

BRISBANE DISABILITY EXPO

# Exhibitor Manual



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# WELCOME TO THE EXPO

## The Brisbane Disability Expo welcomes you as our Exhibition Partner!

This unique event is designed to help you promote your organisation, bringing together service providers and specialist businesses with consumers and their families, case-workers, teachers and carers in a way that ensures your product or service is seen by those who need to know what you offer. Our aim is to enhance the lives of people with a disability in a positive and encouraging way. In this manual, you will find important information and dates regarding your participation as an exhibitor.

## Expo Hours

**Friday 31<sup>st</sup> October 2025 > 9am – 3pm**

**Saturday 1<sup>st</sup> November 2025 > 9am – 3pm**

Each exhibitor should have at least TWO staff occupying your booth during the opening hours.

Please notify expo staff at the Information Booth or contact **0499 553 394** or **0455 038 737** for urgent matters at the expo.

## Venue

### Brisbane Convention and Exhibition Centre (BCEC)

Cnr Merivale and Glenelg Streets, South Bank, Brisbane, QLD 4101

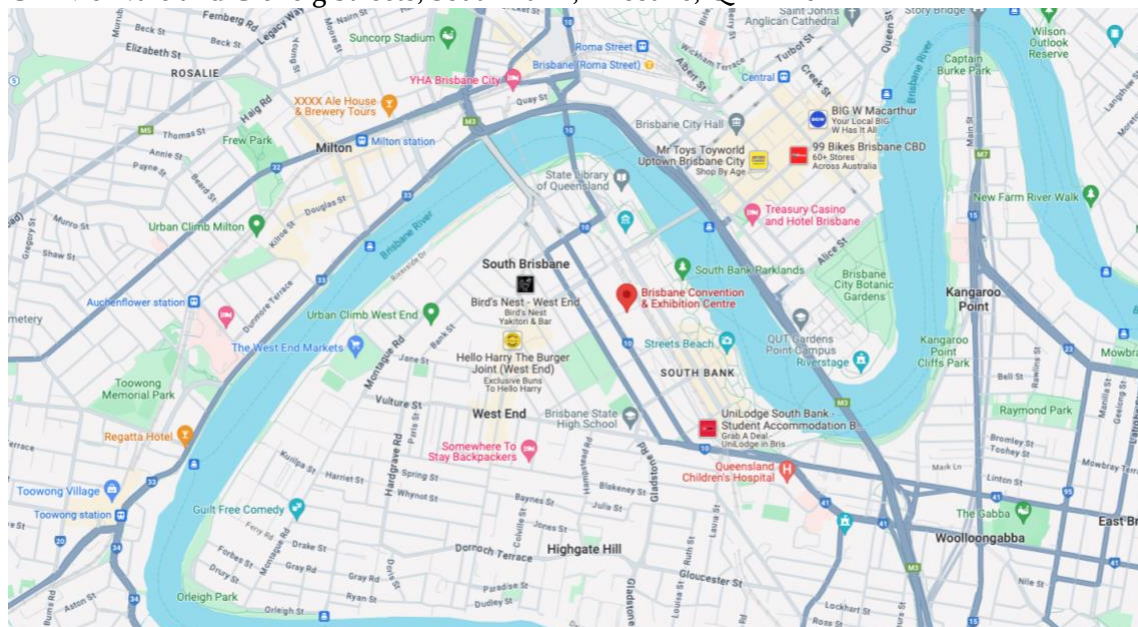


Figure 1: Brisbane Convention and Exhibition Centre

## Official Opening Ceremony & Stage

The official opening ceremony will commence at **11am Friday 31<sup>st</sup> October**. You're encourage to come to the stage and join us at the opening ceremony. There will also be disability groups performing and speakers presenting on stage on both days. We will endeavour to monitor noise levels, and we appreciate your understanding and support.

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

## Key Contacts

Brisbane Event Enquiries	Brisbane Event Enquiry	<a href="mailto:bde@impactinstitute.com.au">bde@impactinstitute.com.au</a>	0499 553 394
Account Manager	Heather Hopkins	<a href="mailto:heather.hopkins@impactinstitute.com.au">heather.hopkins@impactinstitute.com.au</a>	0477 705 177
Customer Service	Ibrahim Mohammed	<a href="mailto:ibrahim.mohammed@impactinstitute.com.au">ibrahim.mohammed@impactinstitute.com.au</a>	0499 553 394
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 and Events Assistant	Audrey Pendergast	<a href="mailto:audrey.pendergast@impactinstitute.com.au">audrey.pendergast@impactinstitute.com.au</a>	02 9025 9304
Events Specialist	Tania Flore	<a href="mailto:tania.flore@impactinstitute.com.au">tania.flore@impactinstitute.com.au</a>	02 9025 9316
Events Manager	Mathew Botten	<a href="mailto:mathew.botten@impactinstitute.com.au">mathew.botten@impactinstitute.com.au</a>	0455 038 737
Marketing Communications Manager	Yvette Thomson	<a href="mailto:yvette.thomson@impactinstitute.com.au">yvette.thomson@impactinstitute.com.au</a>	02 9025 9318
Events Director	Kathryn Carey	<a href="mailto:kathryn.carey@impactinstitute.com.au">kathryn.carey@impactinstitute.com.au</a>	0418 969 149
ExpoNet	Expo Builder	<a href="mailto:esd@exponet.com.au">esd@exponet.com.au</a>	02 9645 7070
ExpoFreight	Logistics Provider	<a href="mailto:admin@expofreight.com.au">admin@expofreight.com.au</a>	0488 703 788
Venue (BCEC)	Exhibitor Services	<a href="mailto:exhibitorservices@bcec.com.au">exhibitorservices@bcec.com.au</a>	07 3308 3536

