

GOLD COAST DISABILITY EXPO

Exhibitor Manual





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WELCOME TO THE EXPO

The Gold Coast Disability Expo and WorkAbility Expo welcomes you as our Exhibition Partner!

The integrated expos run on both Friday 6th and Saturday 7th June with the exception of the WorkAbility Consultation Zone and WorkAbility Workshops which will only be open on Friday 6th June. WorkAbility Expos are funded by the Australian Government Department of Social Services and both expos are an initiative of ImpactInstitute. The expos are designed to help you promote your organisation as well as bringing together other 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 living 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

Booths must be occupied by a minimum of two people **at all times** during the operating hours over both days. In case of an emergency where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible.

Friday 6th June 2025, 9am – 3pm

Saturday 7th June 2025, 9am – 3pm

Venue

Coomera Indoor Sports Centre (CISP)

35 Beattie Rd, Coomera QLD 4209

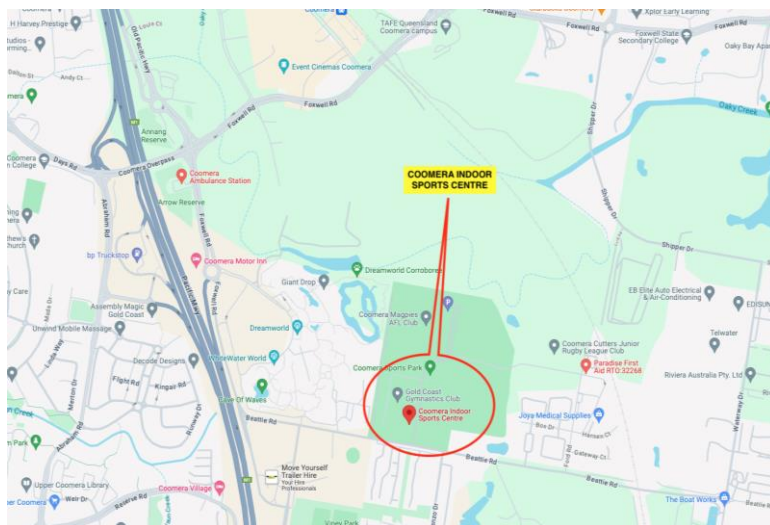


Figure 1: Coomera Indoor Sports Centre



Official Opening Ceremony

The official opening ceremony will commence at **11am Friday 6th June**.

The official opening ceremony will include speeches and performances. We appreciate that there may be some noise throughout the venue during the ceremony and would appreciate your support and patience during this time.

Please also note that there will be a number of disability groups performing throughout the Expo. We'd like to appreciate your support of our fantastic performers, and we will endeavour to monitor noise levels and keep them to a minimum.

Key Contacts

Gold Coast Disability Expo	Enquiries	gcde@impactinstitute.com.au	02 9025 9392
Account Manager	Heather Hopkins	heather.hopkins@impactinstitute.com.au	02 9025 9392
Customer Service	Ibrahim Mohammed	ibrahim.mohammed@impactinstitute.com.au	02 9025 9305
Events Specialist	Tania Flore	tania.flore@impactinstitute.com.au	02 9025 9316
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 Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Marketing Communications Manager	Yvette Thomson	yvette.thomson@impactinstitute.com.au	02 9025 9318
Events Manager	Mathew Botten	mathew.botten@impactinstitute.com.au	0455 038 737
Events Director	Kathryn Carey	kathryn.carey@impactinstitute.com.au	0418 969 149
ExpoNet	Booth Build Provider	esd@exponet.com.au	02 9645 7070
Expo Freight	Logistics Provider	admin@expofreight.com.au	0488 703 788



