

MELBOURNE DISABILITY EXPO

Exhibitor Manual



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WELCOME TO THE EXPO

The Melbourne Disability Expo welcomes you as our Exhibition Partner!

This unique event is designed to help you promote your organisation as well as bringing together other service providers and specialist businesses, with consumers and their families, caseworkers, 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 (listed below) over both days. In the case of an emergency where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible.

Friday 21st November 2025 > 9am – 3pm

Saturday 22nd November 2025 > 9am – 3pm

Venue

Melbourne Convention & Exhibition Centre – Door 15

Closest entry: 1 Convention Centre Pl, South Wharf VIC 3006

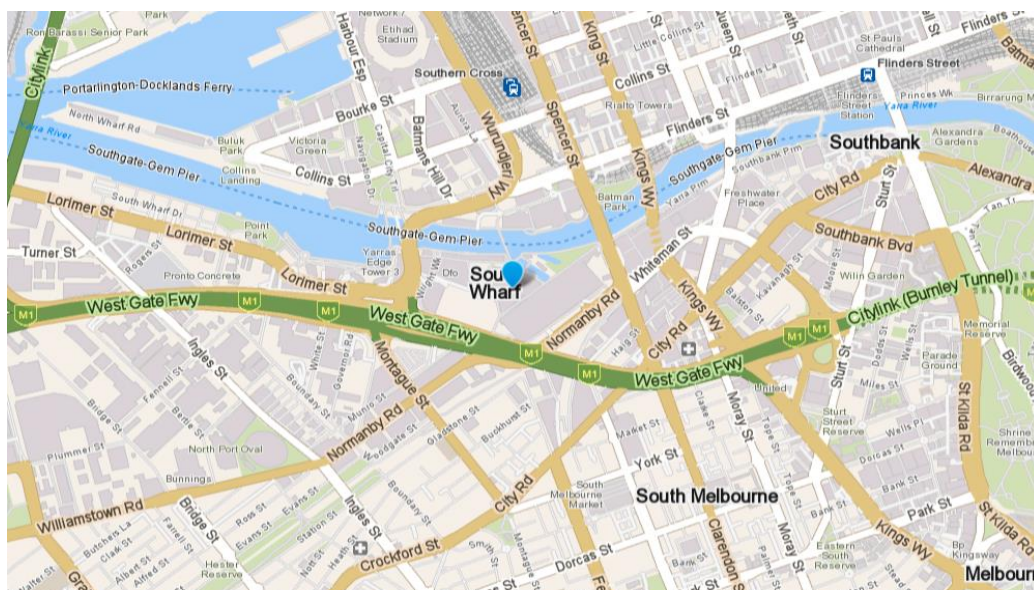


Figure 1: Melbourne Convention Centre

Official Opening Ceremony

The official opening ceremony will commence at **11am Friday 21st November**. 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

Melbourne Event Enquiries	Melbourne Event Enquiries	mde@impactinstitute.com.au	0499 553 394
Account Manager	Heather Hopkins	heather.hopkins@impactinstitute.com.au	0477 705 177
Customer Service	Ibrahim Mohammed	ibrahim.mohammed@impactinstitute.com.au	0499 553 394
Bookings Manager	Mary Wahba	mary.wahba@impactinstitute.com.au	02 9025 9302
Events Coordinator	Lainey Pan	lainey.pan@impactinstitute.com.au	02 9025 9303
Marketing and Events Assistant	Audrey Pendergast	audrey.pendergast@impactinstitute.com.au	02 9025 9304
Events Specialist	Tania Flore	tania.flore@impactinstitute.com.au	02 9025 9316
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	Expo Builder	esd@exponet.com.au	02 9645 7070
Expo Freight	Logistics Provider	admin@expofreight.com.au	0488 703 788
MCEC	Venue Services	exservices@mcec.com.au	03 9235 8000

EXHIBITOR CHECK-LIST

It is your responsibility to complete these before the deadline and ensure your on-site staff have been informed and prepared with all rules and requirements of the expo.