# EXHIBITOR CHECK-LIST

ITEM	DUE DATE
Pay invoice and read <b>terms and conditions</b> <i>Only fully paid exhibitors may access their exhibition booth</i>	BY INVOICE DUE DATE
Send your Public Liability Certificate to <a href="mailto:bde@impactinstitute.com.au">bde@impactinstitute.com.au</a>	IMMEDIATELY
Download Disability Expo collateral	IMMEDIATELY
Prepare flyers, signage and lead forms for your booth	IMMEDIATELY
Booth allocations start <i>Booth allocations are sent to exhibitors in order of their invoice paid date</i>	JULY
Fill in Move-in/Move-out (MIMO) Form Go to <a href="#">MOVE-IN / Move-OUT logistics</a>	9 <sup>th</sup> October
Submit <b>fascia name</b> and complete ExpoNet OEK portal Go to <a href="#">ExpoNet</a>	9 <sup>th</sup> October
Complete and Submit custom stand plan, <b>safety permits</b> Go to <a href="#">Venue Services</a>	16 <sup>th</sup> October
Seek Food/beverage/confectionery approval via exhibitor portal and submit request in the MIMO form Go to <a href="#">Food/Beverage Sampling</a>	23 <sup>rd</sup> October
Complete <b>Safety Induction</b>	29 <sup>th</sup> October

## Cancellation Policy

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

## Have you done these?


<ul style="list-style-type: none"> <li>• Promote and prepare your presence at the expo. Go to <a href="#">Maximise Booth &amp; Participation</a>.</li> <li>• Fill in the MIMO form to register your booth details, move-in details and staff details. Go to <a href="#">MOVE-IN / Move-OUT logistics</a>.</li> <li>• Fill in the ExpoNet OEK to get your fascia printed correctly. Note that there is a 30 characters limit on the fascia. Go to <a href="#">ExpoNet</a>.</li> <li>• Book courier services via our recommended courier or use a third party courier. Go to <a href="#">Expo Freight</a>.</li> <li>• Submit third party supplier's detail via MIMO form, ensure your suppliers are well informed with all rules and requirements of the expo and have the right equipment to load/unload from their vehicles. Go to <a href="#">Third-Party Suppliers</a>.</li> <li>• Seek approval from Bcec and the organiser to sell or give out external food/beverage/confectionery. Go to <a href="#">Food/ Beverage Sampling Approvals</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• To bring in assistance animal/ therapy animals as part of your booth operation, apply for safety permit and email <a href="mailto:bde@impactinstitute.com.au">bde@impactinstitute.com.au</a> ASAP.</li> <li>• Check Bcec Venue Safety Guidelines, complete and submit safety permits/risk assessment/safety induction. Go to <a href="#">Venue Services</a>.</li> <li>• To run competitions or raffles in your booth, you must have clear, fair and accessible terms &amp; conditions and the appropriate permit, sought from the QLD Office of Gaming &amp; Liquor Regulation. <a href="#">Click here</a> for more information.</li> <li>• Test and tag all electrical equipment you bring to the expo. You can get this service ordered from ExpoNet for \$20 per each item.</li> <li>• Prepare and bring your own survivor kit and equipment.</li> <li>• Ensure all your on-site staff/contractor have been prepared and informed with all rules and requirements of the expo.</li> </ul>
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## We say NO to these:


<ul style="list-style-type: none"> <li>• Do not leave your booth vacant before the expo closes at 3pm.</li> <li>• Do not use trolleys during expo opening hours.</li> <li>• No electrical equipment are allowed without a current tag.</li> <li>• No piggy backing of boards or double adapters are allowed.</li> <li>• Do not hand out promotional collaterals beyond your booth/space</li> </ul>	<ul style="list-style-type: none"> <li>• Do not block walkways and exits or setup signs or equipment beyond the boundary of your booth.</li> <li>• Do not bring in Helium Balloons.  Helium balloons will be disposed at the exhibitors' own costs once they are seen on site and additional fines apply if they're let loose in the venue.</li> <li>• NON-SMOKING: All Expo areas are smoke and vapouring-free.</li> </ul>
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# SELECTING YOUR BOOTH SET-UP


### BDE - Sponsorship Booths



Grande Platinum Booth - 6x4




Infinity Gold Booth - 4x4




Infinity Silver Booth - 4x3

### BDE - Exhibitor Booths




Standard Booth - 3x3

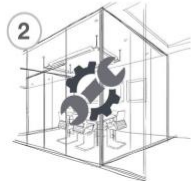


Double Booth - 6x3

### BDE - Additional Booths




Product Space - 6x4




Custom Booth


### BDE - Additional Space



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



Community Space  
\* Space Size - 2x2



Vehicle Space 6x4

Figure 2: Selection of booth or vehicle options

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

We recommend our official builder ExpoNet for customised upgrades and signages for your booth. If you want to use a third party supplier to build your booth or bring in furniture, or bring your own signages, please be mindful of the internal measurements of your booth/space. For example, to fit in a 3m x 3m booth you should only bring signage up to the dimensions of 2880W x 2480H on either side.



*Figure 3: Signage Measurement Example*

Please check the OEK portal or contact ExpoNet directly for any other measurements.

Help us ensure fair and safe expo environment by only placing signages and furniture within the boundary of your allocated booth/space.

# MAXIMISE BOOTH & PARTICIPATION

## Promote the Event

Internally, you can promote the Expos in the following ways:

- Promote the event on your events page, website, blog and social media platforms
- Like the [Brisbane Disability Expo Facebook](#) page, sharing our stories and tagging us in your posts [@Brisbanedisabilityexpo](#)
- Share the [Brisbane Disability Expo event](#) on your Facebook page
- Send a reminder via social media four, two, and one week out, as well as the day before Expo, and the day of the expo
- Email your client networks two to four weeks out
- Communicate with your employees, so that they can share details with their clients and encourage them to come along

## Expo Collateral

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

### Important Downloads

- Exhibitor Manual
- Exhibitor Call Document & Recording
- Floorplan
- Emergency Evacuation Map
- Exhibitor Parking Map
- Exhibitor Checklist
- Booth Allocation Procedure
- Terms & Conditions
- Conditions of Entry
- Courier Labels
- Expo Freight Booking instruction

### BCEC Important Downloads

- Venue Exhibitor Portal
- Venue Safety Induction
- Venue Guidelines and Permits

### ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure

### Digital Asset

- Email Signatures
- Web Banner
- Logo
- Flyer
- Social Media Asset
- Exhibitor Promotion Video

## Execute 5-Step Plan:

### Plan

- Ensure you are completely ready and prepared for both days.
- Keep in mind the size of your booth/space when preparing furniture and signage.
- Don't run out of promotional material – and proofread everything.
- Keep your booth focused and consistently branded across all items. Utilise the **upgrades** and design team available at **ExpoNet**.
- Highlight your product or brand and think of ways to make it stand out.
- Offer easy-to-use and easy-read lead forms, preferably both digital and in paper, seating for attendees, and something to keep children entertained.
- Plan and document your move-in and daily schedules so that all staff know what is expected and nothing is missed. Make up a survival kit of pens, paper, chargers etc.