EXHIBITOR CHECK-LIST

ITEM	DUE DATE
Pay invoice and read terms and conditions (only fully paid exhibitors may access their exhibition booth)	BY INVOICE DUE DATE
Send your Public Liability Certificate to gcde@impactinstitute.com.au	IMMEDIATELY
Download Expo collateral	IMMEDIATELY
Install email signature and web banner	IMMEDIATELY
Prepare flyers, signage and lead forms for your booth	IMMEDIATELY
Booth allocations start (only fully paid exhibitors will be allocated a booth space)	In Progress
Book your move-in time – Opens 23rd April	15 th May
Book your Exhibitor Staff Passes/Loading Dock/Courier Access	15 th May
Log into ExpoNet portal and complete required forms (refer to supplier info)	15 th May
Submit Food and Sampling Approval Form to the Organiser gcde@impactinstitute.com.au (refer to food and sampling section for details)	15 th May
Complete Safety Induction (Read through the document and complete Section 1)	4 th June

Promote the Event

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



- By promoting the event on your events page, website and blog
- By liking the Gold Coast Disability Expo Facebook and WorkAbility Expo Facebook page, sharing our stories and tagging us in your posts @goldcoastdisabilityexpo @WorkAbility
- By sharing the Gold Coast Disability & WorkAbility Expo event on your Facebook page
- By sending a reminder via social media four, two, and one week out, as well as the day before Expo
- By emailing your client networks two to four weeks out
- By emailing/communicating with your employees, so that they can share details with their clients and encourage them to come along

Expo Collateral

To access the following downloads, please click here:

Important Documents

- Exhibitor Manual
- Exhibitor Call
- Venue Emergency Evacuation Map
- Exhibitor Parking Map
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure

Digital Assets

- Email Signature
- Web Banner
- Logo
- Flyer
- Digital Advertising Video

Things to remember during the event:

- **Booth Occupancy:** Booths must be occupied at all times between the operating hours listed over both days. Two people must occupy the booth at all times. In case of an emergency,



where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible.

- **Staff Registration:** All staff who will be present at the booth must pre-register their attendance via the MIMO form.
- **Power Usage:** All electrical equipment, including power boards and cables, MUST have a current electrical safety check tag. Only one power board per booth is allowed – no piggy backing of boards or double adapters.
- **Collateral Distribution:** Handing out materials beyond booth boundaries is not allowed.
- **Walkways:** Do not block walkways or set up signs/equipment beyond booth boundaries.
- **Food/Sampling:** Coomera Indoor Sports Centre has exclusive catering rights. Exhibitors are not permitted to offer or serve food or beverages to the public due to venue guidelines and health and safety regulations unless permission has been granted by the venue and the organiser. Confectionery items may be submitted for the direct approval of the organiser providing they are packaged with a detailed ingredient list & not readily available to children. Please check [City of Gold Coast Regulations](#).
- **Competitions:** Competitions or raffles must have clear, fair and accessible terms and conditions and the appropriate permit, sought from QLD Government. Competitions, giveaways and games must not be conducted outside of your allocated booth space. Please [CLICK HERE](#) for further information.
- **Refreshments:** A limited number of complimentary Tea and coffee vouchers are provided on the day of the event. Lunch can be purchased at the Expo Café.
- **Non-Smoking:** All areas are smoke and vapour-free.
- In case of emergency, where you are no longer able to attend the Expo, please contact 02 9015 9396 or 0455 038 737 immediately. Please note that no refunds will be given.

CANCELLATION POLICY

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 refund.

