

DARWIN WORKABILITY

Exhibitor Manual

Connecting employers and people with disability



Table of Contents

WELCOME TO THE Darwin WorkAbility EXPO	4
Expo Hours	4
Venue	5
Key Contacts	6
Key Deadlines	7
Expo Collateral	7
Important Downloads	7
Digital Asset	7
Things to remember during the event:	8
CANCELLATION POLICY	8
Maximise your booth & presence	9
Promote the Expo and your booth	9
What's included?	9
How to maximise your booth and presence	9
Plan	9
Design	10
Engage	10
Customer Experience	10
Follow up	10
OFFICIAL SUPPLIERS	11
Territory Netball Stadium	11
Fusion Exhibitions	11
Expo Freight Australia	12
Food and Beverage Sampling Approvals	13
MOVE-IN / MOVE-OUT (MIMO) LOGISTICS	13
Move-In	13
Registration	13
Third-Party Suppliers	13
Exhibitor Parking During Move-In / Move-Out	14
Move-Out	14
A – Z ADDITIONAL INFO	16
Animals on-site	16
Balloons	16
Care of the Venue	16
Cleaning	16
Clear Aisles	16

Couriers and Deliveries	16
Conditions of Entry	17
Distribution of Promotional/Information Material	17
Emergency	17
Emergency evacuation	17
Fire Awareness	17
Lost and Found	17
Non-Smoking Areas	17
Parking	18
Refreshments: tea and coffee	18
Rubbish	18
Storage	18
Testing and Tagging	18
Third-Party Suppliers	18
Trolleys	18
Terms & Conditions	19

WELCOME TO THE Darwin WorkAbility EXPO

WorkAbility Expos, funded by Department of Social Services, 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 Darwin WorkAbility Expo will be the third, stand-alone Expo. If you are interested in finding out more information on WorkAbility Expos at other locations and the virtual expo, please go to www.workabilityexpo.com.au.

WorkAbility Expos are for your organisation to connect with people with disability, their family and carers. Disability specific employers will host one-on-one conversations with people with disability to provide employment opportunities in their booth or open lounge spaces. We also host Workshops to help people with disability on their employment journey.

Expo Hours

We recommend you have always at least two staff at your booth during the expo. In case of an emergency where you must leave your booth unoccupied, please notify an Expo staff member as soon as possible.