ITEM	DUE DATE
Pay invoice and read terms and conditions <i>Only fully paid exhibitors may access their exhibition booth</i>	BY INVOICE DUE DATE
Send your Public Liability Certificate to mde@impactinstitute.com.au	IMMEDIATELY
Download Expo collateral • Install email signature and web banner • Read exhibitor documents	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 Move-in / Move-out logistics – Opens 10th October • Provide organisational details for expo guide • Book in loading dock/courier/ third party contractors use with the organiser • Seek approval on confectionery use/ food & beverage sampling use • Provide on-site staff information	30 th October
Log into ExpoNet portal and complete required forms Go to ExpoNet – Opens 9th October	30 th October
Complete required venue approval/application forms Go to MCEC – Opens now • Food & Beverage sampling or selling forms • Vehicle display approval • Animal On-site Approval • Order internet services for your operation • Complete venue induction • Check out other required approvals via venue exhibitor resources	7 th November

What you should do next:

Promote and prepare to maximise your presence at the expo. Go to Maximise Booth & Participation.
Fill in the MIMO form to register your booth details, move-in details and staff details by 30th October 2025. Go to Move-in / Move-out Logistics.
Fill in the ExpoNet OEK by 30th October to get your fascia printed correctly. Note that there is a 30 characters limit on the fascia. Go to ExpoNet.
Book Courier via Expo Freight or your chosen third party, make sure you have clearly labelled all items and listed them on the MIMO. Go to Couriers.
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 Third-Party Suppliers.
Ensure your couriers/suppliers comply with all our rules and requirements and bring their own equipment to load/unload.
Seek approval from BCEC and the organiser to sell or give out external food/beverage/confectionery. Go to Food and Sampling Approvals.
To bring in assistance animal and therapy animals as part of your booth operation you have seek venue approval, email mde@impactinstitute.com.au to discuss ASAP.
All electrical equipment you bring in, including power boards and cables MUST have a current electrical safety check tag. Test and Tag service can be ordered via ExpoNet.
Ensure all your staff/ contractors/ suppliers who will be on site have completed the Venue Induction. Go to Safety Information.
To run a raffle or competition in your booth, you must comply with relevant law and regulations and have permits where required. Check out HERE.

Things you should not do:

✗ No electrical equipment are allowed without a current tag. ✗ No piggy backing of boards or double adapters are allowed.
✗ Do not leave your booth vacant before the expo closes at 3pm.
✗ Do not use trolleys during expo opening hours.
✗ Do not hand out promotional collaterals beyond your booth/space
✗ Do not block walkways and exits or setup signs or equipment beyond the boundary of your booth.
✗ Do not bring in Helium Balloons. ✗ Helium balloons will be disposed at the exhibitors' own costs once they are seen inside the expo Hall and additional fines apply if they're let loose in the venue.
✗ NON-SMOKING: All Melbourne Disability Expo areas are smoke and vaping - free.

