

IMPORTANT
EXHIBITOR INFORMATION

CARE EXP 
SYDNEY

Health • Seniors • Disability • Aged • Support • Wellness

15th - 16th November 2024

INTERNATIONAL CONVENTION CENTRE

Darling Harbour NSW 2000

ONLINE EXHIBITOR PORTAL



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Pre-Event Considerations and Must Do's

EXHIBITOR PASSES AND SECURITY

Exhibitor passes are issued individually to each person from your company when they arrive to check in at the event site office. Passes will only be issued to those staff on your site space who have individually completed a Compulsory Induction/Pass Form.

Exhibitor Passes are a security item for the protection of all Exhibitors and their belongings. Exhibitor Passes help to prevent unauthorised persons from entering the venue outside of the opening hours. Exhibitor passes are NOT TRANSFERABLE to other staff parties and photographic ID checks may be made at random to ensure the pass relates to the holder. Any pass found to be held by a person not identified as the registered holder of the pass will be denied access and the pass confiscated.

NO CHILDREN PERMITTED (16 years and under) within the venue during set-up or bump-out.

CONTRACTORS: those you engage to deliver stock etc. to the event - will receive a Temporary Contractor Pass when they arrive at the Exhibitor Hall.

PLEASE NOTE: CONTRACTOR passes are only valid on bump in and bump out. CONTRACTORS are only those you need to go on site.

PERMITS

Animals Permit Form (<https://iccsydney.com.au/wp-content/uploads/2023/05/iccsydney-permit-form-animals.pdf>)

Custom Stand Plans Permit Form (<https://form.jotform.com/221078139313855>)

Food and Beverage Sampling Permit Form (<https://iccsydney.com.au/wp-content/uploads/2023/05/ICCSydney-permit-form-food-and-beverage-sampling.pdf>)

Naked Flames Permit Form (<https://iccsydney.com.au/wp-content/uploads/2023/05/iccsydney-permit-form-naked-flames.pdf>)

Vehicle Display Permit Form (<https://iccsydney.com.au/wp-content/uploads/2023/05/iccsydney-permit-form-vehicle-display.pdf>)

Other Activities Permit (<https://iccsydney.com.au/wp-content/uploads/2023/05/iccsydney-permit-form-other.pdf>)

DELIVERIES

Thursday 14th November 2024 from 9.00am to 5.00pm (Hall 1, Dock 1)

Deliveries during set-up and event days can be made to the Exhibitor Hall / Load Dock when the Exhibitor has completed the necessary **Pre-Event Information Form** located in the Exhibitor Portal. Completing this form authorises Australian Events to sign for and accept delivery of goods. The Exhibitor is responsible for collecting the goods from the Exhibitor Hall / Load Dock.

No deliveries accepted at the venue prior to Thursday, 14th November 2024.

COURIER DELIVERIES To assist with courier deliveries, please use the **ICC Sydney Exhibitor Delivery Label** (<https://iccsydney.com.au/wp-content/uploads/2023/05/iccsydney-exhibitor-delivery-label.pdf>). Correct labelling is important to prevent delays and returns.

SELF-DELIVERY AND COURIERS Vehicle to be pre-booked and materials delivered on the day of your move in and move out. No on-site storage available unless arranged through your organiser. Please use the **Loading Dock Booking Form** (<https://iccsydney.com.au/organisers/organiser-toolkit/deliveries/loading-dock-booking/>).

Exhibitor Set-Up Times and Information

Thursday 14th November 2024 - 8:00am to 7:00pm

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.

Arriving on Site at Bump In

EXHIBITOR ACCESS IS VIA ICC SYDNEY, HALL 1, 14 DARLING DRIVE, SYDNEY NEW SOUTH WALES, 2000.

From Car Park 1 (P1), lift access is available to the Exhibition Hall 1, through Level 1, check in at the Registration Desk is through Level 2 and it is step free – follow signs for directions. Externally, access is available via lifts and escalators at both south and north ends.

All Exhibitors are requested to check in at the Event Registration Desk in the foyer when they first arrive at the Exhibition Hall. Once checked in, Exhibitors will be issued an individual exhibitor pass for all persons present at the time of arrival. Please ensure that **ALL STAFF** and **CONTRACTORS** have photographic ID to enable the process to complete as quickly as possible.