**Please refer the Terms and Conditions section of this manual.*



SELECTING YOUR BOOTH SET-UP

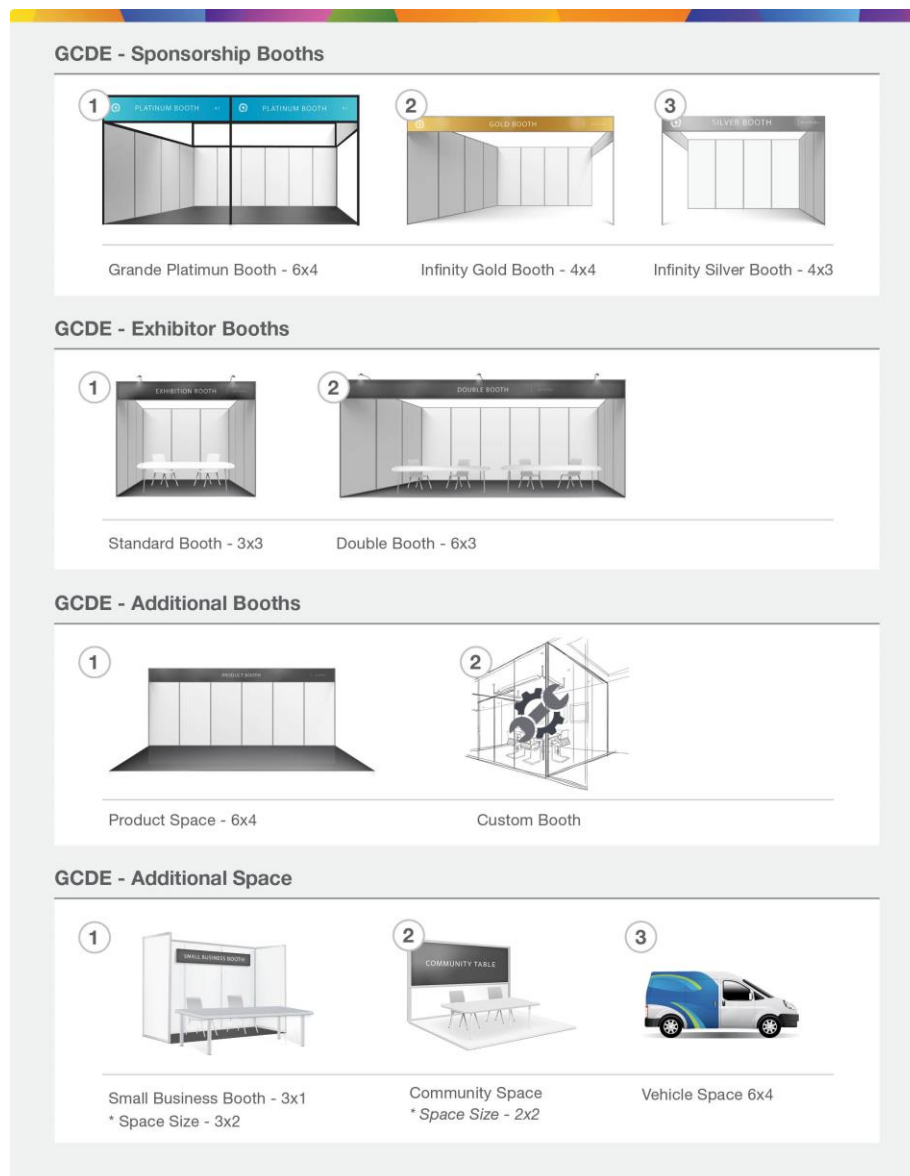


Figure 2: Selection of booth or vehicle options

Each Individual booth set up will vary depending on the type of exhibitor booth you have selected. The full range of exhibitor booths available and a list detailing all the items included for each selection can be found via the website <https://www.impactinstitute.com.au/disability-expos/>



WorkAbility Consultation Zone/Employer's Lounge

If you have booked a space in the WorkAbility Consultation Zone, this space is designed for employers to meet one-on-one with people with disability in a relaxed setting. The Consultation Zone opens on the Friday only, however, is available to Exhibitors booked into this space to also use as a consultation zone if required on the Saturday also. The WorkAbility Consultation Zone, although set inside the Disability Expo, is separate area from the general exhibition floor.



Figure 3: WorkAbility Consultation Zone Example

A separate booth allocation email for the WorkAbility space will be sent to exhibitors once booth allocation commences for the Consultation Zone.