### Design

- Use high-quality imagery. Let the professionals do their job – with your guidance.
- Keep the booth/space bright, simple and clean.
- Don't clutter the booth with too much content or distractions.
- Tell attendees what you do in the simplest way possible.
- Visualise how people will engage and view your booth and how it represents your brand, service or product.

### Engage

- Smile and be as inviting and friendly as possible without being intrusive.
- Make them remember you. Branded merchandise that people can take with them is always a great idea.
- Know your pitch, your organisation and how to answer difficult questions. Prepare a communication plan.

### Customer Experience

- Use social media as a medium for sharing what is happening at your booth in real-time & pre-expo.
- Serious clients do not want to wait for too long for information. When you have a client literally waiting for you, capitalise on that opportunity by having simple and effective information or booking sheets ready to send.

### Follow up

- Ensure you follow up with all contacts made during the Expo by email, phone and/or social media, preferably whilst at the Expo or immediately after.

# OFFICIAL SUPPLIERS

ExpoNet, our exhibition build company, Expo Freight, our preferred courier, and Brisbane Convention & Exhibition Centre are the only official suppliers for the Brisbane Disability Expo. that are authorised to contact you regarding expo matters.

**SCAM ALERT: Be wary of unsolicited third-party offering you the attendee list/contact for the Expo. This is a SCAM. Do not engage in any way with these companies. We do not sell or share attendee lists to any third parties, exhibitors or sponsors.**

## ExpoNet



**ExpoNet** can help transform your booth and make into a tangible marketing environment where people can connect, celebrate and interact. ExpoNet can help make your booth stand out, showcase your brand and bring it to life three-dimensionally, maximise engagement and investment return,

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

- Audio Visual
- Additional Lighting and Power
- **Fascia and Signage Confirmation (important)**
- Furniture Order Form
- Booth Modifications, Layout and Final Checklist
- Wall Mounted Shelves
- **Test and Tag Electrical Equipment including extension cord and power board**

All OEK submissions must be made before the deadline, **9<sup>th</sup> October 2025**. Late submissions will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply.

If you have any questions or need assistance using the Online Exhibitor Kit, please contact the Exhibitor Service Department directly on **02 9645 7070** or **[esd@exponet.com.au](mailto:esd@exponet.com.au)**



## Expo Freight

**Expo Freight Australia** has been appointed the preferred freight and onsite logistic provider for this year's Brisbane Disability Expo.

### How to book with Expo Freight:

New users will be sent a welcome email with login details and a temporary password. You can also register a new account on [Expo Freight Portal](#). When logged in, search for "Brisbane Disability Expo 2025" under the new booking request link on your dashboard.

An expo freight staff will be in contact after your submission is made through the portal.

All enquiries must be submitted by **Tuesday 21 October 2025**. For detailed instructions on how to book please click [here](#), or contact Expo Freight directly via **0488 703 788** or [admin@expofreight.com.au](mailto:admin@expofreight.com.au).

The show bumps in on very tight parameters and deliveries will not be accepted at the venue earlier. Furthermore, all freight must be removed from the venue by move out deadline, with no exceptions.



## BCEC Venue Services

Exhibitors can place orders and request service quotes by using the BCEC online ordering service. Please log in the [exhibitor portal](#) with your booth number before **23<sup>rd</sup> October 2025**.

Some of the venue services that you can book are as below:

- Internet Service
- Stand Catering (including food & beverage supplies/ sampling approval form and cooking stand approval form)
- Stand Cleaning
- Security

### Safety Induction

All exhibitor staff /contractors at the venue during bump in and bump out must read and acknowledge that they have understood the BCEC Site Specific Safety Information **prior to bump in on Thursday 30<sup>th</sup> October**. [Click Here](#) or scan the QR Code below to complete the safety induction:



### Custom Stand and Safety Permits

If you are having a custom build and/or performing any of the listed events specified by the venue, you will need to submit a custom stand plan and safety permits to the venue and the event organiser by **16<sup>th</sup> October 2025**. Access safety permits [HERE](#).

Some listed activities that require a safety permit to be submitted:

- Demonstration of Portable Electrical Product or Equipment
- **Vehicle Displays**
- Container Delivery
- **Animals**
- Water Activity
- Cooking Activities
- Food Truck
- Liquefied Petroleum Gas
- Drones
- **Medical Activities including Tattooing & face painting**
- Crane Permit
- Aerial Acts
- Childcare Facility
- Electrical Work
- Hazardous Substances
- Two Storey Structures

For more details please refer to [Venue Exhibitor Information Guide](#). If you have any questions or enquiries please contact BCEC Exhibitor Service via **07 3308 3536** or email [exhibitorservices@bcec.com.au](mailto:exhibitorservices@bcec.com.au).

## Food and Beverage Sampling Approvals

BCEC has exclusive rights for the sale and/or distribution of any food or beverage product that will be consumed on-site. Exhibitors that wish to sell or distribute external food/non-alcoholic beverage sampling (including confectionery items) must fill in the MIMO and the Sampling/Selling/External Supplies request via Venue [exhibitor portal](#) to see approval from both BCEC and the event organiser (ImpactInstitute). The deadline is **23<sup>rd</sup> October 2025**.

Submissions made later than the due date will not be considered. Please be advised that venue staff will be conducting checks during the event. Any stands not pre-approved for sampling may be asked to remove their items.

Samples of external food and/or non-alcoholic beverage must be given away free of cost to the visitors and must be items which exhibitors or registered members of the association sell wholesale

in the normal conduct of business. Produced by equipment used in the normal conduct of their business.

When food or drink samples are given away for promotional purposes:

- They must be offered in such a manner as to avoid being handled by the public e.g. portioned into bite sized pieces with toothpicks inserted
- They should be protected from contamination e.g. use of trays provided with fitted plastic covers
- Condiments such as sauce, mustard etc. are to be contained in squeeze type dispensers or in individual sealed packs
- Non-alcoholic beverage size must not exceed 30ml

### Health Regulations

Perishable packaged foods are required to be refrigerated between 0°C - 5°C.

