

# **EXHIBITOR MANUAL**



**Brisbane Convention & Exhibition Centre**

**SOUTH BANK BRISBANE**

**Saturday 4 April & Sunday 5 April 2009**

**Show Opening Times**

Saturday (April 4):	10.00am – 5.00pm
Sunday (April 5):	10.00am – 5.00pm

# Exhibitor Manual

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Organisers International  
 49 Allison Street  
 Bowen Hills Q 4006  
 Ph (07) 3852 2600 Fax (07) 3852 2599 Email: [scott@orgint.com.au](mailto:scott@orgint.com.au)  
During Show 4 April – 5 April 2009 (07) 3308 3144

## SHOW ORGANISER CONTACTS

### ***Organisers International***

49 Allison Street, Bowen Hills QLD, 4006 Australia

Phone: 61 7 3852 2600

Fax: 61 7 3852 2599

Website address: [www.organisersinternational.com.au](http://www.organisersinternational.com.au)

Event Manager:

**Scott Thornton**

E-mail: [scott@orgint.com.au](mailto:scott@orgint.com.au)

Office Manager:

**Gail Barfoot**

E-mail: [gail@orgint.com.au](mailto:gail@orgint.com.au)

## STAND CONTRACTOR CONTACTS

### ***QX Australia***

237 Fison Avenue West, Eagle Farm QLD, 4009 Australia

Phone: 61 7 3862 5555

Fax: 61 7 3862 5599

Website address: [www.qxaust.com](http://www.qxaust.com)

Events Manager:

**Caroline Guillemain**

E-mail: [caroline@qxaust.com](mailto:caroline@qxaust.com)

Custom Stand Design:

**Luke Benjamin**

E-mail: [luke@qxaust.com](mailto:luke@qxaust.com)

## FURNITURE HIRE CONTACTS

### ***QX Australia***

237 Fison Avenue West, Eagle Farm QLD, 4009 Australia

Phone: 61 7 3862 5555

Fax: 61 7 3862 5599

Website address: [www.qxaust.com](http://www.qxaust.com)

Furniture Hire Manager:

**Pam Thomas**

E-mail: [pam@qxaust.com](mailto:pam@qxaust.com)

## EXHIBITION CENTRE

### ***Brisbane Convention & Exhibition Centre***

Cnr Merivale St and Glenelg St, South Brisbane QLD, 4101 Australia

Phone: 61 7 3308 3000

Fax: 61 7 3308 3500

Website address: [www.bcec.com.au](http://www.bcec.com.au)

### IMPORTANT – PLEASE HAND TO ALL STAFF

The Rules, Regulations and General Information covered in the manual detail arrangements for the planning, management and conduct of The Sunday Mail Escape Holiday & Snow Expo 4 April & 5 April 2009. This document should be in the possession of all exhibitors and display contractors responsible for show operations. (Contractor is an organisation or person appointed by the exhibitor to carry out work for that exhibitor prior to, during and after The Sunday Mail Escape Holiday & Snow Expo. All exhibitors shall be responsible for the actions of their contractors). Please contact us if you require more copies of the manual.

During the installation period the exhibitor will proceed with all due diligence with the construction and preparation of the stand and exhibits for the purpose of the exhibition.

It is the responsibility of exhibitors and contractors to ensure that all concerned with the preparation, supervision and removal of display stands are thoroughly conversant with the details in the manual and the Terms on the Application to Exhibit Form. The exhibitor will act at all times to ensure the health and safety of the public. The exhibitor will comply with all laws, rules and directions of any government authority and all lawful directions of the Brisbane Convention & Exhibition Centre and the Organisers. The exhibitor and all contractors shall comply with the conditions and responsibilities of the Queensland Workplace Health & Safety Act 1995, and all relevant compliance and advisory standards relating to this act. Exhibitors, their employees, contractors and all persons under their control will at all times obey directions and instructions given by the Organisers, their consultants and appointees in relation to all Workplace Health & Safety matters. **There are to be no bicycles, scooters, skate boards etc on site. No children or animals are permitted on site during construction and deconstruction of The Sunday Mail Escape Holiday & Snow Expo. Closed shoes must be worn at all times. No thongs or sandals allowed.**

All exhibitors shall comply with all laws, regulations, rules and directions of any government authority relating to competitions, trade promotions and art unions, including the Art Unions Act 1992 (Qld).