MAXIMISE YOUR BOOTH & PRESENCE

Plan

- Ensure you are completely ready and prepared for the two-day event.
- Keep in mind the size of your booth when preparing furniture and signage.
- Don't run out of promotional material – and proofread everything.
- Keep your booth focused and consistently branded across all items. Utilise the **upgrades** and design team available on **ExpoNet**.
- Highlight your product or brand and think of ways to make it stand out.
- Offer easy-to-use lead forms (digital is preferable), 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 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 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

ExpoNet, our exhibition build company, Expo Freight and the Coomera Indoor Sports Centre (CISC) are the only official suppliers for the Brisbane Disability Expo. Please be wary of third-party, uninvited contacts.



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

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

- Audio-visual setups
- Booth presentation and upgrades
- **Fascia signage and customisation (important)**
- Wall-mounted shelves and furniture
- Discounted upgrade packages

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



Expo Freight Australia has been appointed the preferred freight and onsite logistic provider for this year's Gold Coast Disability & WorkAbility Expo.

How to book with Expo Freight:

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



Alternatively, you can register a new account via the provide links or by visiting www.expofreight.com.au. 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 **Friday 23rd May 2025** and the following freight collection deadlines are applicable:

- VIC Metro = 2nd June
- NSW Metro = 3rd June
- SA Metro = 30th May
- QLD Metro = 4th June
- WA Metro = 26th May

For all other area's please contact our team:

Phone: +61 488 703 788

E-mail: 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.

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. We do not sell or give out attendee lists to any third parties, exhibitors or sponsors, except sharing necessary information to our official suppliers for the purpose of conducting the business of the Expos only.

Do not engage in any way with these SCAM companies. Please contact and inform event organisers at your earliest convenience should this happen to you.

Supplier Deadlines

ITEM	SUPPLIER	DUE DATE
Audio Visual Order Forms	ExpoNet	16th May
Additional Lighting and Power	ExpoNet	16th May
Fascia and Signage Confirmation	ExpoNet	16th May
Furniture Order Form	ExpoNet	16th May
Booth Modifications, Layout and Final Checklist	ExpoNet	16th May
Wall Mounted Shelves	ExpoNet	16th May



***IMPORTANT:** Please note that orders placed with **ExpoNet** after the **16th May** will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply.*



FOOD AND SAMPLING

CISC 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 **must be approved** by both the CISC and the event organiser (ImpactInstitute) in writing no later than 21 days prior to the event. Item/s being sampled and/or sold must be related to the exhibitor's core business. Please contact the organiser by the **15th May** should you wish to distribute Food Sampling so that approval can be sought from the venue. Anyone without prior approval will be unable to provide food or beverage on-site.

Samples of food and beverages can be distributed to event attendees but **cannot be sold**. Approval will be given at the discretion of both the organiser and venue management.

Samples to be given away free of cost to the visitor and must be items which:

- Exhibitors or registered members of the association sell wholesale in the normal conduct of business.
- Produced by equipment used in the normal conduct of their business.

Portions are to be of normal tasting size only:

- Non-alcoholic beverage samples should be no more than 50mls.
- Solid food should be no larger than bite size (50 grams).

The Food Sampling requests must be submitted directly to the organiser by the 15th May via gcde@impactinstitute.com.au

*NOTE: Requests presented after this point risk not being permitted.

Food and Sampling Approvals

In order to sample and/or sell food at an event, the exhibitor must comply with the Food Act 2006, Australian New Zealand Food Standards Code and City of Gold Coast Council guidelines. Compliance with these standards is mandatory in providing safe food for our guests and must be adhered to at all times.

CISC practices and promotes safe food guidelines at all times and will regularly conduct compliance checks of individual exhibitors. CISC has the right to postpone or terminate the activity or operation without warning if it is deemed to be non-compliant and/or unsafe.



CISC have the sole catering rights to all food and beverage. Therefore, exhibitors are NOT PERMITTED to supply their own catering, including branded water.

