise Events and our exhibitors.
- Cancellation of a contract by an exhibitor will incur a cancellation fee up to 100% of the contracted amount.
- Expertise Events reserves the right to move stands as needed depending on floor plan changes

Copyright Policy

Expertise Events strongly supports the protection of intellectual property rights and copyright law. As such, unauthorised photography at this event is prohibited.

Expertise Events reserves the right to prevent unauthorised photographs, to remove from the venue any persons taking unauthorised photographs, and to confiscate and destroy negatives or data files containing unauthorised photographs. Your agreement to these terms and conditions shall be signified by your entry into the exhibition.

Exhibitor Badge Policy

Allocation of Badge Quantities The quantity of exhibitor badges supplied is dependent on the size of the contracted stand, and the event. This is detailed in your Exhibitor Manual that you will receive when you become an exhibitor with Expertise Events.

Terms and Conditions

- Expertise Events will only provide badges when the full name, (first and last) has been given.
- Generic company name badges will not be issued, if you are unsure of your staff when filling out your order forms, please advise us and we will extend your deadline. (All badge names must be supplied prior to going onsite.)
- No name badges will be produced once the event is operational. Lost or forgotten name badges may be reprinted onsite at an extra cost to the exhibitor. This cost is per badge and varies for each event.
- Additional staff badges ordered onsite will incur a badge fee. For this reason it is very important that all staff badges are ordered prior to going onsite. Please see the Service Order Forms for maximum badge allocations.
- Exhibitor badges are strictly non-transferable. Only the bearer of the badge is allowed into the exhibition. The Organiser reserves the right to ask for photo identification if necessary.
- Badges are only valid for access by exhibitors participating in the exhibition. Event participation is governed by the conditions of entry.
- The Organiser reserves the right to refuse entry and at any time if the above conditions are breached, badges will be confiscated.
- Badges remain the property of Expertise Events Pty Limited.
- If you are caught badge swapping you risk losing your right to book a stand at future Expertise Events exhibitions and will be denied entry to future Expos.

Mandatory Move-In and Move-Out Policy

Due to Occupational Health and Safety Requirements, the following regulations must be adhered to on all events:

1. Fully enclosed shoes must be worn during move-in and move-out. Sandals and high-heeled shoes are unacceptable.
2. Children (under 15 years of age) are NOT allowed onsite during the move-in and move-out of the exhibition.
3. Safety vests are now compulsory for ALL exhibitors on move-in and move-out days. Your own vests may be used or they can be purchased at the Expertise Events Servicentre for \$5.00 each

Public Liability Insurance Policy

Whilst Expertise Events will provide the necessary security during our exhibitions, neither Expertise Events nor the venue shall be held accountable or liable for any damage, loss, harm or injury to any person or any property of the exhibition however caused.

Exhibitors are required to ensure that they have \$10,000,000 worth of Public Liability Insurance in respect of bodily injury to persons, or property damage, as per Clause 15(b) of the Exhibitor Contract. This refers to damage or injury caused to visitors on or in the vicinity of an exhibition stand.

Note: If your normal business insurance only covers your stock at your normal place of business, you should consider taking additional insurance to cover your stock from the time your goods are dispatched to the exhibition until they are returned to your premises.

Occupational Health and Safety Policy

Occupational Health & Safety (OH&S) is an extremely important issue that needs to be taken into account by all exhibitors and their display contractors.

All exhibition sites during the move-in and move-out period have a large number of contractors on the site and we have a duty of care to ensure that correct practices are being used and OH&S policies adhered to.

OH&S information needs to be read by and clearly understood by all employees, contractors and sub-contractors under your employment during this exhibition. Failure to comply with these directives will mean a prevention of work on the stand until such forms are produced and guidelines adhered to.

Safety

In the interests of both yourself and visitors safety, the following guidelines should be adhered to during the move-in, open days and move-out periods of the exhibition.

- All exhibitors, subcontractors and other persons working within the confines of the exhibition including the loading dock, must abide by the provisions of the relevant OH&S legislation of each state, relevant venue regulations and all relevant compliance and Advisory Standards. Persons responsible for each stand must ensure that any persons contracted by the exhibitor also comply.
- All exhibitors and exhibit assembly or construction must comply with all Local, State and Federal Statutory regulations, including the Building Code of Australia and all current Australian standards.
- Under no circumstances should any exhibitor, contractor or other person block or impede any of the following: aisleways, roadways, doors, stairs and emergency exits, fire hose reels or fire extinguisher access, fire detection system or sanitary accommodation.
- Persons operating equipment during an exhibition must be the current holder of the relevant certificate or licence as required by law to operate such equipment.
- Machinery, equipment or substances likely to jeopardise the health or safety of any person are prohibited. All machinery should be fitted with guarding, fencing, locks, immobilisation etc. Note: Signs alone are not acceptable as a protective method.
- All materials, fittings and furnishings used in exhibitions must be approved by the relevant regulatory authority (where applicable) for use in a public building (Building Code of Australia classification 9B).
- The use of naked flame, pyrotechnics or flammable gas is prohibited unless approved in writing by the venue.
- Any accident, injury or dangerous occurrence must be reported to the Servicentre or Security as soon as possible.

