

WOLLONGONG WORKABILITY

# Exhibitor Manual

*Connecting employers and people with disability*



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# WELCOME TO THE Wollongong WorkAbility EXPO

The Wollongong WorkAbility Expo is aimed at connecting employers and people with disability.

WorkAbility Expos are designed to improve the employment outcomes of people with disability, by connecting employers and people with disability. WorkAbility Expos provide a platform for open employers, Disability Employment Services, Australian Disability Enterprises, education and training providers, disability service providers, advocacy groups, and government agencies to unite under one roof and support people with disability in their journey for meaningful employment.

The Wollongong WorkAbility Expo will be the first, stand-alone Expo. Overall we have 9x WorkAbility Expos, 5x integrated, 3x stand-alone, and 1x virtual expo. If you are interested in other locations please go to [www.workabilityexpo.com.au](http://www.workabilityexpo.com.au). To view other locations please go to: [www.workabilityexpo.com.au/events/](http://www.workabilityexpo.com.au/events/).

WorkAbility Expos will have two dedicated zones:

WorkAbility floor for your organisation to connect with people with disability, their family and carers. Here, disability specific employers will host one-on-one conversations with people with disability Workshops to help people with disability on their employment journey

The WorkAbility Expo is for open employers and for disability specific employers who are driven to provide employment opportunities for people with disability.

## Expo Hours

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We recommend you have at least two staff at your booth during the expo 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.

The expo is open to public:

**Tuesday 3<sup>rd</sup> December 2024: 10am – 3pm**

## Venue

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**The Fraternity: THE FRATERNITY CLUB – Fairy Meadow**