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**.*

STANDARD BOOTH SET-UP

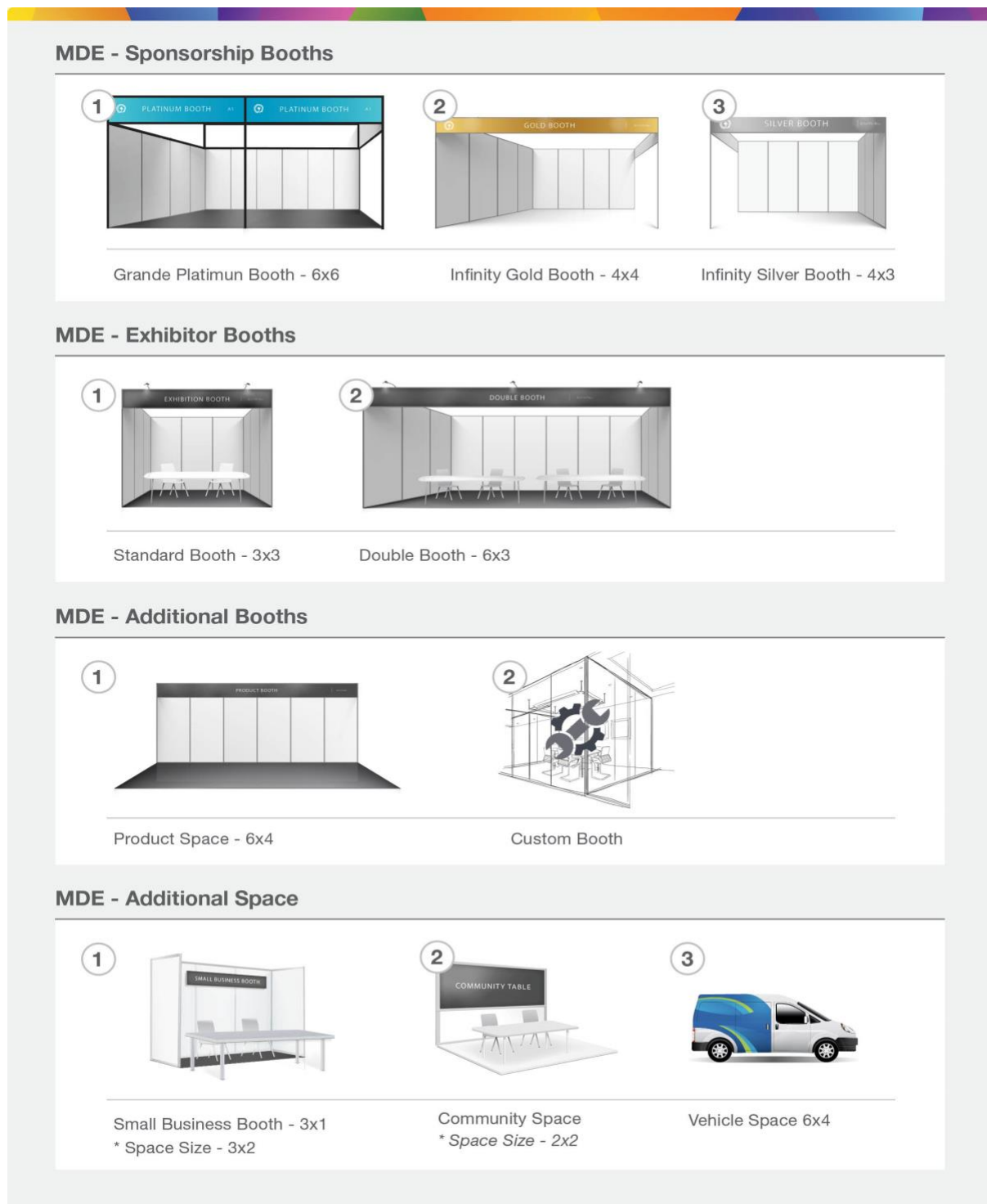


Figure 2: Exhibitor booth, space or vehicle options

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

We recommend you use our official builder ExpoNet to order upgrades and signages for your booth. If you'd like to bring your own, please be mindful of the internal measurements. For example, to fit in a 3m x 3m booth you should only bring a signage up to the dimensions of 2880W x 2480H on either side. For all other measurements we encourage you to contact ExpoNet directly.