Confectionary will be permitted providing approval has been granted by the organiser prior to the **15th May**. All confectionery items must be pre-packaged with a detailed ingredient list and not readily available to children or those who cannot care for themselves. Please submit your requests to the organiser for approval at – gcde@impactinstitute.come.au

When do you need a food business licence?

If you handle or prepare unpackaged food or beverage products, you may require a licence. You do not need a licence for pre-packaged food, confectionary or whole fruit and vegetables.

Council Permits

As mentioned above, **exhibitors** supplying and displaying food as part of their exhibit will **be responsible for complying with relevant standards**, including registering as a temporary food premises with the City of Gold Coast. [Click here](#) for more information about temporary and mobile food premises within City of Gold Coast.

Exhibitors are also responsible for determining the **food safety and handling requirements** for their products before an event.

If you have any questions or would like any advice on food and sampling approvals, please email gcde@impactinstitute.come.au or call 02 9025 9392.



MOVE-IN / MOVE-OUT LOGISTICS

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

Move-In

Please ensure you give yourself sufficient time to set up! 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 9am public opening. **All exhibitors must set up their booths on Thursday, 5th June from 3pm to 6pm.** You will have access to your booth for **final preparations and cleaning on Friday, 6th June between 7am and 8am.**

Exhibitors must bring their own trolleys and equipment necessary for move in/ move out. Exhibitors must ensure any third parties they have engaged other than the official suppliers have the essential equipment and personal to do all works and load/unload items from their vehicles.

***IMPORTANT: The move-in/out (MIMO) form will be sent to the main contact who completed the booking form. The move-in/out form opens on the 23rd April and closes on the 15th May – this form is compulsory for ALL exhibitors to complete.**

Registration

Exhibitor registration will open at 3pm, Thursday 5th June at the Information Booth, located immediately inside the Hall. On arrival, make your way to Information Booth to collect your Exhibitor Pack and lanyards. The exhibitor pack will have information about the Expo, venue facilities, rules and regulations and procedures on moving out on the Saturday. **The staff passes are nameless, interchangeable and must be handed back after the Expo.** Make sure you plan how you will hand these out to staff as they arrive at the venue.

***Register all staff attending the Expo by 15th May via MIMO Form.**

Safety Information

All staff must have completed Section 1 of the **Venue Safety Induction** before Thursday 5th May.

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 for \$10.00 per vest.

Strictly no children under the age of 15 or animals are permitted inside the Expo venue 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.

Loading Dock

You must complete the MIMO Form by 15th May if you require the use of the loading dock to unload large items. A 15-minute unloading limit applies to all vehicles on the loading dock. All small items and packages must be brought up into the venue via front entrance to avoid congestion. Exhibitors will need to park their vehicle in the B1 carpark.

Third-Party Suppliers

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

It is the **sole responsibility** of the exhibitor to arrange freight deliveries and any costs associated with this. Please note: Event organisers or the Venue will not accept responsibility or sign possession of goods from couriers on behalf of exhibitors but will be on hand to accept delivery from couriers if required to do so. All items being delivered must be listed on your MIMO form and correctly labelled.

Move-Out

All Exhibitors will be able to pack up their booths on Saturday, 7th June **strictly between 3:30pm and 4:30pm** with access to the loading dock only being granted once all Exhibitors are wearing safety vests and enclosed shoes. If you anticipate requiring longer to exit via the loading dock, please contact the organiser. **You are not permitted to leave your booth prior to 3pm on Saturday 7th June.** 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, ExpoNet and our attendees leaving the premises. **Trolleys must not be used until after 3pm, exhibitors will be asked to put aside their trolley at the entrance if they do so before 3pm.**

All exhibitors **must** move out on Saturday afternoon and remove all their personal items, any collaterals and items hired from third-party by **5pm on the Saturday**. Exhibitors staying to move out **must wear a safety vest and you must have closed in shoes on.**

Please remove all signage, posters, blue-tac, Velcro, collateral, paperwork and rubbish. All left-over coffee vouchers and exhibitor packs can be binned. **All hired items from ExpoNet** can be left within the booth for pick-up and dismantling.



