

# SUB melbourne CON 2023

## EXHIBITOR MANUAL

To finalise your Trade Exhibition Booth  
Please ensure you have returned these required forms by  
WEDNESDAY 19 APRIL 2023



[MORETON HIRE SIGNAGE ORDER FORM](#) (Compulsory)



EXHIBITORS OFFERING FOOD & BEVERAGE SAMPLING (Compulsory)  
- [Food & Beverage Sampling Form](#)

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### DOCUMENTS TO ASSIST WITH YOUR PLANNING

#### [Melbourne Convention & Exhibition Centre – Exhibitor Services Guide](#)

- Utilities Pit Access for Water Form – Contact SUBCON 2023 Manager (details below)

#### [Moreton Hire – Exhibitor Manual](#)

- Trade Booth Package
- Signage Order Form (Compulsory)
- Additional Lighting and Power Order Form (includes Stand Upgrades)
- Audio Visual Form
- Furniture Order Form (Furniture / Catering Equipment)

This Exhibition Manual Forms are also available online at the Convention website [www.subwayevents.com](http://www.subwayevents.com) - follow links to [Sponsors-Exhibitors/Exhibitor-Manual](#).

#### Transport Services | Onsite Handling Service

GEL Events is the official supplier for Transport Services and Onsite Services.

- [Exhibitors Request for Services](#)

#### SUBCON 2023 Manager

Martin Bishop

c/- Cre8it Events

PHONE +61 7 3348 7380

MOBILE +61 412 733 193

EMAIL [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

WEB [www.subwayevents.com](http://www.subwayevents.com)

MAIL PO Box 155 Wynnum QLD 4178

#### SUBWAY® 2023 AUSTRALIA & NEW ZEALAND CONVENTION WEBSITE

Visit [www.subwayevents.com](http://www.subwayevents.com) for the latest program details, news and Convention information.

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## INTRODUCTION

The guidelines in this manual have been prepared to assist you with the planning of your exhibition stand. This manual is to be used in conjunction with the [Melbourne Convention & Exhibition Centre Exhibition Services Guide](#) and the [Moreton Hire Exhibitor Manual](#). These documents are available via the [Convention Website](#).

### ENQUIRIES

*All enquiries prior to the Convention should be directed to:*

#### SUBCON 2023 Manager

Martin Bishop

C/- Cre8it Events

MAIL PO Box 155 Wynnum QLD 4178

PHONE + 61 7 3348 7380

MOBILE + 61 412 733 193

EMAIL [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

WEB [www.subwayevents.com](http://www.subwayevents.com)

### SPONSORSHIP

*Convention Coordinator - Melanie Johnson, IPC Asia Pacific*

Melanie Johnson

Independent Purchasing Company (Australasia) Ltd

EMAIL [melaniej@ipcasiapacific.com](mailto:melaniej@ipcasiapacific.com)

### VENUE

Melbourne Convention & Exhibition Centre (MCEC)

Exhibition Halls 12 / 13 / 14

1 Convention Centre Place, South Wharf VIC 3006

PHONE +61 3 9235 8000

WEB <https://mcec.com.au/>

*All venue specific enquiries should be directed to:*

[MCEC Exhibitor Services](#)

Melbourne Convention & Exhibition Centre

### EXHIBITION BOOTH STAND CONTRACTORS (Moreton Hire)

Should you have any additional or special requirements, please contact:

Bhawna Manral

Moreton Hire Account Coordinator

29B Brickworks Place Rochedale QLD

PHONE +61 7 3010 4307

EMAIL [bhawna.manral@moreton.net.au](mailto:bhawna.manral@moreton.net.au)

### EXHIBITOR FREIGHT FORWARDING / HANDLING / LOGISTICS (GEL Events)

Should you have any freight | handling requirements, please contact:

Matt Verdolini

Senior Ops and Project Manager

GEL Events

PHONE 1300 013 533

MOBILE +61 401 094 681

EMAIL [matt@gelevents.com.au](mailto:matt@gelevents.com.au)

WEB [www.gelevents.com.au](http://www.gelevents.com.au)

## EXHIBITOR REGISTRATION

ALL EXHIBITORS are required to register for the Convention. Each Trade Booth Registration includes TWO (2) inclusive Exhibitor Delegates per booth. All additional Exhibitor Delegates cost AUD\$385.00 (incl GST). Register online [here](#) via the Exhibition Portal (contact the Convention Managers if you don't have access).