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

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

### Council Permits and licensing

All exhibitors supplying and displaying food/beverage as part of their exhibition will be responsible for complying with all legislative requirements and council regulations. To access further information relating to these requirements please [CLICK HERE](#).

Once BCEC permission has been granted, the exhibitor must comply with legislative requirements, including acquiring a Temporary Food Stall License and should register with Brisbane City Council by phone 133 263 or [website](#).

Please note, beverage products are considered by the Brisbane City Council to be foodstuff in the context of food handling and safety, therefore exhibitors must ensure they comply with legislative requirements.

### LPG Gas

The use of naked flames, LPG gas or flammable liquids is prohibited without prior notice, permits are obtained and approval by the Safety Manager.

### Cooking on Stands

Cooking on stands is discouraged. Requests must be made as early as possible in writing to the Event organiser and the BCEC to discuss. Please fill in the [safety permits](#) for cooking activities first and attach in your email.

### Confectionery Items

Confectionery items must be approved by BCEC and submitted in the MIMO prior to the event, providing they are packaged with a detailed ingredient list and not readily available to children or persons who require care. Any late submission will not be considered.

If you still have any questions or would like any advice on food and sampling approvals, please email [bde@impactinstitute.com.au](mailto:bde@impactinstitute.com.au) or call [0499 553 394](tel:0499553394).

### Single-use Plastic Ban

Queensland has banned the supply of a number of single-use plastic items which includes single-use plastic cutlery, plates, bowls drink stirrers and expanded polystyrene takeaway containers, etc. It is the exhibitors' own responsibility (including those based outside of the QLD) to adhere with these regulations. Check out the rules [here](#).

## Supplier Deadlines

ITEM	SUPPLIER	DUE DATE
Fascia and Signage Confirmation	ExpoNet	9 <sup>th</sup> October
Audio Visual Order Forms		

Additional Lighting and Power		
Furniture Order Form		
Booth Modifications, Layout and Final Checklist		
Wall Mounted Shelves		
Complete and Submit custom stand plan and <b>safety permits</b> (including food stall)	BCEC	16 <sup>th</sup> October
Submit Food and Beverage Sampling Application and/or Other Exhibitor Service Requests via <b>exhibitor portal</b>		23 <sup>rd</sup> October
Complete <b>venue safety induction</b>		29 <sup>th</sup> October
Courier Booking with Expo Freight	Expo Freight	1 <sup>st</sup> September

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

To ensure a smooth exhibition build, exhibitors and stand exhibitors **must** adhere to the scheduled move-in times specified in the MIMO.

**\*IMPORTANT:** It is compulsory to register all items delivered through courier, loading dock access, third-party details, confectionery/ food sampling application, and staff attending the Expo by 9<sup>th</sup> October via the MIMO form.

The MIMO form will be sent to the main contact who completed the booking. The MIMO form will open on the 17<sup>th</sup> September and closes on the 9<sup>th</sup> October – this form is compulsory for ALL exhibitors to complete.

## Safety Information

**All Exhibitor staff/contractors that will be at the venue during move in/ move out will need to complete the venue's online safety [induction](#).**

**Safety vests must** be worn by everyone at the venue at all times during move-in/ move-out in the event that the venue is still a build zone. You will not be permitted access to the venue without these items.

Vehicle drivers and offsidiers or passengers utilising the service road or dock areas, who intend to exit their vehicle are also required to wear a safety vest or approved hi-visibility clothing for safety purposes.

**Enclosed footwear must** be worn by everyone at all times in the above areas during move in and out. Thongs, sandals and open toed shoes are not permitted.

Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration or from the BCEC vending machine for \$10.00 per vest.

**Children under the age of 15 years are not permitted** inside the Expo hall during move-in or move-out hours or at the loading dock at any time. **No alcohol** is to be consumed in the halls or loading dock during move-in and move-out. **No motor vehicles** will be allowed on the Expo floor without prior permission and a booked move-in time. Vehicle permits form for vehicle exhibitors can be accessed [HERE](#).

## Move-In

Please ensure your staff have sufficient time to set up! **All exhibitors must set up their booths on Thursday 30<sup>th</sup> October from 3-6pm.** You will have access to your booth for final preparations and cleaning on Friday 31<sup>st</sup> October between 7:00am and 8:00am.

## Registration

**Exhibitor registration will open at 3pm, Thursday 30<sup>th</sup> October** at the Information Booth near the entrance of the exhibition hall. On arrival, make your way to Registration where you can collect your Exhibitor Pack. Your pack will have information about the Expo, venue facilities, rules and regulations and procedures on moving-out on the Saturday. It will also contain your exhibitor staff passes and tea/coffee vouchers. **The staff passes are nameless, interchangeable and must be handed back after the Expo.** Make sure you plan how you will hand these out to staff as they arrive at the venue.

Note the number of staff passes are counted based on the staff information you submit in the MIMO Form. Please make sure you have completed the MIMO before the due date.

## Bring-in Items

Exhibitors must register and use the loading dock to unload large items. Exhibitors coming in through the concourse are only allowed hand-held items, and no trolley use is permitted inside the concourse.

Main entrance access is via BCEC Drop Off and Pick Up Bay on corner of Merival Street and Glenelg Street. All hand-carried items and packages can be brought in through the main entrance.

## Couriers

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

If you plan to use a courier, you must first register the courier use on the MIMO form before the due date. You will receive the couriers labels that you must use to clearly state your company name/stand name, stand number and items.

A Courier Drop-Off Zone will operate 9am – 5pm, Thursday 30<sup>th</sup> October at Hall 2 loading dock. The loading dock is self-servicing which means exhibitors have to make sure their courier are able to bring in and use forklifts or any equipments needed to unload the items all on their own.

Goods **must not** be sent to either the loading dock or the registration before **9am or after 5pm on Thursday 30<sup>th</sup> October** and all goods must be collected by the end of the official move-out time, no later than **5pm Saturday 1<sup>st</sup> November. Unauthorised items left on site after 5pm on Saturday will be disposed as rubbish on exhibitor's own costs.** The venue will not accept the collection of any goods on behalf of Exhibitors, nor will there be any responsibility taken for the safety of any such items collected from the venue.