No liability shall at any time attach to the Organisers in respect of the condition of the premises or the exhibition site or the buildings and other improvements erected thereon or any accident occurring therein or of the installation or any defect in the adjustment condition or state of repair of any plant fixtures services or equipment therein or for any accident arising out of the use thereof and the exhibitor in this regard hereby agrees to indemnify and keep indemnified the Organisers from and against all actions suits claims and demands instituted or made for whatsoever cause.

Please ensure you are familiar with all Workplace Health & Safety Legislation, Risk issues and all the Terms (attached).

It is each exhibitor's responsibility to ensure all staff working on the stands are conversant with the manual and their responsibilities. **Please have a staff orientation briefing before the show.**

**Please Note:-** First Aid – Please ensure all staff are aware of First Aid located in the **concourse area next to the Business Centre between Halls 2 & 3** during move in/move out and during show hours.

## **Have you and your staff/contractors:-**

- Read the manual
- **PUBLIC LIABILITY INSURANCE, \$10,000,000.00 COVER –Sent us a copy of your Certificate of Currency or paid Bestmark Pty Ltd \$99.00 for cover. (*Deadline 7 March 2009*)**
- Paid your final payment for your stand.
- Tested and tagged all electrical items you intend bringing on site
- Organised your electrical requirements through QX Australia (shell modules have 2 x 150 watt spotlights and a 4 amp power point each 9 sq.m.).
- Organised your walls, carpet, and power (if you do not have a shell module).
- Do you have your own trolley for set up as the venue does not supply them?
- Organised banner rigging, cleaning of your stand, water connection, communication lines etc
- Competitions–have you checked with Gaming Regulations.
- Have you ordered furniture / plants, if required?

Should you require extra copies of this manual please contact us on (07) 3852 2600 and we will post or e-mail them to you.

## IMPORTANT DATES

### **Deadlines for all Request Forms**

7 March 2009                      5.00pm

### **Exhibitor Move-In**

The loading docks are not parking areas, please be considerate and unload and move on as quickly as possible. Maximum time is 15 minutes for unloading and loading.

Friday                      3 April                      8am – 8pm

Exhibitor move-in is via loading dock 3. The access roadway at the rear of the exhibition halls is a one way system. The entrance is from Glenelg Street. This access roadway is deemed a TOW AWAY ZONE to ensure a continuous and clear flow to ALL exhibition halls. The roadway at the rear of the halls is a primary access route for Emergency Service vehicles and must be kept unobstructed at all times.

### **Show Times and Dates**

Saturday                      4 April                      10am - 5pm  
Sunday                      5 April                      10am - 5pm

### **Exhibitor Access During Show Days**

*Exhibitors will be permitted access from:*

9am    Saturday                      4 April  
9am    Sunday                      5 April

If you require access outside of these hours please contact Scott Thornton on **(07) 3852 2600**. Exhibitors granted early access are urged to arrive at time requested and to remain on their stand.

In the interest of security you are requested to vacate the building 15 minutes after closing time each night.

### **Exhibitor Move-Out**

Sunday                      5 April                      5.15pm - 8.00pm  
Monday                      6 April                      8.00am – midday

Equipment and material may be stored for collection Monday 6 April.

Exhibitors will not be permitted to dismantle or remove their exhibit(s) prior to the publicised closing time of the exhibition.

**During move-out, exhibitors are urged not to leave their stand unattended during this period until all their valuable exhibits have been moved or made secure. Organisers International and the Brisbane Convention & Exhibition Centre will not accept any responsibility for missing or damaged goods.**

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The Organisers reserve the right to alter the hours of access.

## EXHIBITORS ORGANISATIONAL INFORMATION

**Please ensure that all staff and drivers are aware of the contents, details and regulations in this manual to assist you in achieving maximum results from The Sunday Mail Escape Holiday & Snow Expo with special reference to Workplace Health & Safety Regulations and Risk issues. Please retain this manual prior to and during the show, as it will provide you and your contractors with complete organisational details as they apply to the show.**

This manual has been designed to simplify the administration in connection with exhibitor's requirements for the show. All queries relating to these arrangements should, unless details and contacts are otherwise stated, be referred to the Event Manager, Organisers International. Contact numbers at the show from 3 April – 5 April, Ph: (07) 3308 3144, Fax: (07) 3308 3145.