Security Policy

Uniformed security guards will be on duty during the move-in, exhibition days and move-out. Whilst every precaution is taken, Expertise Events or the venue cannot accept responsibility for any loss or damage that may occur to persons or property at the exhibition, from any cause whatsoever.

Exhibitors should ensure adequate insurance coverage against the loss, theft or damage of all products brought to the exhibition; this includes during transportation to and from the event.

It is unfortunate that while Expertise Events takes precautions, such as having security personnel, thefts still occur. As an exhibitor there are precautions you can take to reduce the risk of theft from your stand whether it be stock/display materials, cash takings or personal belongings.

- Try to avoid bringing valuable personal items with you while working at the exhibition (including cash), if possible carry any personal items on yourself at all times.
- When designing or laying out your stand take into consideration security issues: Is there somewhere for staff to secure their personal belongings? If you will be making cash sales at public exhibitions have you incorporated a cash tin / register and is this in a location where it is not easily accessed?
- If you have cash tin/register on your stand do not leave it unlocked / open.
- Easily portable items of value which form part of your display should be secured to your stand so that they are not easily removed.
- When organising staff for your stand ensure that there will always be someone present at your stand during exhibition hours, remember to allow for meal and toilet breaks.
- If you notice someone or something suspicious contact either the Expertise Events Servicentre or security immediately, this will allow security to act before a theft occurs or someone else becomes a victim.
- Consider using a money pouch carried on the hip if you are making cash sales, by having your cash close to your body it makes it difficult for a thief to access. When purchasing take into account comfort and the design, some pouches are more businesslike than others.
- Be conscious of individuals asking unusual questions. Do not let them distract you and position yourself in a way so that your back is never turned to where your cash is being stored.

Space Only Display Policy

Space only stands do not include walls, company sign, lighting or electrics.

Space only stands are not permitted to use the walls of an adjoining stand for any purpose. Space only stands must provide their own dividing walls to a height of 2.4 metres. Walls in excess of 2.4 metres must be correctly finished and dressed. Expertise Events reserves the right to charge \$55.00 (excl G.S.T.) per metre to those exhibitors who use walls without prior permission.

No suspended or heightened banners or constructions may intrude into or back directly onto another stand. Expertise Events must approve any stand above 2.4 metres prior to the Expo.

The backside (rear) of walls; the common border facing a neighbouring booth, must be devoid of logos or other graphics, so as not to be an eyesore to neighbouring exhibitors.

Floor plans must include a design dimensioned plan, cross-sectional and elevation views, together with details of construction materials and methods. Artists' impressions are not acceptable. All plans must be approved by the venue at least 3 weeks prior to the first move-in day as per Clause 9 of the Exhibitor Contract.

Stand Perimeter Policy

All display material, furniture and selling aids must be kept within the perimeter of the stand. The perimeter of the stand refers not only to the two dimensional area of your stand, but also to the height of your display.

Stand designs or displays which exceed the 2.4 metre standard booth height, must be submitted for approval from Expertise Events. No nail, screw or other device is to be driven into, nor are holes to be bored into any pillar or any other part of the building.

Miscellaneous Policies

Deliveries Policy

Neither Expertise Events, nor the venue will accept responsibility for the safety or well being of any display or product item delivered to the site. Nor will Expertise Events or the venue take delivery of such items on behalf of an exhibitor, unless prior arrangements have been made, to which no responsibility is accepted in doing so.

Storage Policy

There is limited storage within the exhibition area. Exhibitors are advised to ensure all cartons, boxes and wrapping materials are removed from their stands prior to the opening day of the Exhibition. The provision of forklifts or trolleys should be organised prior to going onsite by contacting our freight contractor. If there is storage area available, the exhibitor is solely responsible for all goods placed in this area.

Electrical/Lighting Policy

To comply with strict venue regulations all leads and electrical items such as television sets, kettles, irons, hairdryers, computers, frying pans, etc. and power boards must be tested and tagged. Onsite testing and tagging can be arranged, visit the Event Servicentre.

Canvassing Policy

Exhibitors may not canvass or distribute promotional material other than within their exhibition stand.

Competition Policy

Exhibitors wishing to conduct a competition or lottery can do so if the appropriate approval is gained from the relevant State Authorities and Expertise Events. You may need to gain a permit from the Minor Gaming Unit depending on the value of the prize you are giving away.

Noise Policy

Microphones, sound amplification, machine demonstrations and videos will be permitted where the level of sound causes no annoyance to neighbouring exhibitors or visitors. Expertise Events reserves the right to enforce sound level restrictions on your exhibit if noise becomes an annoyance to a neighbouring exhibitor. Expertise Events shall be the sole judges as to whether there is any annoyance factor with such items.