**You must ensure your courier have clearly labelled all your items and that they have been placed at the designated zone within the move-in/move-out period**

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

## Loading Dock

If you plan to use the loading dock, you must first apply for loading dock use in the MIMO form before the due date. You will be sent the loading dock confirmation email a week prior to the expo. Note the time allocated may be different than your preferred time so please make sure you adhere to the time on the confirmation email only. Each vehicle entering the loading dock will be given 15 minutes to unload. You must not park at the loading dock after unloading.

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

BCEC loading dock is easily accessible, self-servicing and reached via Glenelg Street from **9 - 5pm for couriers or 3pm – 6pm for Exhibitors, Thursday 30<sup>th</sup> October**, unless a different time has been negotiated prior. It is a **one-way** system where exhibitors accessing the service road and loading docks must enter off Glenelg Street, South Brisbane and exit via Melbourne Street. A 10km per hour speed limit applies for all areas within BCEC.



Figure 3: BDE Exhibitor Parking Map

### Considerations when using the Loading Dock:

There is a strict **limitation of 15 minutes** to unload at the loading dock for each vehicle.

Vehicles are not permitted to park on the loading dock at any other time. Abandoned vehicles or

those exceeding the unload time period may be towed from site if they are hindering access to the loading area.

Please note there is no loading dock access allowed to exhibitors on Friday or Saturday except for Move-out time from 3pm – 5pm on Saturday. Exhibitors who wish to move in on Friday morning or bring in restock items on Saturday mornings will need to come through the main entrance with only hand-carried items. **Please be aware trolleys are strictly prohibited to be used outside bump-in/bump-out hours.**

Vehicles and contents are the responsibility of the exhibitors while on the loading dock. The BCEC nor ImpactInstitute will take no responsibility for vehicles or contents of exhibitors during the move-in, operational and move-out periods.

By law BCEC is required to maintain clear access for egress from all emergency exit doors leading onto the loading docks.

### Transferring Loads

Level access is provided from the loading dock. Exhibitors must bring in adequate equipment themselves to ensure smooth move in / move out. Your freight forwarder should supply porters to transfer all goods onto moving equipment in the loading bay and move them into the venue.

Flat-bed trolleys, scissor lifts, pallet jacks and boom lifts may be used – these should be provided by your freight forwarding contractor.

Pallet jacks must have urethane rubber wheels.

Flooring protection materials must be laid on all carpeted areas to cover the entire track that will be taken by moving equipment.

### Floor Load Weight Limits

All floor areas within BCEC have specified floor weight limits. Any equipment or item to be displayed or used during an event weighing more than 1000 kilograms must be assessed prior to the item or equipment being positioned.

Exhibitors are required to complete the [Excess Weight Permit](#) and email to both the venue exhibitor services and event organiser **by 16<sup>th</sup> October 2025**. Remember you must submit the approval form and all supporting documents specified on the form.

BCEC Safety Manager can at any time require the event organiser to provide a written engineer's report to confirm the structural safety of any design or construction. The cost of this inspection will be borne by the contractor.

## Third-Party Suppliers

If you plan to use **third-party suppliers** to deliver equipment, booth decals, signage, etc., onto the site during the MIMO period, you **MUST** submit their details through the MIMO form and ensure they adhere to our time constraints and all rules and requirements mentioned above. You must also book a separate loading dock use time for them in the MIMO form. This does not apply if ExpoNet are supplying items for your booth or if you're using Expo Freight as your courier, as they are authorised suppliers to our expo.

**If the third party supplier require access to the venue outside the Move-in/Move-out hours specified for exhibitors, please contact the event organiser ASAP to discuss.**

Exhibitors should ensure that the any third party suppliers they engage to undertake work on their stand are competent, fully licenced and equipped, and have undertaken a suitable and sufficient risk assessment for the work to be undertaken. Complex stands or structures may require the production of documentation to verify that the structure is safe to inhabit (Production of engineer's certificate, load capacity, installation as per manufacturer's directions).

Exhibitors must take reasonable steps, as far as is reasonably practicable to ensure the contractors are operating to a safe system of work, including access and egress to and from that stand. Exhibitors are responsible to get all necessary approvals before they can bring in any third party contractors.

The exhibitor has a duty to inform contractors of any specific risks associated with their activities that may detrimentally affect the contractor's workers whilst working on the stand.

## Exhibitor Parking During Move-In / Move-Out

**Exhibitors may use the loading dock for loading and unloading of large items only.**

There is a limit of 15-minutes to each vehicle entering the loading dock. Exhibitors cannot park at the loading dock at any time.

Charges will apply if BCEC porter services are required. Exhibitors must contact the venue/event organiser ASAP to arrange porter services prior to the expo.

The BCEC operates a Southbank parking facility for visitors, guests and the general public. Our car park is conveniently located undercover with direct lift access to the Centre's convention and exhibition facilities and event spaces. Parking fees will apply for the entirety of the event. The venue offers 24-hour undercover parking with a total of 1,500 parking spaces including designated accessible parking bays conveniently located near the lifts. You can get a discounted exhibitor parking rate of \$18 per entry per day, redeemable at the pay stations with an event specified QR code that will be sent to you by the venue closer to the expo.

*Refer to Figure 3/4 for the parking map.*

## Move-Out

Exhibitors can only start to pack up after 3pm, Saturday 1<sup>st</sup> November and have to finish move out by 5pm unless negotiated prior. **You cannot leave your booth unattended prior to 3pm unless otherwise communicated to the event organiser.** All booths must be presentable and open for business right up until 3pm to maximise attendee experience.

**Move-out will not officially start until all visitors and children under 15 years old have left the building.** This normally takes approximately 10 -15 minutes from close of the Expo. Please be patient during this time and mindful of each other, ExpoNet and our attendees leaving the premises. **Trolleys must not be brought into the exhibition hall prior to the commencement of the official Move-out for safety reasons.**

Stands will be dismantled by ExpoNet on Saturday from **3:30pm onwards**, which means that all exhibitors **must** move out on Saturday afternoon & remove all their personal items, collateral and anything hired from third-party suppliers by **5pm on Saturday**. If you remain in the building after **3.30pm**, you will be asked to wear a safety vest, which can be purchased for \$10 per vest, and you must also wear enclosed shoes during the move out period.

All persons remain in the exhibition hall must complete the venue's [safety induction](#) during move out. Loading dock access will not be allowed for move-out unless everyone in the hall has followed the rules.