Exhibitors will then be shown to their sites. All sites must be assembled and ready to trade by 7.00pm on the Thursday of the final set-up dates.

PLEASE NOTE: There is no vehicle access on the Friday of the event days and **NO ACCESS** to the Exhibition Hall outside the Exhibitor set-up times.

Public Opening Hours

Friday 15th November 2024 - 9:00am to 4:00pm

Exhibitor access from 8:00am to 5:00pm

Saturday 16th November 2024 - 9:00am to 4:00pm

Exhibitor access from 8:00am to 7:00pm

Forms and Tools

Australian Events have created an Exhibitor Portal for exhibitors to find exhibitor information, marketing tools and form links.



EXHIBITOR PORTAL
Click or scan here

Workplace Health and Safety

All Exhibitors must **WEAR HIGH VISIBILITY VESTS AND CLOSED-IN SHOES** during setup and bump out. Children 16 years and younger are not permitted within the Exhibition Hall during setup and bump out.

High Visibility Vest can also be purchased from the Event Registration Desk in the Main Foyer at a cost of \$12.00 or the vending machines located on the Exhibition Hall concourse and loading dock entrance at a cost.

Other Important Information

NO smoking permitted - This is a smoking free event and smoking laws apply. Includes vapes and e-cigarettes.

NO alcohol is permitted to be brought into the Exhibition Hall due to venue licensing restrictions.

NO helium balloons are permitted in the Exhibition Hall.

As an exhibitor, you are to trade at all times when the Expo is open to the public.

Equipment Hire

We have partnered with **MORETON HIRE** for the 2024 Care Expo Sydney.

If you require any equipment hire or signage, contact Mandy Scott on 07 3307 4452 and mandy.scott@moreton.net.au.

Loading Dock & Forklift Use

Australian Events will have a 2.5t standard forklift at the event to lift pallets and/or equipment from delivery trucks during bump-in and reload during bump-out. For simple unload and reload ONLY, the service is provided for free. If extended use of the forklift is required, a minimum charge of \$60.00 and other costs will apply. This payment must be made on site. If in doubt, check with our onsite supervisor at the event or phone our office and talk to our logistics team prior to the event.

Exhibitors requiring access to the loading dock for the delivery of stock and displays must **PREBOOK** a time to access the loading dock and forklift. If you do not **PRE-BOOK**, you will be turned away from the loading dock until a time becomes available. Please use the **Loading Dock Booking Form** (<https://iccsydney.com.au/organisers/organiser-toolkit/deliveries/loading-dock-booking/>).

DO NOT leave your vehicle in the loading dock.

PLEASE NOTE: the loading dock road is one-way and is deemed a tow-away zone to ensure a continuous and clear flow of traffic.

Exhibitor Parking

All Exhibitors are requested to park in the provided exhibitor parking areas as directed by staff. On the ground level of the Exhibition Centre and Aware Super Theatre at ICC Sydney, there are two parking areas that are open 24-hours. The carpark office is situated in the Exhibition Centre carpark. Travel South along Darling Drive for the entrances to the carparks. Both carparks have a 2.2m height restriction, are controlled by auto pay machines and provide convenient lift access to the venue. By entering through the Exhibitor entrances, you will assist with the security of the event and gain access with the least amount of fuss.

PLEASE NOTE: Parking rates are 0 – 10 minutes Exit at no charge, 10 minutes – 1 hour \$20.00, 1 - 2 hours \$30.00, 2 - 3 hours \$40.00, 3 - 4 hours \$45.00, 4+ hours \$50.00, lost ticket per entry per day \$50.00, night rate entry after 5pm and exit before 4.00am \$30.00. Rates are subject to change without notice. Trailers are not allowed in the car park

Power Access

POWER MAY BE ORDERED UP TO 3 WEEKS PRIOR TO THE EVENT, LATE ORDERS INCUR A \$50.00 SURCHARGE ON TOP OF STANDARD FEE.

If you require power and did not order it, please see the staff at the event Registration Desk.