*Staff assisting with set-up only (not attending Convention) - If you have anyone assisting you with the setup of your Trade Booth only and not attending the Convention, please contact the Convention Managers to arrange a name tag. Anyone not wearing a name tag will not be given access to the Trade Show.*

### Inclusions

- ✓ Convention Pack
- ✓ Trade Exhibition Welcome Reception
- ✓ Morning Tea, Lunch & Afternoon Tea – as detailed in the program
- ✓ Convention Sessions – Saturday & Sunday
- ✓ Subway® & IPC Asia Pacific Vendor Awards – Saturday
- ✓ IPC Asia Pacific Vendor Reception - Saturday
- ✓ Gala Awards Dinner - Saturday
- ✓ IPC Asia Pacific Vendor Briefing – Sunday
- ✓ Subway® Sunday Session – Uniform Party

### Dress Code

- **Friday Night**  
Trade Exhibition Welcome Reception - Smart Casual
- **Saturday and Sunday**  
Convention Sessions - Smart Casual  
*(Don't forget to pack a jacket – Convention Centres tend to get cool)*
- **Saturday Night – Gala Awards Dinner**  
Lounge Suit / Cocktail / Black Tie
- **Subway® Sunday Session – Uniform Party**  
Come dressed in your 'favourite' uniform eg Nurse Scrubs, Fireman, favourite sporting team etc. *This will be an indoor-outdoor evening event and will be cold. A ticketed cloakroom will be available.*

### Name Badges

IMPORTANT: Name badges for Exhibitors and Additional Exhibitors must be collected from Registration on arrival at the venue and **must be worn at all times – including Trade Exhibition / all Convention Sessions and all Convention Functions**. Loss of name badge / reprint of name badge will incur a \$5.00 cash reprint fee which will be donated to charity.

### Accommodation – Subject to Availability

Special accommodation rates have been secured at selected hotels and apartments in close proximity to the Melbourne Convention & Exhibition Centre.

Accommodation can be booked at the same time as registering your Exhibitor Delegates online at [www.subwayevents.com](http://www.subwayevents.com). If you have already registered and would like to add accommodation to your registration, check your Registration Confirmation Email and click on the link 'Add Accommodation'. If you have any problems booking your accommodation, please contact the Convention Managers: +61 7 3348 7380 or [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

# Exhibitor Program

Please note Exhibitor Delegates are invited to attend **all** Convention Sessions, including Keynote Presentations, updates from the Subway® Leadership & Marketing Teams and IPC Asia Pacific. Exhibitor Delegates are also encouraged to attend the Subway® & IPC Asia Pacific Vendor Awards, IPC Asia Pacific Vendor Briefing and the IPC Asia Pacific Vendor Reception, as outlined below. [Click here](#) to access the Exhibitor Convention program.

## THURSDAY 18 MAY 2023

1.00pm – 5.00pm	Exhibitor / Vendor Convention Registration
1.00pm – 5.00pm	Trade Exhibition Move In

## FRIDAY 19 MAY 2023

From 8.00am	Exhibitor / Vendor Convention Registration
8.00am – 11.30am	Trade Exhibition Move In
10.00am – 1.00pm	Vendor Technical Session (Invitation only) <small>This Vendor Technical Session is for Food Vendors only that supply Proteins, Sauces, Smallgoods, Bakery, Dairy, Produce and Fixins</small>
11.30am – 3.00pm**	Trade Exhibition Move In <i>*RESTRICTED ACCESS (see note - page 9)</i>
12.00pm – 3.00pm	Sub Jammer Competition - Heats
3.00pm – 3.30pm	Booth Inspection – please be at your Trade Booth fully setup by this time
4.00pm – 9.00pm	Trade Exhibition Welcome Reception   Test Kitchen   Next-generation Restaurants   Subway® Merchandise Shop
8.00pm – 8.45pm	Sub Jammer Competition - Semi Finals
9.00pm – 10.30pm	Trade Exhibition Move Out (Invited Service Booths operate for three (3) days and bump out Sunday 21 May 2023)