*Anything left on site after 5pm on Saturday will be deemed rubbish and removed by the venue cleaners. Rubbish removal fees may apply.

Exhibitor Parking During Move-In / Move-Out

Coomera Indoor Sports Centre has 230 parking spaces at the venue, with an additional 280 carparks in the overflow carpark. Any visitors to CISC are reminded to check parking signs and only park in designated parking bays. Do not park on footpaths and embankments.

For loading and unloading of large items, exhibitors may use the loading dock. All items being delivered must be listed on the MIMO form.

For move-in on Thursday, 5th June, you can park close to the main entry doors to the venue. On Friday and Saturday, you must park in the spaces furthest away. Refer to the map below:



Figure 4: Coomera Indoor Sports Centre event parking map



A – Z ADDITIONAL INFO

Audio Visual

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

Balloons

The use of **helium balloons** is **NOT permitted** in the venue.

Cleaning

Cleaning within a booth is the responsibility of each exhibitor. Cleaning staff will be permitted into the exhibition hall under security supervision at the close of each Expo Day for common spaces only. It is the requirement of all exhibitors to leave their booth rubbish-free and in good, clean condition. Rubbish inside a booth, including hard rubbish, will not be cleared and is the sole responsibility of the exhibitor to break down and dispose of. All large rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.

Clear Aisles

All aisles throughout the exhibition hall are nominated clearways. These aisles must be kept clear of any items or rubbish at all times, including stand building materials, to allow easy access for emergency vehicles and traffic. You must keep your products, packaging and other items within the boundary of your booth/space. 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

Although we do have a preferred freight logistics provider, ExpoFrieght, we do not arrange, provide or organise this or any courier services and recommend pre-booking this prior to arriving. If you plan to courier items to the venue, we will only accept deliveries between **9am – 5pm on Thursday, 5th June**. For move-out, couriers must collect from the loading dock before **5pm Saturday, 7th June**. You must remove your items from your booth and leave them correctly labelled and packaged at the loading dock. Please ensure you notify a staff member before leaving items at the loading dock. Please let us know if you're planning on having any items couriered to or from the event by completing the MIMO Form.

Conditions of Entry

As part of this plan, we have an event specific Conditions of Entry. To view these conditions please click the link: [Conditions of Entry](#)



Distribution of Promotional Material

The distribution of promotional material such as brochures, catalogues, leaflets and pamphlets is restricted to your booth space only. Distribution is not permitted in common areas and public areas within and surrounding CISC. This includes catering areas, entry and exit doors, stage and all general areas. **Any persons involved in ambush marketing or hawking may be evicted.**

NOTE: Please bring it to the attention of the Organiser should any exhibitors be approached or suspect any Hawkers to be active during our expo.

Emergency

In case of an emergency, where you are no longer able to attend the Expo, please contact 02 9025 9392 or 0455 038 737 immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

Emergency evacuation

Review the emergency evacuation map [here](#)

Exhibition Booth Build and Supplier

ExpoNet is the official exhibition builder and supplier. ExpoNet have a huge range of useful products and services including signage, audio-visual, furniture, electrical services plus more. For those wanting to personalise their booth to make a greater impact, ExpoNet are also able to custom build your booth.

Fire Awareness

Please ensure you do not:

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

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

First Aid

In the event of an accident or emergency, please contact the event organisers at Registration immediately or on **0455 038 737** and proceed directly to the **First Aid** table for assistance, qualified staff will be on site on both Friday and Saturday from 9am-3pm.



Forklifts

Exhibitors must ensure they, and their couriers, third parties have adequate equipment to use on site. If forklifts need to be hired please advise the organiser via the MIMO Form or email directly. Fees apply.

Furniture

Furniture, customised fascia, power and lighting service can be upgraded or hired through ExpoNet. You can also arrange third parties to build your booth. But exhibitors must notify the organiser via MIMO form or email directly before 15th May.