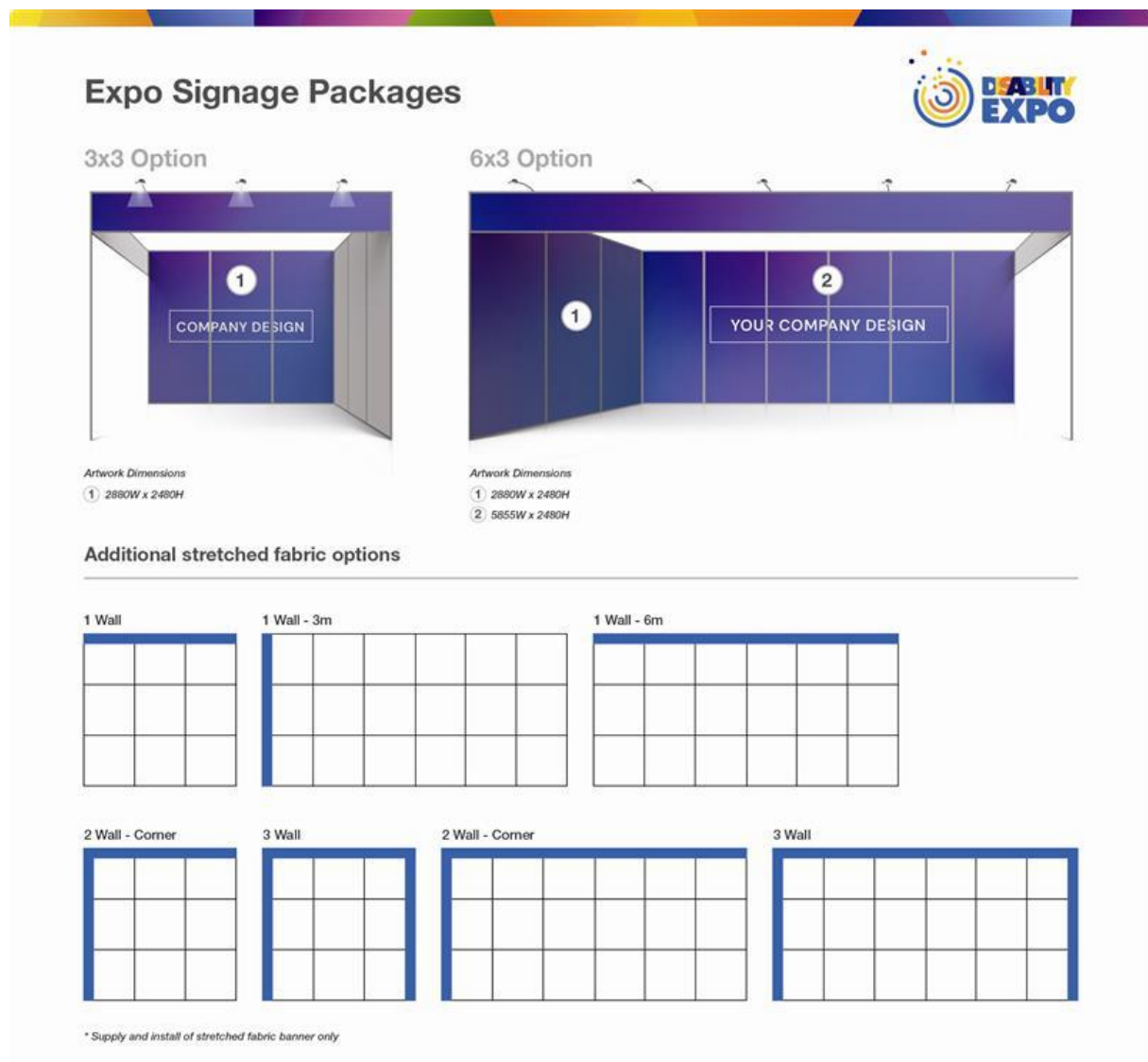


Figure 3: Signage Measurement Example

Please help us ensure fair and safe expo environment by only placing collaterals and furniture within the boundary of your allocated booth space. If you want to use a third party supplier to build your booth or bring in furniture, please refer to **Third-Party Suppliers**.

MAXIMISE YOUR BOOTH & PRESENCE

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 **Melbourne Disability Expo Facebook** page, sharing our stories and tagging us in your posts **@melbournedisabilityexpo**, **Share the Melbourne Disability 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 Downloads

- Exhibitor Manual
- Exhibitor Call
- Venue Emergency Evacuation Map
- Exhibitor Parking Map
- Exhibitor Floor Plan
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure
- Expo Freight Online Booking
- Courier Labels

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custom Booth Brochure

MCEC Documents

- MCEC Venue Induction and Safety
- Venue Services – here you will find:
 - Delivery Docket
 - Internet Service
 - Food & Beverage Sampling Approval Forms
 - Stand Cleaning Form
 - Account Request Form

Digital Asset

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

Execute 5-Step Plan:

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 through **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, our preferred courier, and Melbourne Convention & Exhibition Centre (MCEC) are the only official suppliers for the Melbourne 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:

ITEM	DUE DATE
Audio visual order	30 th October
Additional lighting and power	
Fascia confirmation (compulsory)	
Customised fascia and signage	
Booth modifications, layout and final checklist	
Furniture order, wall mounted shelves, etc.	
Test & Tag your electrical equipment including extension leads and power boards	

IMPORTANT: All OEK submissions must be made made before the deadline, **30th October**.

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**

Expo Freight



Expo Freight Australia is the preferred freight and logistics provider for the Melbourne Disability Expo.

How to Book Freight Services

1. New Users
 - You'll get a **welcome email** with login details and a temporary password.
2. Already Registered?
 - Log in to the **Expo Freight Portal**
 - Go to **New Booking Request**
 - Search for: **"Melbourne Disability Expo 2025"**
3. After You Submit
 - A staff member from Expo Freight will contact you.