11 Bourke St, Fairy Meadow NSW, 2519 Australia

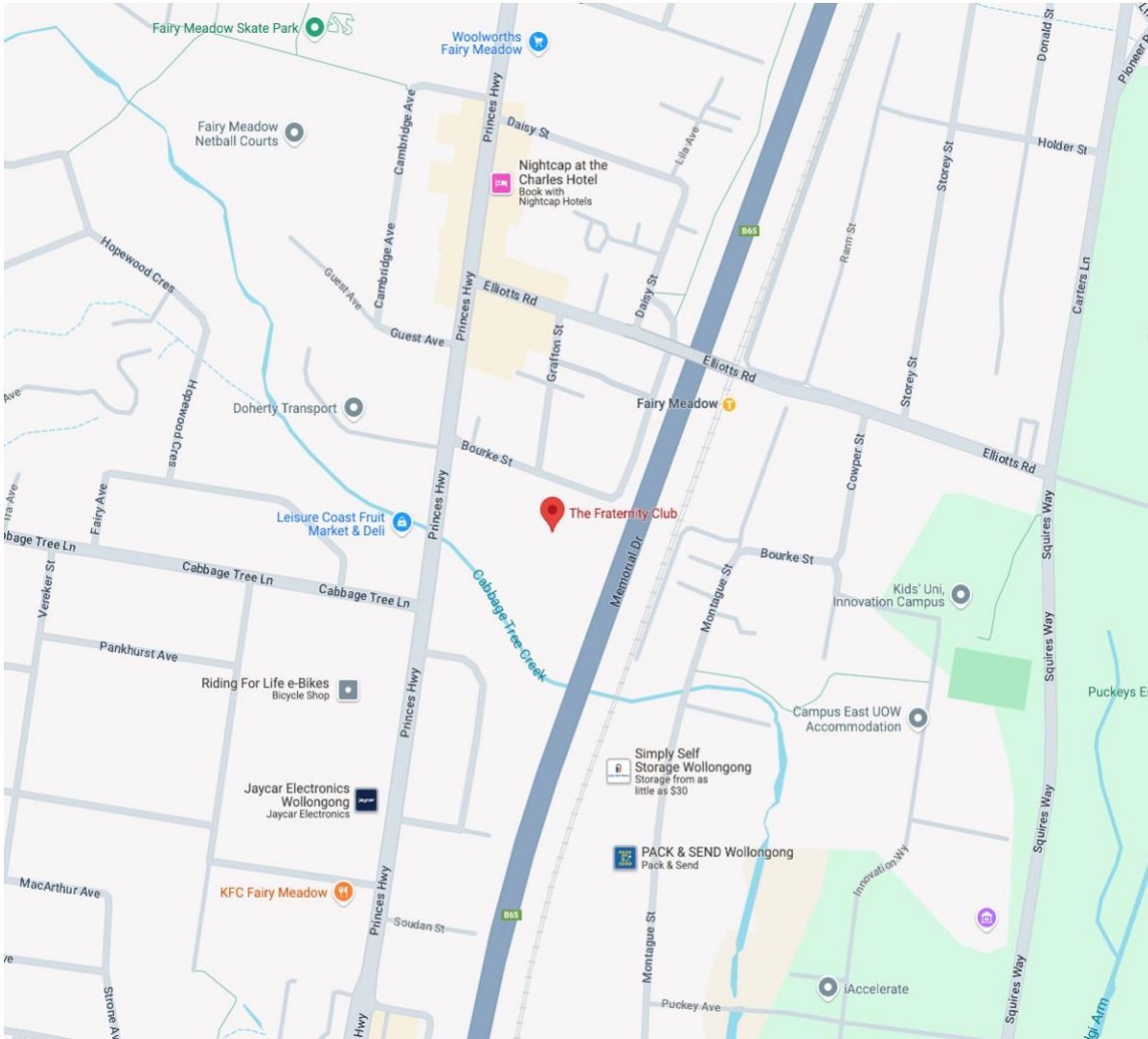


Figure 1: The Fraternity Club

## Key Contacts

Wollongong WorkAbility Enquiries	ImpactInstitute Team	<a href="mailto:wae@impactinstitute.com.au">wae@impactinstitute.com.au</a>	02 9025 9396
Event Sales	Heather Hopkins	<a href="mailto:heather.hopkins@impactinstitute.com.au">heather.hopkins@impactinstitute.com.au</a>	02 9025 9392
Events Coordinator	Brittany Roulston	<a href="mailto:brittany.roulston@impactinstitute.com.au">brittany.roulston@impactinstitute.com.au</a>	02 9025 9304
Bookings Manager	Mary Wahba	<a href="mailto:mary.wahba@impactinstitute.com.au">mary.wahba@impactinstitute.com.au</a>	02 9025 9302
Events Coordinator	Lainey Pan	<a href="mailto:lainey.pan@impactinstitute.com.au">lainey.pan@impactinstitute.com.au</a>	02 9025 9303
Marketing Communications Manager	Yvette Thomson	<a href="mailto:yvette.thomson@impactinstitute.com.au">yvette.thomson@impactinstitute.com.au</a>	02 9025 9318

Expo Freight	Logistics Provider	<a href="mailto:admin@expofreight.com.au">admin@expofreight.com.au</a>	0488 703 788
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## Key Deadlines

Pay invoice and read <b>terms and conditions</b> <i>Please note: only fully paid exhibitors may access their exhibition booth</i>	<b>BY INVOICE DUE DATE</b>
Send Public Liability Certificate to <a href="mailto:wae@impactinstitute.com.au">wae@impactinstitute.com.au</a>	<b>IMMEDIATELY</b>
<b>Download Expo collateral</b>	<b>AVAILABLE</b>
Install email signature and web banner	<b>AVAILABLE</b>
Prepare flyers, signage and lead forms for your booth	<b>AVAILABLE</b>
Complete the MIMO Form <b>OPENS: 13th November</b>	<b>26th November</b>
Complete and Submit required Approval Forms to the Organiser <a href="mailto:wae@impactinstitute.com.au">wae@impactinstitute.com.au</a> <i>(refer to supplier info)</i>	<b>22nd November</b>
Submit Food Sampling Approval Form <i>(refer to food sampling section for details)</i>	<b>22nd November</b>