The expo is open to public: **9am – 3pm, Tuesday, 17th June 2025**

Venue

TERRITORY NETBALL STADIUM – Marrara, Darwin, Northern Territory

235 Abala Rd, Marrara NT 0812, Australia

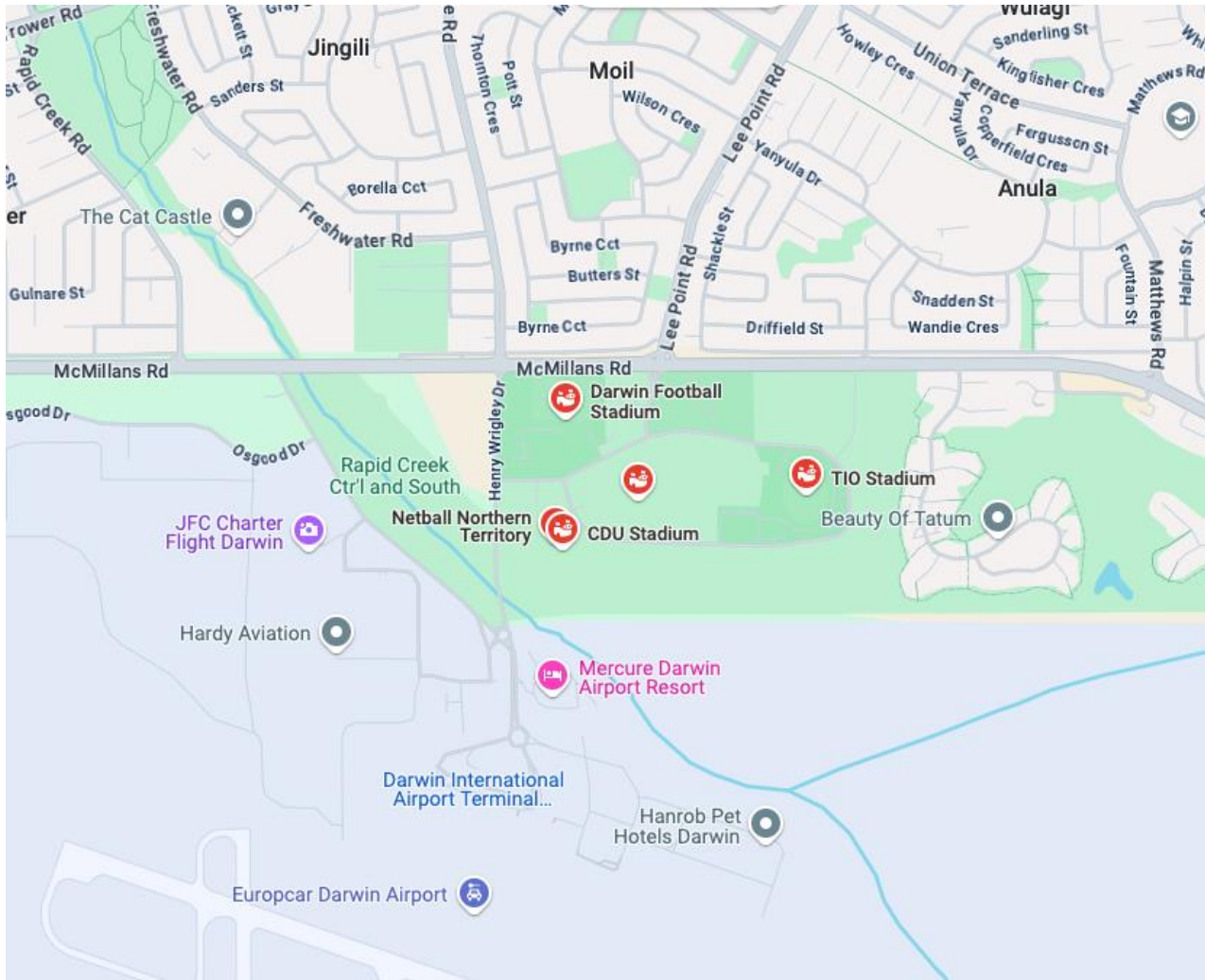


Figure 1: Territory Netball Stadium

Key Contacts

Darwin WorkAbility Enquiries	ImpactInstitute Team	wae@impactinstitute.com.au	02 9025 9396
Event Sales	Heather Hopkins	heather.hopkins@impactinstitute.com.au	0477 705 177
Events Specialist	Tania Flore	tania.flore@impactinstitute.com.au	0439 372 491
Events Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Bookings Manager	Mary Wahba	mary.wahba@impactinstitute.com.au	02 9025 9302
Marketing and Events Assistant	Audrey Pendergast	audrey.pendergast@impactinstitute.com.au	02 9025 9304
Events Manager	Mathew Botten	mathew.botten@impactinstitute.com.au	02 9025 9315
Fusion Exhibitions	Expo Builder	admin@fusionexhibitions.com.au	08 8947 1990
Expo Freight	Logistics Provider	admin@expofreight.com.au	0488 703 788

Key Deadlines

Pay invoice and read terms and conditions <i>Please note: only fully paid exhibitors may access their exhibition booth</i>	BY INVOICE DUE DATE
Send Public Liability Certificate to wae@impactinstitute.com.au	IMMEDIATELY
Download Expo collateral	AVAILABLE
Install email signature and web banner	AVAILABLE
Prepare flyers, signage and lead forms for your booth	AVAILABLE
Complete the Move-in/Move-out (MIMO) Form OPENS: 5th May	28th May
Log into Fusion Exhibitions ESC portal and confirm Signage, Fascia's and Furniture Log into ExpoNet portal and complete required forms <i>(refer to supplier info)</i>	26th May 9th May
Complete and Submit required Approval Forms to the Organiser wae@impactinstitute.com.au <i>(refer to supplier info)</i>	28th May
Submit Food Sampling Approval Form <i>(refer to food sampling section for details)</i>	28th May