Please remove all signage, posters, Velcro, collateral, paperwork and rubbish. All left-over coffee vouchers and exhibitor packs can be binned but please **hand back your lanyards to the information desk on the way out**. All hired items from ExpoNet can be left within the booth for pick-up and dismantling.

All items must be collected from the BCEC Loading Dock by 5pm, Saturday 1<sup>st</sup> November or the items will be removed from site at the Exhibitors' own costs. Any goods remain inside the exhibition hall will be deemed rubbish and disposed after 5pm on Saturday 1<sup>st</sup> November.

#### [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 BCEC. All service of alcohol must cease 30 minutes prior to the scheduled commencement of move-in/move-out.

## A – Z ADDITIONAL INFO

### Animals on-site

Animals or pets are not permitted in BCEC except for certified Guide, hearing and assistance animals, unless otherwise approved. Details can be found [here](#).

In special circumstances, approval may be granted to approve exhibitors for an activity or performance where the use of an animal is legitimately required. Venue and Event organiser (ImpactInstitute) approval must be sought as soon as you can. Exhibitors who wish to bring in animals for display must complete the [Animal Permit form](#) and seek approval from both the venue and the event organiser by emailing the form and all required supporting documents.

### Audio Visual

ExpoNet stock an excellent range of audio-visual equipment. Please refer to the Online Exhibitor Kit (OEK) or contact their Exhibitor Service Department on **02 9645 7070** or [esd@exponet.com.au](mailto:esd@exponet.com.au)

### Balloons

The use of helium balloons is **NOT PERMITTED** at the Brisbane Disability Expo. If helium balloons are brought in by exhibitors 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.

The event organiser and BCEC do not support the use of any type of balloons and reserves the right to refuse the display and distribution of balloons. Exhibitors are encouraged to consider eco-friendly alternatives to balloons.

### BCEC Event Safety Design Guidelines

To view the venue's (BCEC) complete Event Safety Guidelines manual please click [here](#)

### Care of the Venue

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

### Cleaning

Cleaning within the exhibition booths/spaces is not provided by expo or venue management and is the responsibility of each exhibitor. It is the requirement of all exhibitors to leave their booths/spaces 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 hard rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.

If you require cleaning services within your booth (includes the removal of bulk waste, servicing of bins, cleaning of hard or carpeted floors and wiping down of bench tops), you can book through venue's [Exhibitor Portal](#).

## Clear Aisles

All aisles throughout the exhibition hall are nominated clearways. These aisles must be kept clear of all product and rubbish at all times, including stand building materials, to allow easy access for attendees and wheelchairs. You must keep your product, packaging and other items within your stand. Items left in the aisles will be removed or you will be asked to move them back into your allotted space. *Please also refer to Fire Awareness for further information regarding clear aisles.*

## Couriers and Deliveries

The expo organiser do not provide any courier services and recommend pre-booking this prior to arriving. Exhibitors must source their own courier and ensure couriers adhere to the dates and times specified in the MIMO.

Deliveries will only be accepted on **Thursday, 30<sup>th</sup> October** between 9am-5pm. For move-out, couriers can collect items from the venue **between 3pm to 5pm Saturday, 1<sup>st</sup> November**. Large equipment/items must be moved in and out from the Loading Dock. All items must be listed in the MIMO form. It is the exhibitor's responsibility to ensure the courier company has the correct delivery details and delivery labels. Exhibitors must ensure that their courier company are able to unload items to the designated area at the loading dock as the Venue does not accept any goods on behalf of the exhibitors.

## 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](#)

## Disability access and facilities

BCEC is fully accessible and our [Access Map](#) has all wheelchair locations marked.

The main public entry is at the corner of Merivale & Glenelg Streets. A lift is located to the left of the entry stair. There is a vehicle drop off and pickup area and a dedicated coach set down and pick-up zone in Glenelg Street, which offers protection from the weather should this be required.

## Display Stand Materials

BCEC have very strict policies relating to the types of display materials permitted for use within booths. Please ensure you adhere to the following guidelines when considering your display

- Must not cause dampness, stain or be readily ignitable.
- Must not be capable of emitting toxic fumes should ignition occur.
- Crepe paper, corrugated cardboard, straw, hay, untreated hessian, untreated material fabrics or PVC sheet (except on floors as a protective membrane) requires prior approval from BCEC.
- Sawdust, tan bark or wood chips of reasonable size may be used to decorate floors, with the below considerations:
- A protective membrane is laid first and chips are kept slightly moist at all times.

- A fire extinguisher must be provided by the exhibitor and be placed in a prominent location on the stand.
- Any fabric used in the construction or decoration of a stand, including the stand ceiling, must be treated with a fire retardant. BCEC will require proof of treatment.
- Moving machinery or equipment likely to injure a member of the public or a swimming pool or spa containing water, must be separated from the public by a physical barrier and supervised at all times.
- Fountains, aquariums, spas, rock pools and swimming pools can be displayed, provided suitable provisions are made to prevent water leakage onto the floor.
- No core drilling or fixing into any floor or wall is permitted.
- No stands are to be covered or blocked by fabric or material at any time as this can be a fire safety hazard.

### Distribution of Promotional Material

The distribution of promotional materials such as brochures, catalogues, leaflets and pamphlets are restricted to your booths/spaces. Distribution is not permitted in common areas and public areas within and surrounding BCEC. Any persons involved in **ambush marketing or hawking** may be evicted.

### Emergency

In case of an emergency, where you are no longer able to attend the Expo, please contact **0499 553 394** or **0455 038 737** immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

### Emergency Evacuation

Frontline staff are trained to respond to emergency situations.

BCEC staff will assist in the event of a fire alarm or other emergency. If the Centre has to be evacuated, public address system announcements will be made and audible alarms will sound.

**To report a fire or a life threatening situation, please call 000 for urgent assistance.**

For your safety make sure you know the location of the nearest emergency exits, firefighting equipment and emergency warning systems within the Centre.

In the event of an emergency there are **two tones** to warn of a fire or other situation which may require evacuation of the site.

**ALERT TONE: beep, beep, beep.** This means, stop what you are doing and await further instructions as to whether an evacuation will be required.

**EVACUATION TONE: whoop, whoop, whoop.** Remain calm and evacuate quickly to the nearest exit to the assembly area through emergency exits as directed by the Building or Floor Wardens.