## 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 WorkAbility Expo Facebook page, sharing our stories and tagging us in your posts @WorkAbilityExpo
3. **Share the Wollongong WorkAbility 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

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

### Important Downloads

- Exhibitor Manual
- Expo COVIDSafe Information
- Exhibitor Checklist
- Terms & Conditions
- Emergency Evacuation Plan

### Digital Asset

- Email Signature
- Web Banner
- Logo
- Flyer

### Things to remember during the event:

- Booths must be occupied at all times between the operating hours listed over both days. 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.
- Power within the venue is limited. As a result, wall power points are to be shared amongst ALL Exhibitors. 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.
- The Fraternity Club 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 is NOT permitted. 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.
- All competitions or raffles run by exhibitors must have clear, fair and accessible terms and conditions and the appropriate permit, sought from Fair Trading NSW. Competitions, giveaways and games must not be conducted outside of your allocated booth space. Please [CLICK HERE](#) for further information.
- Exhibitors will receive a limited number of complimentary Tea and coffee vouchers. These will be provided on the day of the event. Lunch can be purchased at the Expo Café.
- NON-SMOKING: All Wollongong WorkAbility Expo areas are smoke and vapor-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**

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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 for further information.



# SELECTING YOUR BOOTH SET-UP

Each Individual booth set up will be provided 1x Trestle Table and 2x Chairs inside a 2 meter square space. Exhibitors are permitted and encouraged to brand their space to ensure that they stand out and are easily recognisable. Media Walls, Pull Up Banners and Tear Drop Flags are common methods of branding.

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 one-day event.
- Consider the size of your booth when preparing furniture and signage.
- Ensure you have ample 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.
- Provide easy-to-use forms (digital is preferable)
- 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.
- Minimise clutter – don't fill the booth with too much content or distractions.
- Tell attendees what you do in the simplest way possible.
- Visualise how people will engage and how it reflects your brand, service or product.

### Engage

- Smile and be as inviting and friendly as possible without being intrusive.
- Leave a lasting impression! Branded merchandise/information that attendees can take is 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 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

## COVID Safe Event

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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 COVID Safe event. This manual includes general information regarding the event, however there will be specific instructions for the operation of this event under COVID Safe 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.

### 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

**Please note this list is not exhaustive and you should read the COVID-safety plan prior to the event.**

### Keeping a CovidSafe Booth:

Exhibitors are encouraged to have alcohol-based hand sanitiser (at least 60% ethanol or 70% Isopropyl) at their booth. Exhibitors are encouraged to ensure all surfaces are wiped 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 Information Guide:

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

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

# OFFICIAL SUPPLIERS

**Expo Freight and The Fraternity Club are the only official suppliers for the Wollongong WorkAbility Expo. Please be wary of third-party, uninvited contacts.**

## The Fraternity

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The Fraternity Club will be hosting our Wollongong WorkAbility Expo and have sole rights to all catering requirements. The Fraternity have advised that:

- Internet Service – Venue Free WiFi is available
- Food Sampling NOT Permitted – Confectionary only (provided they are individually wrapped, a list of ingredients can be provided on demand and they are not readily available to children or people in care). Please send a request that clearly state the confectionery details to [wae@impactinstitute.com.au](mailto:wae@impactinstitute.com.au)

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



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

For all freight forwarding enquiries please see below:

Expo Freight Australia

Contact - **+61 490 069 630**

Email – [info@expofreight.com.au](mailto:info@expofreight.com.au)

Webpage – [www.expofreight.com.au](http://www.expofreight.com.au)

The expo moves 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.**

# FOOD AND BEVERAGE SAMPLING

## Food and Beverage Sampling Approvals

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The Fraternity Club 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 is **NOT PERMITTED**. Anyone without prior approval will be unable to provide food or beverage on-site.