## SATURDAY 20 MAY 2023

7.00am – 8.00am	Service Booths* (Welcome Tea & Coffee)
8.15am – 5.10pm	Convention Sessions
10.30am – 11.00am	Service Booths* (Morning Tea)
11.10pm – 12.45pm	Subway® & IPC Asia Pacific Vendor Awards
12.20pm – 1.20pm	Service Booths* (Lunch)
3.30pm – 4.00pm	Service Booths* (Afternoon Tea)
6.15pm – 7.15pm	IPC Asia Pacific Vendor Reception (IPC Asia Pacific Vendors – Invitation Only)
7.15pm – 11.30pm	Gala Awards Dinner – Melbourne Convention & Exhibition Centre

## SUNDAY 21 MAY 2023

7.45am – 8.45am	Service Booths* (Welcome Tea & Coffee)
9.00am – 5.25pm	Convention Sessions
11.00pm – 11.30pm	Service Booths* (Morning Tea)
11.45am – 1.10pm	Subway & IPC Asia Pacific Vendor Briefing
1.20pm – 2.10pm	Service Booths* (Lunch)
2.10pm – 3.30pm	Service Booths Move Out**
6.30pm – 12.00am	Subway® Sunday Session – South Wharf, Melbourne

*All times are subject to change. \*Service Booths are by Invitation Only. If you are unsure if this applies to you, check with your Category Manager.*

## TRADE EXHIBITION PACKAGE

EXHIBITORS – refer to the Exhibitor Registrations Inclusions on page 4.

### SYMA SHELL SCHEME PACKAGE

The following Exhibitor package will be provided to you for a 3.0m x 3.0m modular booth:



#### INCLUSIVE IN YOUR TRADE BOOTH PACKAGE

<b>SIZE</b>	3.0m x 3.0m
<b>WALLS</b>	White walls 2.5m high
<b>FASCIA</b>	Anodized aluminium frame with insert 2.1m clearance underneath.
<b>SIGN</b>	White sign with black lettering per aisle frontage. Logo signage/corporate colours can be produced at an additional cost.
<b>LIGHTING</b>	2 x 150 watt adjustable spotlights installed on 1 track placed behind the fascia
<b>POWER</b>	1 x 4amp power point per exhibitor
<b>CARPET</b>	Charcoal carpet will be supplied as part of the shell package should you wish to change the colour this will be at the Exhibitor's expense
<b>FURNITURE</b>	2 x folding chairs, 1 x trestle table (1.8m), 1 x trestle table cloth and 1 x waste paper basket

### SYMA SHELL SCHEME PARTITIONING

#### IMPORTANT NOTICE REGARDING ADHERING OF SIGNAGE & DISPLAY MATERIALS TO LAMINATED WALL PANELS

To ensure hire stock is not damaged – please **DO NOT** adhere stickers or tape to booth laminated wall panels.

**OK TO USE** on face of wall panel;

- Blu Tac
- 3m removable picture hanging strips

**DO NOT USE**

- Velcro tape / double sided tape

Under no circumstances should Exhibitors nail or screw any article or display item to the booth wall(s). The panels are not solid and therefore non-weight bearing; doing so will cause damage. For rigging that you require from the top of the stand partitions, please contact Moreton Hire directly to ensure that it is possible and safe.