Deadline to book freight: Tuesday 11 November 2025

Need help?

- Call: **0488 703 788**
- Email: **admin@expofreight.com.au**
- **Click Here** for detailed booking instructions

Important Freight Rules

- **No early deliveries** – the venue will not accept freight before the scheduled bump-in time.
- **All freight must be removed** by the move-out deadline – **no exceptions**.

MCEC Venue Exhibitor Resources



MCEC Exhibitor Resources Portal is available to all Exhibitors. It is compulsory for all exhibitors to complete relevant approval forms and induction that are required by the venue. Some of the required forms and services orders that you must apply from the venue are:

- Complete the compulsory **safety induction** for all staff members/contractors/suppliers
- Wired and wireless internet
- **Food & beverage sampling or selling approval form**
- Vehicle & Animal on-site approval
- Stand catering orders

Please remember to adhere to the deadlines set out in the Move-in / Move-out (MIMO) form. All venue services orders and approval forms must be completed and approved by **7th November**.

Contact venue exhibitor services via exservices@mcec.com.au.

Safety Induction

Every exhibitor staff, contractor, and supplier at the venue during bump in and bump out must the MCEC venue induction **prior to bump in on Thursday 20th November**. [Click Here](#) to access the induction link.

Food and Sampling Approvals

MCEC (Melbourne Convention and Exhibition Centre) is the only company allowed to sell or give out food and drinks at the venue.

If you want to offer **samples** or **sell food or drinks**, you **must get written approval** from:

1. **MCEC**
2. **The Event Organiser (Impact Institute)**

How to Get Approval

1. Download the **Sampling and Selling Request Form**:
[CLICK HERE](#)
2. Send the completed form to MCEC
Email: exservices@mcec.com.au
3. Once approved by MCEC, let the organiser know:
Email: mde@impactinstitute.com.au
Deadline: **30th October 2025** (as per MIMO form)

If you send your request after this date, it may not be approved.

Rules for Food and Drink Samples

- Samples must be **small tasting portions** - No bigger than **50g** or **50ml**
- Samples must be **related to your business** - For example: food product or cooking equipment
- Samples must be **free of charge** - You must bring your own equipment for storing and serving food or drinks
- You may be charged for extra cleaning if there's a spill or removing food or wet waste from your booth

Cooking at Your Booth

- Cooking is **strongly discouraged**
- If you want to cook, you **must apply at least 1 month before the expo**

Council Permits

If you are giving out or displaying **food or drinks** at your booth, you must follow **food safety laws**.

What You Must Do

1. **Follow the Food Act 1984**
 - This is the law that covers food safety in Victoria.
2. **Register Your Booth**
 - You must register as a temporary food premises with the City of Melbourne.
CLICK HERE to learn more about temporary and mobile food premises.
3. **Know Your Food Safety Rules**
 - You are responsible for knowing how to safely handle and serve your food or drinks.
4. **Get More Help or Info**
 - Visit the **Victoria Department of Health** website
 - Or contact the **Food Safety Unit**:
Phone: **1300 364 352**
Email: **foodsafety@health.vic.gov.au**

Important Notes

- **Drinks are considered food** under Melbourne City Council regulations.
 - This means you must follow the same safety rules for drinks as you do for food.
- You must **get all permits and approvals** before the event starts.

Confectionery Items

You **can** be approved to give out confectionery items **if**:

- They are **packaged**
- They have a **clear ingredient list**
- They are **not easily available to children or people who need care**

To get approval, email the organisers at: **mde@impactinstitute.com.au**

Single-use Plastic Ban

The **Victorian Government** has banned **single-use plastic items** to protect the environment. You **cannot** sell or give out these plastic items at your booth:

- | | |
|-----------------------------------|---------------------------|
| ✗ Straws | ✗ Cotton buds |
| ✗ Stirrers | ✗ Plastic food containers |
| ✗ Cutlery (forks, knives, spoons) | ✗ Plastic cups |
| ✗ Plates | |

What You Can Use Instead:

Use **eco-friendly** items made from:

- Wood
- Metal
- Other biodegradable materials

For more info, visit: <https://www.vic.gov.au/plastics>

Suppliers Deadlines

ITEM	SUPPLIER	DUE DATE
Fascia and Signage Confirmation	ExpoNet	30 th October
Audio Visual Order		
Additional Lighting and Power		
Furniture Order & Wall Mounted Shelves, etc		
Booth Modifications, Layout and Final Checklist		
Test & Tag	MCEC	7 th November
Venue Services Order • Internet services • On-stand catering • Utilities order		
Venue Approvals • Food and Beverage Sampling or selling • Vehicle On-site • Animal On-site		
Complete venue safety induction		19 th November
Courier Booking online	Expo Freight	11 th November

MOVE-IN / MOVE-OUT (MIMO)

LOGISTICS

What is the MIMO Form?