Expo Collateral

To access the following downloads, please **CLICK HERE**:

Important Downloads

- Exhibitor Manual
- Expo Floorplan
- Exhibitor Checklist
- Venue Emergency Evacuation Plan

Digital Asset

- Darwin Email Signature
- Darwin Flyer
- WorkAbility Logo

Things to remember during the event:

- **Booth Occupancy:** Booths must be always occupied during operating hours. In emergencies, notify Expo staff at the Information desk.
- **Staff Registration:** All exhibitors must first register at the Information desk.
- **Power Usage:** All electrical equipment must have a current safety tag. Only one power board per booth; no piggybacking or double adapters.
- **Expo Floor:** We kindly ask all exhibitors to take care of the stadium floor and make sure you have put protection on furniture or signages to prevent scratching on the floors. Please also be careful with water spillage. Damage on the floor could result in additional charges.
- **Collateral Distribution:** Handing out materials beyond booth boundaries is not allowed.
- **Walkways:** Do not block walkways or set up signs/equipment beyond booth boundaries.
- **Catering:** External food/beverage use are not permitted inside the venue without pre-approval. Please submit through the MIMO form and email wae@impactinstitute.com.au if you're bringing any confectionery items before deadline.
- **Competitions:** Competitions or raffles 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.
- **Non-Smoking:** All areas of the venue, including outdoor courts and picnic area, are strictly NO SMOKING which includes e-cigarettes and vaping.
- In case of emergency, where you are no longer able to attend the Expo, please contact 02 9015 9396 or 0455 038 737 immediately. Please note that no refunds will be given.

CANCELLATION POLICY

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

*Please refer to the [Terms and Conditions](#) for further information.

Maximise your booth & presence

Promote the Expo and your booth

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 [Darwin 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

What's included?

Each standard booth includes 1x Trestle Table and 2x Chairs inside a 3 x 1m standard Octanorm booth. Exhibitors are permitted and encouraged to brand their booth to ensure that they stand out and are easily recognisable. Media Walls, Pull Up Banners and Tear Drop Flags are common methods of branding. Customised signage and booth options are available via our official supplier.

Please make sure you have submitted the fascia name on the MIMO form or via Fusion Exhibitions' [ESC portal](#) before 30th May. Otherwise we cannot guarantee you'll get a correct fascia.

Note: please only use materials that will not leave any trace on the backwall. Damage to the booth or any other part of the venue may result in additional charges.

How to maximise your booth and presence

We strongly recommend consider the 5 steps to maximise your booth and 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.

OFFICIAL SUPPLIERS

Fusion Exhibitions, Expo Freight and Territory Netball Stadium are the only official suppliers for the Darwin WorkAbility Expo. Please be wary of third-party, uninvited contacts.

Territory Netball Stadium

Territory Netball Stadium (TNS) will be hosting our Darwin WorkAbility Expo and have advised that:



- Internet Service –Free WiFi is available at the venue but we cannot guarantee the speed and reception of the WIFI during peak traffic. Please make sure you bring your own device if you require high speed internet during expo hours.
- External Food/Beverage are 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 before the deadlines 28th May.
- All areas of the venue, including outdoor courts and picnic area, are strictly NO SMOKING which includes e-cigarettes and vaping.
- Please use only rubber tyred trolleys/rollies to move in and move out, furniture and signage that you bring in or hire must have protections from scratching the venue floor.