**PLEASE NOTE: If damage is caused to wall panel(s) – Exhibitors will be charged for the replacement cost - \$150 (+GST) per panel for each damaged panel. NOTE: The damage waiver does not cover this situation.**

### EXHIBITION BOOTH STAND CONTRACTORS (Moreton Hire)

Should you have any additional or special requirements, please contact:

Bhawna Manral

Moreton Hire Account Coordinator

+61 7 3010 4307

[bhawna.manral@moreton.net.au](mailto:bhawna.manral@moreton.net.au)

### CUSTOMISE YOUR EXHIBITION BOOTH (Moreton Hire)

[Download Brochure Click Here](#)

# TECHNOLOGY ZONE EXHIBITORS

## Technology Zone - Open Plan Area

The TechZone will be in operation for the three (3) Days of the Convention - Friday, Saturday & Sunday as outlined for Service Booths in the Exhibition Manual page 5.

IPC Asia Pacific will supply you with additional information on the layout and your inclusions. You will then be dealing directly with Moreton Hire with regards to your signage upgrades, power requirements etc.

Any other questions you may have that are not related to your physical space layout, branding etc should be answered within this Exhibition Manual. If you have anything further you would like to clarify, please contact the Convention Managers.

## MORETON HIRE CONTACT TECHZONE EXHIBITORS ONLY

Emese Kovacs

Senior Account Manager

Moreton Hire

PHONE +61 3 9300 5746

EMAIL [emese.kovacs@moreton.net.au](mailto:emese.kovacs@moreton.net.au)

## STAND PERIMETER

All display material, furniture and equipment must be kept within the perimeter of the stand. Strictly no obstacles to be placed in aisles.

## MORE THAN ONE TRADE BOOTH

For Exhibitors with two or more trade booths side-by-side, there will be no centre/dividing partition unless specifically arranged with Moreton Hire.

## BOOTH ALLOCATION

You will be advised of your Booth Number allocation by email. If you have any questions, please contact the Convention Managers. The Convention Managers reserve the right to adjust the plan in the interest of presenting a professional exhibition. View the Exhibition Floor Plan on the Convention Website <https://subwayevents.com/sponsors-exhibitors/exhibitor-manual/>

## EXHIBITOR APPOINTED CONTRACTORS

Exhibitors must advise the Convention Managers (via email [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)) of any Exhibitor Appointed Contractors not listed in this document (including Custom Built Stand Contractors and AV Suppliers).

- Custom stand plans and upgrades will need to be approved by the Convention Managers. For more in depth information around Stand Design, please refer to the [MCEC Operations Manual](#)
- Custom Stand approval – All Custom Stand designs must be forwarded to the Convention Managers to be approved by Melbourne Convention & Exhibition Centre
- Exhibitor Appointed Contractors are allowed to do 'display work' only
- The Exhibitor will be liable for any expense or damage caused by, or as a result of, its appointed contractors
- If your Trade Booth requires rigging, see below

## ONSITE INDUCTION & CONTRACTOR MANAGEMENT

The following people are required to complete the [online site induction](#) module prior to commencing work at MCEC:

- Event organisers directly managing event contractors
- Event contractors prior to commencing works at MCEC
- Exhibitors building or constructing their stand during the exhibition build

Prior to completing the site induction, you and your contractors will need to be registered with MCEC's Contractor Management System (CMS). To register your company, please email [cms@mcec.com.au](mailto:cms@mcec.com.au) with the following details:

- Company name
- ABN (Australian Business Number)
- Company representative (person who will be responsible for the documentation)
- Representative email address
- Representative contact number If you have any queries about the induction, or experiencing any issues, please contact +61 3 9235 8062 or email [cms@mcec.com.au](mailto:cms@mcec.com.au)

## ELECTRICAL APPLIANCES (EQUIPMENT)

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. Exhibitors must ensure that all loose cables are secured to avoid tripping hazards. To arrange Test & Tagging please book this service with Moreton Hire.

Bhawna Manral

Moreton Hire Account Coordinator

PHONE +61 7 3010 4307

EMAIL [bhawna.manral@moreton.net.au](mailto:bhawna.manral@moreton.net.au)

## BANNER HANGING / RIGGING

Please contact the Convention Managers for approval. If approval is granted, the Exhibitor will be liable for all associated costs.