Review the BCEC Event Safety Design Guidelines [click here](#)

Review BDE 2025 Emergency Evacuation Map [click here](#)

## Fire Awareness

Please ensure you do not:

- block corridors or walkways
- block or congest emergency exits
- block the access route to an emergency exit
- obscure or cover emergency exit signs
- store equipment or any other item in the fire stairs
- block open fire or smoke doors or any doors leading to fire stairs

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

## First AID

In the event of an accident or emergency, please contact the event organisers at the Information Booth immediately or on **0455 038 737** and proceed directly to the First Aid table for assistance. Our First Aid provider is 1300Medics and they will be on site on both Friday and Saturday from 9am-3pm. If required 1300Medics are able to access a First Aid Room which is conveniently located in the exhibition concourse adjacent to the Exhibitor Services Centre.

## Forklifts

Forklift services are not available for exhibitors for hire at the venue. All deliveries will require couriers to have their own tailgate and/or ability to unload pallets. If you require a forklift please discuss with the event organiser by email and via MIMO form, however, please understand that there will be a fee incurred and the use of a forklift cannot be guaranteed so please plan accordingly.

## Internet Services

The BCEC has free Wifi available to the public. Exhibitors that require high speed and more stable Internet services as part of their business operations during the expo will need to apply for paid WIFI services directly via BCEC online [Exhibitor Portal](#).

*\*We recommend Exhibitors have a 5G Hotspot Device as a backup should you require internet access to conduct business.*

## Lost and Found

All lost and found property must be reported to event organisers via registration or the venues customer relations desk. At the conclusion of the event, if items remain unclaimed, they are moved to security where they are logged and placed in secure storage where they remain for one month. Once this holding period expires, unclaimed items are then disposed of.

All items found or handed into the venue are kept and logged by BCEC onsite Security team. You can contact the team via **07 3308 3000** or fill out a [general enquiry form](#).

## Motor Vehicles

Motor vehicles (including Electric and hybrid cars) that come on-site for display at events must submit the [vehicle display permit](#) to the venue event planner and expo organiser and must adhere to the safety guidelines below:

- Vehicles are to be escorted into the venue
- Vehicles in exhibitions cannot be started and run without prior permission from BCEC
- Flooring must be protected by drip trays under each vehicle
- Under no circumstances is fuel to be decanted or vehicles filled in the Loading Docks or within BCEC
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition – REQUIRED TO BE PROVIDED TO SECURITY WHILE VEHICLE STORED ONSITE
- Every car must have at least 1 x 2.3kg, A:B:(E) dry powder extinguishers mounted in a prominent location in accordance with relevant Australian Standards
- All vehicle bump in/out must be discussed with the event organiser and approved by BCEC
- The motor vehicle fuel filter cap must be either sealed or secured to prevent the easy removal of the fuel cap by unauthorised persons
- Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions:
  - LPG powered motor vehicles must have their systems fitted in accordance with relevant Australian Standards for LPG gas fuel systems for vehicle engines.

### Electric And Hydrogen Powered Vehicles:

Charging of EV's is not permitted within any area of BCEC apart from the designated EV charging points in the P1 and P3 car parks.

EVs in the venue shall not have been in accidents that may potentially impact the Lithium Ion Battery (LIB). EVs with LIBs subject to battery recall or have known issues shall not be in display in the venue.

Exhibitors are responsible for any damages and will be charged accordingly

## Non-Smoking Areas

All Brisbane Disability Expo areas are smoke and vapour-free. A designated smoking area is available on the external Plaza Terrace. Guests may smoke outside the venue keeping 5 metres clear of entry and exit doors.

Smoking is strictly prohibited in all public spaces as outlined in the Tobacco and Other Smoking Products Act 1998. The State of Queensland considers electronic, e-cigarettes, e-cigars and vape pens to be treated under the same regulations that apply to normal cigarettes. On the spot fines apply to users of these devices within the building or within five metres of entry and exit doors.

## Parking

The BCEC manages 1,500 undercover parking on the venue grounds and fees apply for both hourly and day rates. Entry heights are as follows: Car Park one: 2.3m, Car Park two: 2.2m (Merivale St) or 2.1m (Russell St Ramp) or 2.2m (Melbourne St), Car Park three: 2m (Merivale Street) or 2.1m (Grey St).

For more information & prices on parking at the Centre [click here](#).

### Parking Rates – Exhibition Building, The Pavilion and BCEC

Duration	Rate*
0-2 Hours	\$15
2-3 Hours	\$20
3-4 Hours	\$25
4+ Hours	\$35
Discounted Exhibitor Day Rate (redeemed at BCEC pay stations with an event specific QR code)	\$18

The closest parking to exhibition hall is P2, entry from Melbourne St or Merivale St. Exhibitors may access this parking area on the Thursday of the MIMO period ONLY. Exhibitors are encouraged to park at P1 or P3 during Friday and Saturday opening hours.



Figure 4: BDE exhibitor parking map

### Prizes and Lotteries

Should exhibitors wish to hold a raffle or door prizes, all booking, and licenses (as required by law) are the responsibility of the Exhibitor.

This means, any business or trade organisation wishing to conduct a trade competition which involves the chance to win a prize is required to obtain a permit if the total prize value is \$5,000 or more. This applies to an approved association carrying on a trade or business in the State.

For more information please refer to the [Office of Liquor and Gaming Regulations QLD \(OLGR\) website](#) [CLICK HERE](#).

### Refreshments: tea and coffee

A limited number of tea and coffee vouchers will be provided by the organisers in the exhibitor pack and can be redeemed at the kiosk area within the venue. Food and other beverages are at the exhibitor's own expense. Please also refer to Staff Catering section.

## Rubbish

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

If rubbish is left on your stand, a minimum rubbish removal fee of \$200 will be charged. All sites, booths and hire equipment are to be left in their original condition at the end of the Expo or excess charges may apply.

## Safety Information

Safety vests and enclosed shoes **must be worn** at all times during move-in/move-out in the event that the venue is still a build zone. You will not be permitted access to the venue without these items unless the site has been declared a non-build zone.

**Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration or venue vending machine** for \$10.00 per vest.

**Strictly no children** under the age of 15 are permitted inside the Expo hall or loading dock during move-in or move-out. **No alcohol** is to be consumed in the halls or loading dock during move-in and move-out. **No motor vehicles** will be allowed on the Expo floor without prior permission and a booked time.