Fusion Exhibitions



Fusion Exhibitions is the exhibition builder for the WorkAbility Expo on Tuesday, 17th June 2025. Fusion Exhibitions can help transform your booth and into a tangible marketing environment and ensure your booth stands out for maximum engagement. Fusion Exhibitions will help bring your brand to life 3 dimensionally. By creating the environment where people can connect, celebrate and interact, Fusion Exhibitions can help showcase your brand, promote engagement and ensure a strong return on investment.

Please [CLICK HERE](#) to access the link for the specialised Exhibitor Service Centre (ESC) created for this Expo. The ESC allows exhibitors to view:

- **Fascia, signage and customisation (important)**
- Additional audio-visual setups
- Additional booth presentation and upgrades
- Wall-mounted shelves and furniture
- Upgrade options

If any assistance is required during the ordering process or further information is required, please contact TJ Veltman, Administration & Exhibition Coordinator at Fusion Exhibitions via the contact details below:

Email: admin@fusionexhibitions.com.au

Phone: 08 89471990

Note: the deadline to submit your ESC is 30th May 2025 for Fascia's and Signage or 26th May 2025 for Furniture orders, submissions made after the deadline cannot be guaranteed and may incur additional late booking fees.

Expo Freight Australia

Expo Freight Australia has been appointed the preferred freight and onsite logistic provider for the Expo. 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.expofreight.com.au.



If you already hold an account with Expo Freight, please [click here](#). After login, search for "WorkAbility Expo Darwin 2025" under the new booking request link on your dashboard. Once your enquiry has been submitted one of our friendly team will reach out to progress this further.

Please note all enquiries must be submitted by **Wednesday 28 May 2025** via the Expo Freight Portal and the following freight collection deadlines are applicable

- VIC Metro = 4 June
- NSW Metro = 3 June
- SA Metro = 5 June
- QLD Metro = 3 June
- WA Metro = 3 June
- For all other areas please contact:

Phone: [+61 488 703 788](tel:+61488703788)

E-mail: admin@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

Territory Netball Stadium 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 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 before 28th May.

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

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 Monday 16th June between 3-6pm.**

***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 28th May. This form is compulsory for ALL exhibitors to complete.**

Registration

Exhibitor registration will open at 3pm, 16th June at the Information desk, exhibitors should sign in and collect your staff pass lanyard first upon arrival. Staff passes are nameless and interchangeable.

Register ALL staff attending the Expo by 28th May via the MIMO form. ALL Exhibitors must submit their MIMO form.

Third-Party Suppliers

If you plan to use **third-party suppliers** to deliver or to customise your booth etc., you must submit their details to event organisers (ImpactInstitute Pty Ltd) through the MIMO form and ensure they adhere to our time constraints and safety requirements. All external suppliers must only move in 3-6pm on Monday 16th June and move out 3-5pm Tuesday 17th June ONLY.

It is the **sole responsibility** of the exhibitor to arrange third parties supplies and to ensure that the suppliers have the necessary equipment to build, or to load/unload from their vehicles.

It is recommended that any exhibitor transporting freight to and from Territory Netball Stadium 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.

Deliveries must be sent to the venue between **9am and 5pm on Monday 16th June** and collected by the end of the official move-out time, no later than **5pm on Tuesday 17th June**.

Please ensure the staff move in/move out and couriers have equipment they might need to move in any items. The venue and the organisers will only have limited access to equipment that can assist with move in/move out. Additional costs may occur.

Exhibitor Parking During Move-In / Move-Out

Parking is free at the venue. Exhibitors can park at the basement carpark to help save more spaces for attendees on Tuesday. There'll be a designated drop-off/pickup zone at the front entrance where you can use for unloading purposes during move-in/move-out.