## FOOD & BEVERAGE SAMPLING

MCEC 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 event organiser and MCEC in writing prior to the event, and external supply charges may be applicable. Anyone without prior approval will be unable to provide food or beverage on-site. Click [here](#) to review the Food and Beverage Sampling Selling Request Form which outlines MCEC guidelines. This form is to be completed and returned no later than seven (7) business days prior to your event bumping in. Any request received after this due date will be assessed on an individual basis as we may not be able to guarantee approval.

## TEMPORARY FOOD LICENCE

**As required by the City of Melbourne, the Subway® 2023 Australia & New Zealand Convention has applied for a Temporary Food Stall Licence to cover the Convention, as a blanket cover (we will advise all Exhibitors if this licence is not granted by the City of Melbourne). Each Exhibitor is responsible for ensuring they meet the requirements of the Temporary Food Stall Licence – refer to the below Food Safety Regulations.** Please note, there will be food prep benches, washup sink & handwashing stations located in the Trade Exhibition.

All 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 Melbourne. More information about temporary and mobile food premises within the City of Melbourne can be found [here](#). Exhibitors are also responsible for determining the food safety and handling requirements for their products before an event. Further information is available [here](#).

Please note, beverage products are considered by the Melbourne City Council to be foodstuffs in the context of food handling and safety, including the issue of temporary food premises licences, therefore Exhibitors must ensure they comply with legislative requirements.

For any further queries, visit the Streatrader website [streatrader.health.vic.gov.au](http://streatrader.health.vic.gov.au) or contact the Health and Wellbeing Department directly on +61 3 9658 8858 or via email at [health@melbourne.vic.gov.au](mailto:health@melbourne.vic.gov.au).



## ADDITIONAL HIRE ITEMS

### CATERING EQUIPMENT

For specific catering equipment requirements (including on stand fridges and freezers) should be arranged via your personal preferred supplier.

### AUDIO VISUAL EQUIPMENT FORM

Order via Moreton Hire – <https://moreton.net.au/products/av-lighting/>

### INTERNET FORM

Looking for tech equipment and support? Click [here](#) for the Internet Order Form.

## MOVE-IN & MOVE-OUT

### Safety Vests and Closed Toe Shoes

It's mandatory for all Exhibitors to always wear closed toe shoes and approved safety vests during move-in and move-out periods. **High visibility vests will be provided to you at the entrance to the Trade Exhibition. If you are arriving at the Loading Dock, you will need to provide your own safety vest.** Children under the age of 15 are not permitted in the Exhibition Bays during move in/out or on the Loading Dock at any time.

### MOVE-IN

**Trade Exhibition: BAYS 12 / 13 / 14 (Door 7)**

*Thursday 18 May 2023 (1.00pm – 5.00pm)*

*Friday 19 May 2023 (8.00am – 11.30am)*

*\*RESTRICTED ACCESS\* Friday 19 May 2023 (11.30am – 3.00pm)*

The Exhibitor move-in will commence at 1.00pm Thursday 18 May 2023. Trade booths and furniture will be ready to occupy at this time. **All stands must be completely dressed and excess rubbish removed by 3.00pm Friday 19 May 2023.**

There will be restricted access only to the Trade Exhibition precinct as the Sub Jammer Competition Heats will be occurring in the Test Kitchen with Delegate audience members – Friday 19 May 2023, 12.00pm to 3.00pm. Noise, movement and capacity restrictions will apply to Exhibitor Move-In and will be enforced in the interest of public safety. If you are arriving during this time, please contact the Convention Managers to discuss set up. *If your booth is located in close proximity to the Test Kitchen, you may have limited access after 11.30am Friday 19 May 2023.*

## MOVE-OUT

### Trade Exhibition: BAYS 12 / 13 / 14 (Door 7)

*Friday 19 May 2023 (9.00pm – 10.30pm)*

Removal of products and exhibits will commence at 9:00pm. No Exhibitor will be permitted to remove products prior to this time. All Trade Booths (except Service Providers – 3 day Exhibitor) must be completely cleared by 10:30pm. Melbourne Convention & Exhibition Centre will not allow Move-Out until all Delegates have departed from the Exhibition and all Exhibitors must wear enclosed footwear and a safety vest during this time.