The **MIMO form** helps organisers plan your booth setup and delivery. It is **compulsory** for **all exhibitors**. You must use the form to register:

- Items delivered by courier
- Loading dock access
- Third-party suppliers
- Food/confectionery sampling
- Staff attending the Expo

MIMO Form Opens: 9th October

MIMO Form closes: 30th October

NOTE: This is emailed to the person who booked your booth

Safety Rules During Move-In / Move-Out

- All staff and contractors must complete the **venue's online safety induction**
- You **must wear**:
 - A **hi-vis safety vest**
 - **Closed shoes** (no sandals or open-toed shoes)

You can buy a safety vest at the info booth for **\$10** if you don't have one.

- ✗ **No children under 16** allowed during move-in or move-out
- ✗ **No alcohol** allowed in the venue or loading dock
- ✗ **No vehicles** inside without permission and a booked time

Move-In Times

- | | |
|--|--|
| • Set up your booth:
Thursday 20 th November
3:00pm – 6:00pm | • Final prep and cleaning:
Friday 21 st November
7:00am – 8:00am |
|--|--|

Exhibitor Registration

- Opens: **3:00pm, Thursday 20 November**
- Location: **Information Booth near Door 15**

You'll receive:

- Exhibitor pack (venue info, rules, maps)
- Staff passes (nameless and interchangeable)

Staff passes are based on the information you submit in the MIMO form.
You can request more at the information booth if needed.

Bringing Items In

- **Large items:**
 - Must be registered in the MIMO form
 - Use the **loading dock**
- **Small items:**
 - Can be brought in through the **concourse or front entrance**
 - No flatbed trolleys allowed in the concourse

Courier Deliveries

- Use a **specialised courier** (Expo Freight is preferred)
- If using another courier:
 - Register them in the MIMO form
 - You'll get labels to attach to each item:
 - Company name
 - Stand name
 - Stand number
 - Item number

NOTE: Items without labels or registration will **not be accepted**

- Couriers **must:**
 - Be able to unload and deliver on their own
 - Not arrive **before 9am** or **after 5pm** on Thursday 20 November
- **Courier Drop-Off Zone:**
Bays 21–24, Roller Door 11, Upper Loading Dock
Entry via Normandy Rd
Open: 9am – 5pm, Thursday 20th November

Collecting Delivered Items

- First, **check in at registration**
- Then, request your items from the loading dock
-

Loading Dock

How to Use the Loading Dock

- You **must apply** for loading dock access in the **MIMO form** before the deadline.
- You will receive a **confirmation email** with your **approved time**.
Only use the time listed in that email.
- Each vehicle has **15 minutes** to unload.
- **No parking** at the dock after unloading.

Where Is the Loading Dock?

- The dock is **self-service** and easy to access via **Normanby Road**.
- Follow signs to the **Upper Loading Dock** and enter through **Roller Door 11**.
- Traffic flows **one way only** – follow staff instructions.

Please see MAP below:



Figure 4: MDE Exhibitor Parking Map

When Can You Use the Loading Dock?

- **Thursday 20 November** – for move-in
- **Saturday 22 November, 3pm–5pm** – for move-out

Please note:

- ✗ **No access on Friday or Saturday mornings.**
- ✗ Use the **main entrance** for small, hand-carried items only.
- ✗ **No trolleys** allowed outside move-in/move-out hours.