TERRITORY NETBALL STADIUM

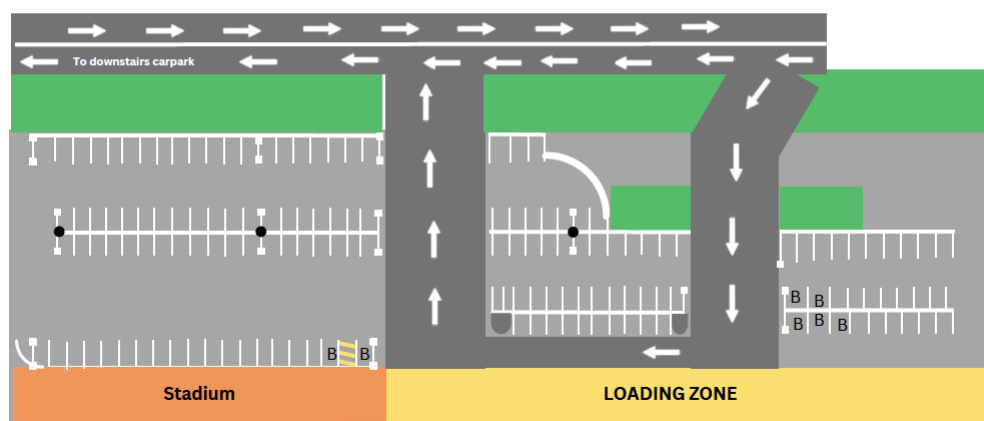


Figure 2: Parking Map

Move-Out

All Exhibitors will be able to pack up their booths on **Tuesday 17th June strictly between 3pm and 5pm**. You should not pack up or leave your booth unattended prior to 3pm. 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. Carboard boxes must be flattened and placed next to the rubbish bin for venue to collect them at the end of the day.

Please remove all your items and collaterals from your booth by 5pm. Anything left on site after 5pm on **Tuesday, 17th June** 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 Territory Netball Stadium.

A – Z ADDITIONAL INFO

Animals on-site

Animals or pets are not permitted in Territory Netball Stadium except for Guide Dogs and Hearing Dogs, unless otherwise approved.

Balloons

The use of helium balloons is NOT ALLOWED at the Darwin 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

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.

Venue floor must be protected from scratching and damages may result in additional fees.

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. Carboard boxes must be flattened for disposal. All other rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.

Clear Aisles

All 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 the boundary of your booth. 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 Monday 16th June between 9am-5pm at Territory Netball Stadium entrance. Any goods that are being picked up by couriers after the expo must be collected between 3-5pm on Tuesday 17th June.

Exhibitors must complete the MIMO to indicate any courier details and make sure all items are clearly labelled. It is the exhibitors' responsibility to make sure the couriers have the right equipment to load/unload their vehicles.

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](#).

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 Territory Netball Stadium.

Emergency

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.

Emergency evacuation

Review Territory Netball Stadium 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**.

Lost and Found

All lost and found property must be reported to event organisers via Information desk 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 Darwin WorkAbility Expo areas are smoke-free. Territory Netball Stadium is a government building and sporting facility so is strictly NO SMOKING which includes e cigarettes and vaping. This ban applies to all areas of the venue, including outdoor courts and picnic area. We advise smokers should use to far side of the carpark to indulge.

Parking

There is free parking at Territory Netball Stadium.

Refreshments: tea and coffee

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

Rubbish

If rubbish is left on your stand, a minimum rubbish removal fee of \$200 may 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, 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.

Trolleys

We strongly recommend you bring your own trolley to transport items to and from your booth.

We're unable to guarantee there will be any Trolleys available for hire at the venue. Trolleys will not be issued without the supervision of an Expo volunteer or staff member to ensure they are returned promptly.

Terms & Conditions

1. Definitions

- 1.1 Exhibitor – means any organisation who intends to exhibit, promote or offer their products or services in either a physical booth space or via a hosted service.
- 1.2 Organiser – means ImpactInstitute.
- 1.3 Participant – means any exhibitor or engaged speaker or performer.
- 1.4 Website – means any website owned or operated by the organiser, including but not limited to ImpactInstitute's company website, event websites, hosted services website, online ordering store.
- 1.5 Social Media – means any social media accounts operated by the organiser, including but not limited to Facebook, Instagram, LinkedIn, twitter.
- 1.6 Hosted Services – means a virtual event.
- 1.7 Term – means the time between payment of the invoice and the end of the event period as defined in the relevant event manual.
- 1.8 ImpactInstitute - means Impact Institute Pty Ltd, ImpactInstitute Pty Ltd and Social Impact Events Pty Ltd.