### Service Booths\*\* EXHIBITION BAYS 12 / 13 / 14

*SERVICE BOOTHS – DO NOT MOVE-OUT FOLLOWING THE TRADE EXHIBITION WELCOME RECEPTION (FRIDAY 19 MAY 2023). PLEASE REFER TO THE CONVENTION AGENDA AND ENSURE THAT YOUR SERVICE BOOTH IS MANNED FOR THE SERVICE BOOTH OPENING HOURS.*

*Sunday 21 May 2023 (2.10pm – 3.30pm)*

Removal of products and exhibits will commence from 2:10pm. No Exhibitor will be permitted to remove products prior to this time. All booths must be completely cleared by 3:30pm. Melbourne Convention & Exhibition Centre will not allow Move-Out until all Delegates have departed from the Exhibition Hall and all Exhibitors must wear enclosed footwear and a safety vest.

\*\*Service Booths are by Invitation Only. If you are unsure if this applies to you, check with your Category Manager.

## DELIVERIES

For Delivery and Collection of Goods information to the Melbourne Convention & Exhibition Centre, please use the Delivery Label.

### DELIVERY LABEL

All event-related items must be delivered by courier or freight forwarder to the Loading Dock Door 7 – Exhibition Bays 12-14 via Lane 3 or 4 via Normanby Road, South Wharf VIC 3006. GEL Events & MCEC will not sign possession of goods from couriers on behalf of event organisers so ensure that a representative is on-site to accept these goods. It's important to note if you are not using GEL Events to transport your freight, GEL Events cannot sign for delivery of goods on your behalf. Please ensure you provide your courier authority to leave without signature.

Goods will also not be accepted unless a delivery label is attached.

Refrigerated and freezer items should be included under Special Instructions on the form. **Deliveries requiring cold storage will not be accepted before 7.00am Thursday 18 May 2023.**

[Delivery Label – Non-Freezer / Refrigerated Freight](#)

[Delivery Label – Freezer / Refrigerated Freight](#)

## EXHIBITOR FREIGHT FORWARDING / TRANSPORT / LOGISTICS

### EXHIBITOR PORTER & FORKLIFT SERVICE

The Convention Organisers have arranged GEL Events to operate a forklift and handling service during bump in and bump out to assist Exhibitors requiring forklifts, pallet jacks and flatbed trolleys. These are provided free of charge by the Convention as a service to Exhibitors.

**Forklifts are operating during the following times only:**

#### MOVE-IN

Wednesday 17 May 2023 7:00am – 4:00pm (No Refrigerated / Frozen Good Delivery)

Thursday 18 May 2023 7:00am – 4:00pm

Friday 19 May 2023 7:00am – 10:30am (Goods delivered after this time will need to be carried by the Exhibitor by hand)

#### MOVE-OUT

Friday 19 May 2023 9.00pm – 11.00pm (Exhibitors)

Sunday 21 May 2023 2:10pm – 3:15pm (Service Booths)

2:10pm – 4:00pm (Freight Collection from Exhibition)

There will be storage for Exhibitors bumping out on Friday 19 May 2023 (in the rear of the Exhibition Dock Door 7 – Exhibition Bays 12-14) only until the close of exhibition on Sunday 21 May 2023. Following the close of the Exhibition on Sunday 21 May 2023, all goods must be removed no later than 4.00pm.

We recommend the use of GEL Events to ensure your freight is removed by the scheduled time. Any goods remaining after this time, any costs that are incurred, will be passed onto the Exhibitor who has not had their goods removed.

## LABELS / STORAGE / COLLECTION OF GOODS

### LABELS

A delivery label must be affixed to each item sent to the MCEC. Please refer to the Delivery Label Form which can be downloaded above. All labels must be marked with your Booth Name, Booth Number and Exhibitor Mobile Contact.