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

## MOVE-IN / MOVE-OUT (MIMO) LOGISTICS

To ensure a smooth exhibition move-in/move-out, exhibitors must adhere to the scheduled move-in times specified in the MIMO.

### Move-In

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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 10am public opening. **All exhibitors must set up their booths on Tuesday 3rd December – the day of the expo – between 8am – 10am.**

**\*IMPORTANT: The move-in/move-out (MIMO) form will be sent to the main contact who completed the booking form via a link. This form needs to be returned to the organiser (ImpactInstitute) by the 26<sup>th</sup> November – this form is compulsory for ALL exhibitors to complete.**

### Registration

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**Exhibitor registration will open at 8am, Tuesday 3rd December**, in the foyer of The Fraternity Club. Upon arrival, go to Registration to sign in and collect your staff pass lanyard. **Staff passes are nameless and interchangeable.**

Items can then be delivered via the front entrance where items can be left with our Registration. Please advise couriers that the registration desk is located inside the venue.

To access delivered items Exhibitors must first sign in at Registration before requesting their items from either Registration, or from directly at the booth location.

**Register ALL staff attending the Expo by 26th November via the MIMO form. ALL Exhibitors must submit their MIMO form.**

### Third-Party Suppliers

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If you plan to use **third-party suppliers** to deliver flyers, signage etc., to the venue 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.

It is recommended that any exhibitor transporting freight to and from The Fraternity Club use the services of a specialised courier. This will avoid potential problems with customs, duties or deliveries outside of scheduled move-in/move-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.

Goods must not be sent to the venue before **9am or after 5pm on Tuesday 3rd December** and all goods must be collected by the end of the official move-out time, no later than **5pm on Tuesday 3rd December**.

A limited amount of complimentary trolleys are available for exhibitors to 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

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Parking is free at the venue. Exhibitors need to park at the back of the venue to help saving more space for attendees. There's a designated drop-off/pickup zone at the front entrance where you can use for unloading purposes during move-in/move-out.

## Move-Out

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All Exhibitors will be able to pack up their booths on **Tuesday, 3rd December strictly between 3pm and 5pm. You are not permitted to leave your booth prior to 3pm** on Tuesday 3rd December. 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, and our attendees leaving the premises. **Trolleys must not be used until after 3pm.**

Please remove all signage, posters, blue-tac, velcro, collateral, paperwork and rubbish. All left-over coffee vouchers can be binned.

\*Anything left on site after 5pm on **Tuesday 3rd December** 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 The Fraternity.

# A – Z ADDITIONAL INFO

## Animals on-site

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Animals or pets are not permitted in The Fraternity except for Guide Dogs and Hearing Dogs, unless otherwise approved.

## Balloons

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**The use of helium balloons is NOT ALLOWED** at the Wollongong WorkAbility 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

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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

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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

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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

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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 **Tuesday 3rd December** between 9am-5pm at The Fraternity Club entrance. For move-out, instruct couriers to collect from Registration **prior to 5pm on Tuesday 3rd December**. 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.

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## COVID Safety Plan

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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](#)

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## Conditions of Entry

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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](#)

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## Distribution of Promotional/Information Material

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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 The Fraternity.

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## Emergency

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In case of an emergency, where you are no longer able to attend the Expo, please contact **02 9025 9396 or 0455 038 737** immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

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## Emergency evacuation

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Review The Fraternity emergency evacuation procedures [here](#).

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## Fire Awareness

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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**.

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## Lost and Found

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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.



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## Non-Smoking Areas

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All Wollongong WorkAbility 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.

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## Parking

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There is ample parking at The Fraternity Club and there are no parking fees.

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## Refreshments: tea and coffee

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

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## Rubbish

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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.

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## Storage

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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.

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## Testing and Tagging

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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.

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## Third-Party Suppliers

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If you plan to bring a third-party supplier to deliver equipment, 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.**

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

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## Trolleys

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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](mailto: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 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](mailto:events@impactinstitute.com.au)**