2. General Terms and Conditions

- 2.1 Only exhibitors who have received an acceptance of their booking from the organisers and have paid in full by the invoice due date, or by the date agreed to by the organisers, may exhibit at the event(s) for which they have made an application.
- 2.2 The exhibitor is required to provide the organiser with current certificates for the required insurances listed in this agreement at the time they finalise their booking. The organiser has the right to reject the insurance on the grounds it does not meet the obligations contained herein or because the insurer is not acceptable to the organiser.
- 2.3 The organiser reserves the right to refuse applications to ensure that organisations are suitable for the event(s) and that there is a variety of exhibitors present.
- 2.4 The organiser shall be responsible only for the provision of the services specified on the application form and does not warrant to provide any other services.
- 2.5 Liability. To the maximum extent permitted by law, neither party will have any liability to the other for fines, penalties, taxes (except GST) and any exemplary, aggravated or punitive damages, liquidated damages or any indirect or consequential loss (including but not limited to loss of business, loss of revenue, loss of contract, loss of production, lost opportunity costs), legal costs and expenses (except reasonable legal costs awarded by a court) except where such losses are covered by an insurance policy held by the party.
- 2.6 Cap on liability. In the event of a dispute, the organiser's cap on liability shall be limited to the total amount paid by the exhibitor.
- 2.7 All event participants shall comply with all relevant Work Health & Safety legislation affecting their participation at all events.
- 2.8 Term. The term of engagement is set out in the relevant event manual.
- 2.9 All event participants must comply with all guidelines as set out in the relevant event manual and any other set of guidelines supplied to the participant during the term of engagement.
- 2.10 Except in relation to an agency purchasing on behalf of another organisation in an outsourced professional services model or where specifically approved, the organiser does not permit any party to rent, lease, or resell any physical or virtual exhibitor booth or space. In the event that an organisation uses an agency to procure a physical or virtual exhibition booth or space on its behalf, the exhibiting organisation remains responsible for complying with these terms and conditions and all instructions supplied during the term of engagement.
- 2.11 Disclaimer. We do not warrant that any event(s) hosted by the organiser is appropriate for any participant. It is the participant's responsibility to determine if an event or events is suitable for the business purpose intended. The placement of an order and payment of invoice shall be taken as acceptance that the participant has done its due diligence in this regard.
- 2.12 Subcontractors. The organiser may use subcontractors or third parties to deliver event(s).
- 2.13 Definitions are provided in Part 5 of these terms and conditions and form part of these terms and conditions.