Third-Party Suppliers

If you're using a company to deliver or set up items (e.g. signage, booth equipment):

- You **must register their details** in the **MIMO form**
- You **must book a separate loading dock time** for them

If they need access **outside normal move-in/move-out hours**,
Contact the organiser **as soon as possible**

Safety and Responsibility

- You must make sure your suppliers are:
 - Fully licensed
 - Properly equipped
 - Have done a **risk assessment** for their work
 - Completed the **Venue Safety Induction**
- Complex booths may need:
 - Engineer's certificate
 - Load capacity documents
 - Installation instructions
- You must:
 - Inform contractors of any risks at your booth
 - Make sure they work safely and follow all rules

Exhibitor Parking During Move-In / Move-Out

No Parking at the Loading Dock

- ✗ You **cannot park** at the loading dock at any time.

Where to Park

Closest entry to the expo is through Door 15.

We recommend:

1. **P1 – Exhibition Centre Parking**
 - Entry via Normanby Road
 - Has accessible parking and lift access to Door 10
 - Closest point to Door 15
 - To pre-book click> **Exhibition Centre Parking**
2. **P2 – South Wharf Retail Carpark**
 - Closest to Convention Centre Entry
 - Can fill up quickly during the day
 - To pre-book click> **South Wharf Retail Carpark**

Other nearby car parks:

- Siddeley Street Carpark
- Freeway Carpark
- Montague Street Carpark

To see MCEC's recommended parking options for more choices **[CLICK HERE](#)**.

Move-Out Information

When Can You Pack Up?

- **Saturday 22 November**
 - Pack-up starts **after 3:00pm**
 - Must finish by **5:00pm**

DO NOT leave your booth before 3pm unless approved by the organiser.

Safety During Move-Out

- Move-out starts **after all visitors and children have left**
 - Usually takes **10–15 minutes** after closing
- ✗ **No trolleys allowed** before official move-out begins
- If you stay after **3:30pm**, you must:
 - Wear a **safety vest** (available for \$10 at info desk)
 - Wear **closed shoes**
 - Complete the **venue's safety induction**

Clean-Up Checklist

Before you leave:

- Remove all signage, posters, Velcro, flyers, and rubbish
- Return lanyards to the **information desk**
- Leave hired items from ExpoNet inside your booth for pick-up

Freight Collection

- All items must be collected from the **MCEC Loading Dock** by **5pm Saturday**
- Items left behind will be **removed at your cost**
- Anything still inside the hall after 5pm will be **thrown away**

Alcohol Rules

- ✗ No alcohol during move-in or move-out

A – Z ADDITIONAL INFO

Animals on-site

Animals or pets are not permitted in MCEC with the exception of Seeing Eye Dogs and companion dogs.

In special circumstances, approval may be granted to approve exhibitors for an activity or performance where the use of an animal is legitimately required. Event organiser approval must be sought prior to the event. If approval is granted, the exhibitor must provide a copy of their animal management plan to the organiser.

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** at the Melbourne Disability Expo.

Cleaning

Cleaning within booths 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 sites rubbish-free and in good, clean condition. Rubbish, including hard rubbish, will not be cleared and is the sole responsibility of the exhibitor to break down and dispose of. All rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.

Clear Aisles

All aisles throughout the exhibition hall are nominated clearways. These aisles must be always kept clear of products and rubbish, including stand building materials and furniture, 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

We do not provide any courier services and recommend pre-booking this prior to arriving. For all events that are in the Exhibition Centre Bays, a courier must be engaged by you for loading and unloading all exhibitor equipment, parcels etc. Deliveries can only be made during the dates and times specified in the MIMO.

Deliveries will only be accepted on **Thursday, 20th November** between 9am-5pm via the MCEC loading dock on Normandy Rd. For move-out, instruct couriers to collect from registration **prior to 5pm Saturday, 22nd November**. Please let us know if you're planning on having any items couriered to or from the event by completing the MIMO form and ensure the courier company has the correct details and delivery labels.

Disability access and facilities

Disabled access is via the Southeast Corner of the Melbourne Exhibition Centre Clarendon Street entrance, and the Convention Centre entry, 1 Convention PI – closest to the expo hall.

Lift service closest to Door 15 from P1 is located at Door 10.

Disabled toilets are situated:

- Behind the MCEC Customer Service Desk
- All toilets along the MCEC Concourse
- Level 2, located at Hospitality Suite 2 and 4
- Either side of the exhibition hall kiosks

Display Stand Materials

MCEC 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 MCEC.
- 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 always kept slightly moist.