Your co-operation in recording your requirements and forwarding the completed order forms as quickly as possible will ensure that service connections and supplies can be completed in good time prior to the opening of the show.

**Please note: NO children or animals are permitted on site during set-up and deconstruction of The Sunday Mail Escape Holiday & Snow Expo. Closed shoes must be worn at all times. No thongs or sandals allowed.**

We look forward to working with you towards a successful exhibition.

## ACCOMMODATION DURING SHOW

**To be afforded these rates, state that you are an exhibitor at The Sunday Mail Escape Holiday & Snow Expo at time of booking.**

### **Riverside Hotel South Bank**

Rate: Hotel rooms \$145.00 Nett Room Only  
1 bedroom apartments \$190.00 Nett Room Only  
Address: 20 Montague Road, South Bank Qld 4101  
Phone: 1800 301 101  
Web site: [www.riversidehotel.com.au](http://www.riversidehotel.com.au)

### **Rydges South Bank**

Rates: From \$189.00 Nett Room Only  
Address: 9 Glenelg Street, South Bank, Brisbane Qld 4101  
Phone: (07) 3364 0800  
Fax: (07) 3364 0801  
Web address: [www.rydges.com/hotel/0/RQSOUT/Rydges-South-Bank-Hotel-Brisbane.htm](http://www.rydges.com/hotel/0/RQSOUT/Rydges-South-Bank-Hotel-Brisbane.htm)

## ATM

The Brisbane Convention & Exhibition Centre will have cash withdrawal facilities at the show located outside the Great Hall in the main concourse. This ATM accepts most **major** credit cards and ATM cards. It does not accept Bank of Queensland cards.

## BALLOONS

Helium balloons are permitted on your stand. However, should they come loose and lodge in the roof structure, requiring Centre staff to remove them, the exhibitor will be charged for this service.

**Contact:**

Balloons Galore

Phone: Brisbane (07) 3876 0200

**Website address:** [www.balloonsgalore.net.au](http://www.balloonsgalore.net.au)

## BANNERS

Due to the ceiling height within the venue, exhibitors wishing to hang banners or equipment from the rigging in the ceiling will need to contact the **Brisbane Convention & Exhibition Centre** and deliver their banners prior to the commencement of stand construction. There is a charge for this rigging service. CLICK <http://www.organisersinternational.com.au/BrisTravel2009/Manual/ESF2009.pdf> to complete the Exhibitors Services Faxback form.

**Installation will not be permitted after stand construction.**

## BEGIN PREPARING NOW

- 1) Your special stand requirements: furniture, plants, extra lighting, power, corporate signage and display.
- 2) Product and information material, special brochures and prospectus, carry bags etc.
- 3) Complete Publicity Form, with the attachments, for new or exciting stories.
- 4) Prepare a worksheet for staff to accumulate the leads they have taken. Record sufficient information so that you can act on these leads after the show. Have sales order books, credit card and EFTPOS facilities on hand.
- 5) Plan special effects, competitions or give-aways to create interest on your stand. Please remember to comply with Workplace Health & Safety standards, especially in regard to the safety of children e.g. pulling things over.
- 6) Ensure your personnel are versed in all aspects of your product and services.
- 7) Book travel and accommodation requirements early.
- 8) Double check your insurance cover.
- 9) Send out invitations to your prime prospects and trade buyers to visit your stand at the show.
- 10) Hold a special staff meeting prior to the show for the personnel who will work your stand to ensure they know what their goals are.
- 11) Bring sufficient pens, pads and a small kit of extra display material, including tape, tacks, string etc. to ensure your stand always looks appealing. Have cleaning materials on hand.

## BUSINESS SERVICE CENTRE

The Business Service Centre is located on the Concourse between halls 2 & 3. It will be fully manned to provide business assistance, is equipped with fax, photocopier, stationery items and display accessories and will be open during move-in, move-out, plus the days of the show. Opening at 9am on Friday 3 April, 9am on Saturday 4 April and Sunday 5 April.