3. Physical Events

- 3.1 The participant must have current public and product (if applicable) liability insurance cover with a limit of liability of no less than ten million dollars during all the dates of the nominated event(s) for which they have made an application (event dates can be found in the relevant event manual), including the day of move-in.
- 3.2 The participant shall take out all risks property insurance for all of its assets located at the site. The participant indemnifies the organiser, its agents, servants, contractors and employees from all actions, claims, demands, losses, damages, costs and expenses arising from the participant's use of the site, including but not limited to the foregoing against any loss, damage or injury from any cause whatsoever to the property or person caused or contributed to by the use of the site by the participant or any servant, agent or other person duly authorised by the participant whether such loss, damage or injury occurs on the site or not and whether caused by any act, omission, neglect, breach or default of the participant or any other person.
- 3.3 All property and equipment of the participant that is brought onto the nominated event site is at the risk of the participant and the participant hereby agrees to indemnify the organiser against any and all actions, claims, demands, losses, damages, costs or expenses in relation to any loss, damage, accident, claims or injury caused by such equipment and property whether to the organiser or third parties, however occasioned.
- 3.4 The organiser reserves the right to alter booth allocations at its discretion and will notify any exhibitors involved in these changes and accommodate them with a new location.
- 3.5 To comply with the Work, Health and Safety Act the participant is responsible for the creation and maintenance of a safe environment for both their workers and visitors including the use of safe and correct lifting procedures during booth setup, the safe and correct use of mechanical items or products and electrical equipment such as extension leads and power boards. Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use and comply with the relevant Work Health and Safety Act 2011, the Electrical Safety Act and Advisory Standard.
- 3.6 Participant's, equipment and products must be occupied within the booth area only. If any personnel, equipment or products are deemed by the organisers to be obstructing the walkways, the participant will be asked to move them or have them removed permanently if this is not possible.
- 3.7 The participant's booths must be manned during both days of the event with at least 2 people. Should you need to leave the booth you must notify the organiser immediately.
- 3.8 The supply and sale of any food and beverages to the public by exhibitors may only be permitted with prior approval from both the venue and the organisers in accordance with the venue's guidelines, the nominated Exhibitor Manual and relevant Health & Safety regulations in the given state and local government area. Exhibitors must adhere to strict conditions and guidelines. Exhibitors will only be permitted to serve food and beverages once all permits and approvals are obtained by the exhibitor and submitted to the organiser for review, as highlighted in the relevant Exhibitor Manual. This includes confectionery items, and their distribution at the nominated event must follow the same approval process and meet all guidelines outlined in the nominated event Operations Manual. Permission from parents or carers is required before handing out any confectionery items to minors. The organiser takes no responsibility for allergic reactions, sickness, permanent injury or death resulting from confectionery, food or beverages distributed by exhibitors to attendees.
- 3.9 Exhibitor set-up and dismantling times are as indicated in the nominated event Exhibitor Manual and must be strictly adhered to. All vehicles must move-in according to their allocated booking time and information provided in the nominated event Exhibitor Manual due to strict access restrictions. Move-in after 8.00am on the day of the event is strictly not permitted. Exhibitors are not permitted to leave or pack up their booth prior to the nominated event closing time and the move-out time listed in the event Exhibitor Manual. No trolleys are permitted on the floor of the nominated event until the advertised closing time.
- 3.10 It is the requirement of the participant to leave the site rubbish free and in good, clean condition. All sites, booths and hire equipment is to be left in its original condition at the end of the nominated event or excess charges may apply.
- 3.11 The organiser reserves the right to use any photograph/video taken at any event held by the organiser, without the expressed written permission of those included within the photograph/video. The organiser may use the photograph/video in publications or other media material produced, used or contracted by the organiser including but not limited to: brochures, books, magazines, websites, social media. By participating in a ImpactInstitute event or by failing to notify in writing your desire to not have your photograph used, you are agreeing to release, defend, hold harmless and indemnify the organiser from any and all claims involving the use of your picture or likeness. To ensure privacy, images will not be identified using full names or personal identifying information without written approval from the photographed subject. A person who does not wish to have their image recorded should notify the photographer and/or contact info@impactinstitute.com.au in writing. Any person/organisation not affiliated with the organiser may not use, copy, alter or modify ImpactInstitute photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorised person from ImpactInstitute.
- 3.12 Exhibitors are permitted to take photographs and videography within their booth space to promote their organisation and presence at the event. Exhibitors are not permitted to interview members of the public, staff, volunteers, other exhibitors or performers outside their booth without permission of the organiser. Where videography or photography is taken of a specific individual or group, written permission must be sought from that individual or group prior to publication. Records of permission must be kept by the exhibitor and a copy given to the organisers. Where photography or videography is used in conjunction with the event branding, to promote the exhibitor or the event, written permission must be sought from the organiser prior to publishing.

