

# Your A-Z Exhibitor Quick Guide



## Animals on Site

Trained assistance animals are permitted to accompany their handlers; however, the animal must:

- wear an identifying harness or badge where applicable, and the handler must be able to produce an approved
- have an identification card or other reasonable evidence that the animal is trained to perform tasks that assist with a disability
- be clean, well-groomed, and under the effective control of their handler at all times.
- not display aggressive behaviour or cause disruption to the venue or other patrons.

If these requirements are not met, entry may be refused at the discretion of staff.

Exhibitors who wish to use animal as part of their display on stand must apply for approval at least 14 days before the expo move in commences.



## Audio Visual

Need AV gear? Contact ExpoNet: 02 9645 7070 | [esd@exponet.com.au](mailto:esd@exponet.com.au)



## Balloons

No helium balloons allowed. Fines may apply.

Do not pop balloons before all attendees have left the venue during move out.



## Cooking on Stand

Strict rules are applied by the venue to exhibitors that wish to apply for cooking on stand. Reach out to the organiser at least 60 days before the expo to seek approval.



## Cleaning

Exhibitors are responsible to keep the inside of their booth clean. The venue only provides general cleaning service in the common area.



## Clear Aisles

Aisles must stay clear at all times. No products, rubbish, or stand materials blocking paths. Items left in aisles will be removed.

## Couriers & Deliveries

Deliveries are only accepted on Thursday (move in day), 9am–5pm via loading dock.

Items must be collected immediately after expo on Saturday 3-5pm via loading dock.

3<sup>rd</sup> Party courier companies must be registered via MIMO form. All items must have clear label and numbering.

## Conditions of Entry

All persons entering the expo must comply with the [Conditions of Entry](#).

There is zero tolerance towards abusive language or violent behaviours at the expo.

## Promotional Material

Distribute all materials ONLY within your booth. No distribution in common/public areas.

## Emergency

Call 0455 038 737 for urgent issues while you're on site. No refunds for abandoned booths or last-minute cancellations.

Review Emergency evacuation plan on [Exhibitor Download Page](#).

## Fire Safety

Please ensure you do not:

- block corridors or walkways
- block or congest emergency exits and its access route
- 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 immediately.

## First Aid

Available Fri & Sat, 9am–3pm at First Aid table. Call 0455 038 737 for assistance.

## Forklifts

Arrange through your courier and notify us via MIMO Form.

If you'd like to hire forklift please email us at least 14 days before the expo. Fees apply.

## Hawker

Unauthorised companies or organisations are not allowed to hand out flyers at our expo. Report to expo staff at the Information Booth if you notice any suspicious behaviours ASAP.

## Internet

Dedicated Internet services can be booked via venue exhibitor service portal. Please refer to the Exhibitor Manual.

## Lost & Found

Report to Information desk during Expo.

Contact MCEC for lost property, call (03) 9235 8000 or email: [enquiries@mcec.com.au](mailto:enquiries@mcec.com.au).

## Motor Vehicles

Motor vehicles (including Electric and hybrid cars) that come on-site for display at events must get approval from both the venue event planner and expo organiser and must adhere to the venue safety guidelines below:

- Vehicles cannot be started and run without prior permission from MCEC.
- Flooring must be protected by drip trays under each vehicle.
- Fuel must not be decanted, nor vehicles filled anywhere in MCEC or the loading docks.
- Exhibitors must control ignition keys and not leave them in the vehicle.
- Vehicles must have at least 1 x 2.3kg, A:B (E) dry powder extinguishers mounted in a prominent location as per Australian Standards.
- All bump in/out must be discussed with the event organiser and approved by MCEC.
- Fuel filter cap must be either sealed or secured to prevent easy removal by unauthorised persons.
- Vehicles powered by flammable gas (LPG) may be displayed only if their systems are fitted in accordance with relevant Australian Standards for LPG gas fuel systems for vehicle engines.

Exhibitors must leave their vehicle keys with the event organiser after move in day and day 1 of the expo. Vehicles move in and out must adhere to the MIMO schedule strictly. Staff operating vehicles on site must follow venue staff and expo staff instructions at all times. Exhibitors are responsible for any damages made by vehicles and will be charged accordingly.

## Non-Smoking

The entire expo is smoke and vapour-free.

## Parking

Review parking information in the Exhibitor Manual.

## Permits

There are a number of activities that require approval from venues, including but not limited to: vehicle display, cooking on stand, custom build, animal on display, etc.

Exhibitors must seek approval from the venue before the required dates. See a full list [here](#).

## Raffle & Competition

To run raffle and competition during the expo, exhibitors must comply with all rules and requirements.

Find out more [here](#).

## Refusal of Entry

MCEC needs full cooperation from Exhibitors to keep the venue safe and clean.

MCEC may refuse/prohibit entry to, or remove from the Centre, without compensations, any person(s) whose action does not meet the requirement under their Conditions of Entry.

For more details please read [MCEC Conditions of Entry](#).

## Refreshment

Limited number of tea & coffee vouchers are provided. Water refills available.

## Rubbish

Take **ALL** large rubbish offsite. Disposing fees apply if left behind.



## Safety

- Safety vests & enclosed shoes **MUST** be worn during move-in/out. No children under 16 during move-in/out. No alcohol during move-in/out.
- Safety vests can be purchased on site for \$10ea. Persons without enclosed shoes will not be asked to leave the venue during move-in/out.
- All exhibitors and contractors must complete the venue's [online safety induction](#) before the commencement of move in. Anyone who does not comply with the safety requirements may be refused entry.



## Staff Catering

Expo Café open Fri & Sat, 8:30am–3pm. Food & Beverage are at your own expense.



## Storage

Storage No blocking aisles, exits, or loading dock. Plan ahead for packing and freight.



## Test & Tag

All electrical equipment must have a valid tag. Order test & tag service from ExpoNet. Secure loose cables to avoid tripping hazards.



## Third-Party Suppliers

Notify organisers via MIMO Form in details to get approval first. Ensure suppliers follow all listed expo safety rules and move in/out schedule.



## Trolleys

- You must bring your own trolleys for transporting items to/from your stand during move-in/out hours **ONLY**.
- All trolleys used must have rubber tyres to protect the venue floor.
- NO Trolleys are allowed during expo opening hours.