## Staff Catering

The Expo Café will be operational during Expo hours only (9:00am – 3.00pm). Lunch is at the exhibitor's own expense. Exhibitors can arrange stand catering via BCEC online [exhibitor portal](#) by 23<sup>rd</sup> October 2025.

## Storage

Storage is not provided 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 common areas 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 QLD, the Electrical Safety Act and Advisory Standard.

All portable electrical equipment, appliances and leads used on BCEC site must be tested & tagged in accordance with legislation and AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment.

Any electrical equipment found to be untagged must be tested & tagged or removed from BCEC site immediately. New equipment need not be inspected or tested but must be tagged with the re-test date prior to introduction to service as per AS/NZS 3760:2010. - In Service Safety Inspection and testing of electrical equipment

Utilise safety switches (RCDs) when using electrical tools and equipment.

You Should Never:

- Use damaged electrical leads, tools or equipment
- Install or remove any type of power cable while the power is turned on
- Use electrical leads, tools and equipment in damp or wet conditions unless they are specially designed for use in those conditions.
- Place electrical leads in areas where they may be damaged (e.g. on vehicle access ways, over sharp edges etc).
- Overload electrical circuits
- Use modified tools or equipment

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards. Where possible, please use cable bumps. Gaff tape is less favourable and must be taken up on conclusion of event, leaving no residue or damage. Any damage may incur a charge.

Exhibitors can get test and tag service booked from ExpoNet OEK for \$20 per item.

### Third-Party Suppliers

Exhibitors plan to bring a third-party supplier to deliver equipment, booth decals, signage, etc., onto the site during move-in/move-out, must let us know first who your third-party supplier(s) is and what they are supplying via the MIMO Form by due date or email us ASAP.

You must ensure they follow all rules and requirements by the venue and the expo organiser, the move in/ move out procedures and times. You must book a separate loading dock time if they'll need access to the loading dock.

You must ensure you have applied for all necessary permits and all your suppliers have completed the venue safety induction.

If your suppliers require access to the venue before the official move in or after the official move out, you must discuss with us ASAP.

Goods must not be sent to the loading dock before the scheduled times (9am -4:30pm Thursday) during move in and all goods must be collected by the end of the official move-out time (5pm Saturday).

### Trolleys

You must bring your own trolleys for transporting items to/from your stand. Trolleys are only allowed to be used during move-in and move-out hours.

Exhibitors are not permitted to use trolleys during expo opening hours (9am – 3pm, Friday and Saturday).

All trolleys used must have rubber tyres.

### Wired and Wireless Internet

BCEC provides complimentary free WIFI to the public. There is no guarantee of access and speed during the opening hours of the event.

If fast speeds and downloads are vital to conducting business at the expo, exhibitors can arrange dedicated Wi-Fi or cabled internet through [venue services](#). Exhibitors are also encourage to bring your own portable hotspot device as a back up plan.

## TERMS & CONDITIONS

### 1. Definitions

- 1.1 Exhibitor/Sponsor(s) – 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/Sponsor(s) or engaged speaker or performer.
- 1.4 Website – means any website owned or operated by the organiser, including but not limited to ImpactInstitute's company website, event websites, hosted services website, online ordering store.
- 1.5 Social Media – means any social media accounts operated by the organiser, including but not limited to Facebook, Instagram, LinkedIn, twitter.
- 1.6 Hosted Services – means a virtual event.
- 1.7 Term – means the time between payment of the invoice and the end of the event period as defined in the relevant event manual.
- 1.8 ImpactInstitute - means ImpactInstitute Pty Ltd ABN 68649040559.

### 2. General Terms and Conditions

- 2.1 Only Exhibitor/Sponsor(s) 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/Sponsor(s) 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 Exhibitor/Sponsor(s) 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/Sponsor(s).
- 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/Sponsor(s) 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** We will use our best endeavours to limit the activities at the Event of non Event Exhibitor/Sponsor(s) so that they do not encroach on the benefits that we offer to Event Exhibitor/Sponsor(s). Event Exhibitor/Sponsor(s) acknowledge that our ability to manage the activities of non Event Sponsors is limited by the nature of the Event.

**2.14** Definitions are provided in Part 1 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 Exhibitor/Sponsor(s) 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 At all ImpactInstitute expo's, including but not limited to My Future My Choice and WorkAbility Expos, the participant's booths must be staffed for the duration of the event in its advertised entirety with a minimum of 2 persons. Participants must advise the organiser if they are unable to fulfil the 2 person per booth requirement. The organiser must be notified immediately should any participants require to dismantle, pack down, remove or withdraw their presence outside the advertised operating hours of the event.
- 3.8 The supply and sale of any food and beverages to the public by Exhibitor/Sponsor(s) may only be permitted with prior approval from both the venue and the organisers in accordance with the venue's guidelines, the nominated Exhibitor/Sponsor Manual and relevant Health & Safety regulations in the given state and local government area. Exhibitor/Sponsor(s) must adhere to strict conditions and guidelines. Exhibitor/Sponsor(s) will only be permitted to serve food and beverages once all permits and approvals are obtained by the Exhibitor/Sponsor(s) and submitted to the organiser for review, as highlighted in the relevant Exhibitor/Sponsor 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 Exhibitor/Sponsor 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 Exhibitor/Sponsor(s) to attendees.
- 3.9 Exhibitor/Sponsor(s) set-up and dismantling times are as indicated in the nominated event Exhibitor/Sponsor 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/Sponsor Manual due to strict access restrictions. Move-in after 8.00am on the day of the event is strictly not permitted. Exhibitor/Sponsor(s) 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/Sponsor 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 [events@impactinstitute.com.au](mailto:events@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 Exhibitor/Sponsor(s) are permitted to take photographs and videography within their booth space to promote their organisation and presence at the event. Exhibitor/Sponsor(s) are not permitted to interview

members of the public, staff, volunteers, other Exhibitor/Sponsor(s) 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/Sponsor(s) and a copy given to the organisers. Where photography or videography is used in conjunction with the event branding, to promote the Exhibitor/Sponsor(s) 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 organiser's 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 express purpose 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/Sponsor(s) 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/Sponsor(s) 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/Sponsor(s) 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 participant's 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/Sponsor(s) 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](mailto:events@impactinstitute.com.au)