Power is only supplied to your site between 7:30am and 4:15pm.

Power is **NOT AVAILABLE** during set-up or bump-out. 24-hour power access is not available without prior written approval. All electrical items must be tagged with an electrical compliance certificate.

PLEASE NOTE: Kettles, coffee machines and heaters are not permitted on site.

Rubbish Removal

All boxes, packaging, pallets, rubbish etc. **MUST** be removed from your site prior to the event opening time.

All rubbish **MUST** be removed from the Exhibition Hall by 7.00pm on Saturday. In the event that Australian Events are forced to remove your rubbish, **YOU WILL BE CHARGED** for the labour and disposal costs. A minimum charge of \$120.00 will apply.

Public Liability Documentation

We require a copy of **EVERY** Exhibitor's Insurance; without this you will not be permitted on site. You will be required to email your copy to reception@australianevents.com.au. As per our Terms and Conditions, make sure you have public liability insurance that covers you for a minimum of \$20 million. You have the option to pay a fee of \$165.00 to have Australian Events insurance cover you for this show.

Assistance at the Event

If you have any issues at the event that need to be resolved or need clarification, please visit the event Registration Desk and inform the event managers.

Exhibitor Bump-Out Times and Information

All Exhibitors may remove stock and displays from the Exhibition Hall after the close of the event and when the ICC Safety Officer declares it safe to start bump-out and to allow vehicle access. Do not pack up early, no stock or vehicles will be allowed to be removed from the Exhibition Hall until after the close of the event.

Saturday 16th November 2024 - 4:15pm to 7:00pm

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SELF-DELIVERY AND COURIERS Vehicle to be pre-booked and materials delivered on the day of your move in and move out. No on-site storage available unless arranged through your organiser. Please use the **Loading Dock Booking Form** (<https://iccsydney.com.au/organisers/organiser-toolkit/deliveries/loading-dock-booking/>).

DO NOT PACK UP EARLY, no stock or vehicles will be allowed to be removed from the venue until after the close of the event.

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.




NO CHILDREN PERMITTED within the Exhibition Hall / Load dock during set-up or bump-out.

Evacuation Procedures - International Convention Centre

<p>EVACUATION PROCEDURES</p> <ul style="list-style-type: none"> ➔ FOLLOW ALL INSTRUCTIONS GIVEN BY WARDENS OR FIRE OFFICERS. ➔ LEAVE IMMEDIATELY BY THE NEAREST SAFE EXIT. ➔ MOVE QUICKLY, DO NOT RUN. ➔ IF POSSIBLE CLOSE DOORS BEHIND YOU. ➔ REPORT TO YOUR DESIGNATED ASSEMBLY AREA. ➔ ADVISE A WARDEN IMMEDIATELY IF YOU ARE AWARE OF PEOPLE TRAPPED IN THE BUILDING. ➔ DO NOT LEAVE THE ASSEMBLY AREA UNTIL THE ALL- CLEAR IS GIVEN. ➔ IF ANY INJURIES ARE SUSTAINED, NOTIFY A WARDEN. 	<p>SAFETY CONSIDERATIONS</p> <p>R REMOVE PERSONS FROM IMMEDIATE DANGER.</p> <p>A ALERT NEARBY STAFF AND MEMBERS OF THE PUBLIC AND DIAL 000.</p> <p>C CONFINE FIRE AND SMOKE. CLOSE WINDOWS AND DOORS (IF SAFE). KEEP LOW, UNDER THE SMOKE.</p> <p>E EXTINGUISH AND CONTROL THE FIRE (IF SAFE TO DO SO)</p>	<p>LEGEND</p> <p> FIRE HOSE REEL</p> <p> FIRST AID</p> <p> SITE OFFICE</p>
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Australian Events Contact Details

-  **Freecall 1800 671 588** During business hours (8:30am to 4:00pm) Monday to Friday (excluding public holidays)
-  PO Box 307, Drayton North QLD 4350
-  **australianevents.com.au**

Event Links

CareExpoSydney.com.au  **CareExpoSydney**  **CareExpoSydney**

Venue Exhibitor Links (<https://iccsydney.com.au/exhibitor-toolkit/>)