Insurance and Liability

All exhibitors must have their own Public Liability Insurance to cover AT LEAST \$10 million and a Certificate of Currency provided to the organisers prior to the expo. Exhibitors will not be granted access to the expo if their Certificate of Currency is not provided or out of date. Please see our [expo terms and condition](#) for further information.

Lost and Found

All lost and found property must be reported to first to the registration desk located at the entrance to the venue. These will be available upon proof of ID for the duration of the event. Once the event has concluded, all lost and found items will be left with the venue.

The organiser, Gold Coast Council or CISC take no responsibility for any lost property. Lost property is treated as per the City's protective security policy with items of value taken to the police station for processing.

Motor Vehicles

Motor vehicles (including Electric and hybrid cars) that come on-site for display at events must adhere to the safety guidelines below:



- Vehicles in exhibitions cannot be started and run without prior permission from the venue and/or organisers
- 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 the venue
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition
- 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
- 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.

Parking

Coomera Indoor Sports Centre has 230 parking spaces at the venue, with an additional 280 carparks in the overflow carpark. Any visitors to CISC are reminded to check parking signs and only park in designated parking bays. Do not park on footpaths and embankments. Parking at the venue is free of charge.

For move-in on Thursday, 5th June, you can park close to the main doors. On Friday and Saturday, you MUST park in furthest from the main entry doors. Refer to Figure 3: Gold Coast event Parking Map on page 20.

Networking Function

All Exhibitors are invited to attend the Network Function on Friday between 3pm – 4pm at the front of the stage. Food and drinks will be served in front of a brief presentation. Exhibitors will then be afforded the opportunity to network amongst themselves in a relaxed setting. Please note that an invitation will be sent prior to the expo.

Non-Smoking

All Gold Coast Disability & WorkAbility Expo areas are smoke and vapour free.



Refreshments: tea and coffee

Tea and coffee vouchers will be provided by the organisers and can be redeemed at the coffee cart both inside and outside the venue. Lunch is at the exhibitor's expense.

Rubbish

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

It is the requirement of the exhibitor to leave their sites rubbish-free and in good, clean condition. Where applicable, garbage is to be bagged and placed in the appropriate bin containers and cardboard rubbish to be disposed of flattened and placed in supplied cardboard recycle bin. Any hard rubbish such as pallets, furniture etc, will not be cleared and is the responsibility of the exhibitor to break down and dispose of. All rubbish not able to be placed in the appropriate bins is to be taken offsite by the exhibitor. 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 for \$10.00 per vest.

Strictly no children under the age of 15 are permitted inside the Expo venue 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.

Security

If you have any security concerns, please bring them to the attention of the event staff immediately.

Exhibitors are responsible for the security of their space. To best avoid any security concerns, please ensure 2x staff members are at your booth at all times during the event hours of 9am – 3pm.

We advise exhibitors to not leave any valuables or personal items unattended within the venue or in open view within your vehicle whilst it is parked.



Staff Catering

The Expo Café located outside will be operational during Expo hours only (8:30am – 2:30pm). Lunch is at the exhibitor's expense.

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 during the event.

Test 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.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

Third-Party Suppliers

If you plan to bring a third-party supplier to deliver equipment, booth decals, signage etc onto the site during move-in/move-out, please let us know who your third-party supplier(s) is and what they are supplying via the MIMO Form and ensure they follow all safety procedures and times.

Goods must not be sent to the loading dock before the scheduled times for the move-in of your event and all goods must be collected by the end of the official move-out time.

Trolleys

Please bring your own trolley to transport items to and from your booth. Trolley use are not permitted during the expo opening hours.

Wired and Wireless Internet

Free general use of Wi-Fi is available to all within the Exhibition Hall. This internet is generally suitable to basic internet browsing and access to emails. If fast speeds and downloads are vital to conducting business at your booth, **we strongly recommends you bring your own 4G hotspot device.**



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 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 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