- 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. MCEC 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 always supervised.
- 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 material such as brochures, catalogues, leaflets and pamphlets is restricted to your booth space. Distribution is not permitted in common areas and public areas within and surrounding MCEC. 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 **02 9025 9394** or **0455 038 737** immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

Emergency evacuation

Review the MCEC emergency evacuation procedures through [exhibitor downloads page](#).

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**.

*Please note naked flames on exhibitor stands require special approval from exhibitor services
smoke detectors can be isolated

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 **1300Medics** table for assistance, they will be on site on both Friday and Saturday from 9am-3pm.

Forklifts

Forklift services are available for exhibitors, but forklift hire and porter fees apply. Please ensure you advise event organisers via the MIMO form should you require access to a forklift. Event organisers will then obtain a quote from MCEC and require payment before a forklift can be scheduled.

Lost and Found

All lost and found property must be reported to the MCEC Security Control Centre either through event organisers via registration or directly to the MCEC Security Control Centre located on the ground floor concourse level near Clarendon St. All items handed in to the MCEC Security Control Centre will be recorded and placed in secure storage for a period of three months.

All valuable items such as money, mobile phones, jewellery, will be kept on site for up to 24 hours after which they may be lodged as lost property with the police.

Motor Vehicles

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

- Vehicles in exhibitions cannot be started and run without prior permission from MCEC
- 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 MCEC
- 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 and approved by MCEC
- 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.

Non-Smoking

All Disability Expo areas are smoke and vapour-free.

Parking

Closest entry to our expo through Door 15 is the Convention Centre Entry, and we recommend parking in P2, **South Wharf Retail Carpark**. However, P2 can quickly reach its capacity during the day. We also recommend using P1, **Exhibition Centre Parking**, entry from Normanby Road has accessible parking with lift access up to Door 10 in the Exhibition Centre – the closest point to access Door 15. You can order prepaid tickets online:

P2: **South Wharf Retail Carpark** – pre-booking link

P1: **Exhibition Centre Parking** – pre-booking link

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.

Staff Catering

The Expo Café will be operational during Expo hours only (9:00am – 3:00pm). Lunch is at the exhibitor's own expense.

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 one from registration 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.

Please note: MCEC is legally obliged to provide a safe environment for all employees and visitors. In accordance with relevant legislation, Australian standards and codes of practice, MCEC has developed stringent safety procedures and policies that must be followed by event organisers, event participants, exhibitors and contractors. The **Figure 5: Safety First** sign will be placed at the front of all work sites, to remind visitors of our safety message. work sites, to remind visitors of our safety message.

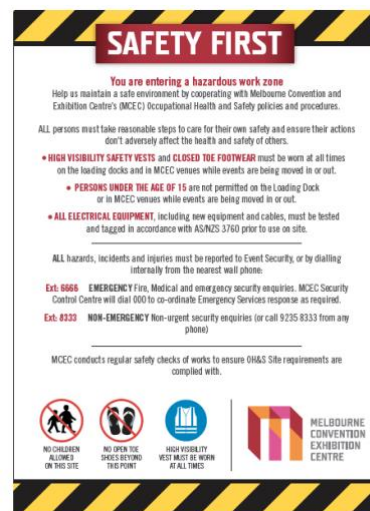


Figure 5: Safety First

Staff Catering

Staff catering such as lunch box deliveries and café debit cards can be ordered via the Catering Guide – [CLICK HERE](#). Alternatively, the Plenary Café, located inside the Convention Centre, near Stair 3, will be open for the duration of the expo.

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.

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. You can order your equipment to be tested and tagged through ExpoNet.

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.

All third-party suppliers will be required to complete an online induction before being approved on-site. Link to MCEC induction: [Click Here](#) These include:

- Event contractors prior to completing any works at MCEC
- Exhibitors building or constructing their stand during the exhibition build

Note: Third-party suppliers will need to be registered before you can complete the module. To register they will need to email with their company details to cms@mcec.com.au.

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

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). Trolleys are not permitted on the MCEC concourse at any time.

All trolleys used must have rubber tyres.

Wired and Wireless Internet

Exhibitors are able to hire the use of Wired or Wireless internet within the Exhibition Hall.

MCEC has a range of plans available to accommodate all requirements. To view these plans or order please [CLICK HERE](#) to download the Communication form. If fast speeds and downloads are vital to conducting business at your booth we suggest that you have a back up plan in place and strongly recommend 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 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