For collection of goods, please ensure all items are clearly labelled with the name of the company, event name and collection date. Goods must be cleared from the Exhibition no later than 4.30pm Sunday 21 May 2023.

### STORAGE

During the Trade Exhibition, a storage area has been allocated at the rear of the Trade Exhibition – Exhibition Bays 12-14.

### COLLECTION OF GOODS

Goods must be collected from Loading Dock Door 7 - Bays 12-14 the loading dock via Lane 3 or 4 via Normanby Road, South Wharf VIC 3006 no later than 4.30pm Sunday 21 May 2023. We recommend that the removal of goods is booked in with the freight forwarder GEL Events.

## FREIGHT FORWARDER

GEL Events is the official contractor for transportation of Exhibitor freight as well as onsite services. GEL provide Exhibitors with peace of mind by supplying a door-to-stand freight service. GEL can arrange all local, interstate and international transport services. You do not need to be present at time of delivery when using GEL to transport your freight, their onsite team will receive your freight and take it directly to your stand prior to your arrival.

\*\* GEL cannot assist with refrigerated/frozen transport, however ambient freight is possible.

At close of the event, GEL's onsite representative will come and see you to confirm your return freight requirements and provide you with return labels. Once packed up and your freight is labelled, you are welcome to leave it at your Booth for them to manage.

To request a quote, please complete and return the [quote request form](#) by Monday 1 May 2023.

It's important to note if not using GEL to transport your freight, that GEL cannot sign for delivery of goods on your behalf. Please ensure you provide your courier authority to leave without signature.

Should you have any freight | handling requirements, please contact:

Matt Verdolini

Senior Ops and Project Manager

GEL Events

P: 1300 013 533 M: +61 401 094 681

[matt@gelevents.com.au](mailto:matt@gelevents.com.au)

[www.gelevents.com.au](http://www.gelevents.com.au)

## EXHIBITOR PROTOCOL

In the interest of others, we ask all Exhibitors to adopt the following procedure:

All demonstrations or other promotional activities, e.g. literature handouts, must be confined to the Trade Booth.

Aisles should not be obstructed in any way. Booth Exhibitors are not allowed to distribute literature or promotional items of any kind outside the confines of the contracted exhibit space.

Sufficient space must be provided within the Trade Booth for the comfort and safety of persons watching demonstrations and other promotional activities.

If large crowds gather to watch a demonstration and interfere with the flow of aisle traffic, the Convention Manager has the responsibility, as per fire regulations, to resolve the situation. The Exhibitor will be required to provide rope and stanchion or security personnel, to direct traffic, at the Exhibitor's expense, or the presentation will be terminated.

The Organisers reserve the right to restrict exhibits, which, because of noise, method of operation, materials or any other reason, become objectionable.

## INSURANCE / LIABILITY

Whilst the Organisers will provide the necessary security during the exhibition, neither the Organisers nor the Melbourne Convention & Exhibition Centre, nor any of their staff, employees, agents or other representatives shall be held accountable for or liable for, and the same are released from accountability, or liability for any damage, loss, harm or injury to the person or any property of the exhibition, however caused or any of its staff, employees, agents or other representatives, nor for goods sent to the Melbourne Convention & Exhibition Centre, before or remaining after the exhibition, nor whilst in transit to or from the exhibition or during the exhibition.

In the event of industrial disruption and/or equipment failure due to power supply problems, the Organisers, Committee and/or Melbourne Convention & Exhibition Centre will not be held liable and accept no responsibility for loss of monies incurred by Exhibitors or damage to property.

**Special note:** Exhibitors should consult their own insurance companies for proper coverage of their merchandise and displays. Public Risk Insurance, All Risk Insurance, All Risks, Employer's Liability, Personal, Accident and Staff Insurance for your Trade Booth area should also be taken out.

## GENERAL INFORMATION

### CAR PARKING

For more information regarding getting to the Melbourne Convention & Exhibition Centre, click [here](#).