4. Virtual Events / Hybrid Events

- 4.1 The organiser provides the participant a limited, non-exclusive, non-transferrable right during the term of the agreement to access and use hosted services for the purpose of participating at the event, as set out in the relevant event manual.
- 4.2 The organiser will use commercially reasonable efforts to provide the web-based services described on its website(s) uninterrupted. The organiser will not be held liable if for any reason the hosted service is unable to be delivered due to, but not limited to, cybercrime or technical failure of the hosted service or any other technology or infrastructure used to deliver the hosted service.
- 4.3 It is the responsibility of the participant to ensure that their organisation is protected from cybercrime through an appropriate insurance policy in the event that any data stored in the hosted service is breached in any way.
- 4.4 The organiser will provide the participant with credentials to enable the participant to access and use the hosted service. The participant and all its authorised users must not make these credentials available to any third party. The participant is fully responsible for all access to the hosted services using the credentials provided by the organiser. The participant will use all reasonable efforts to prevent any unauthorised use of the hosted service. If the participant becomes aware of any breach in security they shall inform the organiser in writing. The participant will cooperate with the organiser with any actions required to prevent or terminate unauthorised use of the hosted service.
- 4.5 Subject to the organisers' privacy policy, and these terms and conditions, the organiser grants the participant access to end user data collected on the hosted service, in accordance with any relevant privacy laws or regulations relevant within Australia. The participant may only use end user data within the means that it is provided by the end user. The end user must give permission through the hosted service for the participant to use the data they provide in the manner in which it is provided.
- 4.6 The participant is solely responsible for verifying the accuracy and completeness of any content, written, visual or audio provided at the event.
- 4.7 The use of the hosted service is subject to all other conditions of these terms and conditions, with the exception of those terms and conditions which specifically relate to the physical events set out in section 3.
- 4.8 The participant agrees to NOT use the hosted service to:
 - a. Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
 - b. Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
 - c. Stalk, threaten, or otherwise harass any person or entity.
- 4.9 Unauthorised or malicious use of the hosted platform may give rise to a criminal offence. The participant's use of the hosted platform is subject to the **Criminal Code Act 1995 parts 10.7 and 10.8 and the Cybercrime Act 2001**.

5. Cancellations, Payment Terms and Force Majeure

- 5.1 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if there is in the opinion of the organiser any infringement of any of the terms and conditions in this agreement.
- 5.2 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if the exhibitor does not occupy its space at the commencement of or does not login to the virtual event during the full period of the event.
- 5.3 Payment for your booth or sponsorship at your nominated event is expected by the due date on the invoice unless an extension has been approved by the organiser. Booths will not be guaranteed or allocated until payment is made in full.
- 5.4 It is a requirement that invoices for Early Bird Booths are paid by the due date, otherwise the invoice will be cancelled and reissued at the full rate.
- 5.5 If a payment remittance is not issued via email within 48 hours of an overdue notice sent out by the organisers, the organiser reserves the right to cancel the booking.
- 5.6 All cancellations must be submitted formally via email. In the event that the organisers receive a request for cancellation prior to 2 months before the event date, a credit note will be issued for the full value of the booking. The credit note can be applied to any future booking for an event run by the organiser within the next 18 months. In the event of a cancellation within two months of the nominated event, no credit applies and 100% of the booking fee will be forfeited. It is the responsibility of the Exhibitor to review this information and if unclear, contact the organiser to seek clarification.
- 5.7 **Force Majeure.** The organiser will not be liable for any delay or failure to perform as required by these terms and conditions as a result of any cause or concern beyond its reasonable control, provided that the organiser uses all commercially reasonable efforts to avoid non-performance. In the event that the organiser reschedules an event due to circumstances beyond its reasonable control then the exhibitor is entitled to a credit note, limited to the value of the booking, which can be applied towards a future or alternative event hosted by the organiser.

6. Website(s) and social media use

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

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

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

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

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

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

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

6.2 The website(s) and/or social media contain material which is owned by or licensed to 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**