**Phone: (07) 3308 3137 Fax: (07) 3308 3138.**

## CANDLES

For safety reasons, all candles must have a covering over the flame; there must be no naked flame.

## CAR PARKING

Car parking is available in the Centre's Car Park located directly under the Exhibition Halls. Access is from Merivale, Melbourne or Grey Streets. Please note the ceiling height is 2.2m. Exhibitor only Multi exit permits are available and allow you to exit up to 3 times in any 1 day.

**The Multi exit permits rate is \$13.00 per day.**

**To order car parking permits visit:** The **Business Service Centre** at the **Brisbane Convention & Exhibition Centre** on the Concourse between halls 2 & 3 or click <http://www.organisersinternational.com.au/BrisTravel2009/Manual/ESF2009.pdf> to complete the Exhibitors Services Faxback form.

## CATERING

Food and light refreshments are available within the Exhibition Halls. The Centre Management has sole rights for the sale and distribution of any article of food or drink. No exhibitor or person shall sell any item of food or drink to members of the public or trade, as the Centre carries out catering.

**SAMPLING:** Sampling is only allowed under strict guidelines and with permission from the Brisbane Convention and Exhibition Centre.

For details contact the Event Manager at the Brisbane Convention and Exhibition Centre on **(07) 3308 3000**.

## CLEANING

Cleaning of aisles, public areas and stands will be carried out throughout the show. Exhibitors are requested to provide a waste paper bin on their stand and leave the bin and any other waste material in the aisle at the close of the show each night. If clearance of excess waste needs to be made during the day, waste containers will be situated nearby.

Although the exhibition area is cleaned each evening it is advisable for exhibitors to always see that their stand area is neat and tidy to maintain the professionalism your company and the exhibition projects. An extra charge will apply to exhibitors who use hay, glitter or any material that proves difficult to vacuum. A cleaning fee of \$20.00 per hour or part thereof will apply.

## COMPETITION REGULATIONS

If you intend running a competition from your stand we suggest you contact The Office of Liquor, Gaming and Racing on (07) 3872 0999 to ensure you comply with regulations. Alternatively, visit the fact sheet on their Website relating to Trade Promotion Art Unions (Lotteries) and Competitions: [www.olgr.qld.gov.au/industry/gamingLicensing/competition/index.shtml](http://www.olgr.qld.gov.au/industry/gamingLicensing/competition/index.shtml)

**If you provide us with details of any prizes or competitions being conducted from your stand we may be able to assist with promotion in our press, radio or television advertising.**

**The earlier we know about your plans the easier it will be to include them in our promotion.**

## DELIVERY OF EXHIBITS – During Move-In

Items should not be sent to your stand by independent carriers unless the stand is ready to receive them. The exhibitor must arrange for an authorised representative to be present at the stand to receive such goods as the *show management are not able to accept your delivery. BCEC are able to accept delivery*, however, *the show management and BCEC cannot be held responsible for the subsequent safe keeping of such items. Goods can be accepted from Friday 3 April 2009.*

## ELECTRICAL CONNECTIONS

QX Australia will be on site to connect any electrical requirements. Refer to attached form. Space only stands do not include power connection. For safety, remember all electrical equipment **must** be tested and tagged. Double adaptors or piggy backing are not allowed on site.

## EXHIBITION HALL 3

Clear ceiling height : 10 metres extending to 24 metres in the centre of each hall  
Loading docks : located via Glenelg Street accessible from a 10m wide roadway  
Floor loading : 20 kPA throughout centre

## EXHIBITION STAND

### SHELL SCHEME

If you are taking shell scheme, your site at The Sunday Mail Escape Holiday & Snow Expo comes complete with a high quality display stand provided by QX Australia (*Website address: [www.qxaust.com](http://www.qxaust.com)*)

*Let's look at what you receive:*

1. Complete stand comprising Framelock aluminium frame.
2. Attractive carpet tiles to cover your stand area.
3. Fascia sign highlighting your company name at the front of the stand.
4. Two spotlights per 3m x 3m site to supplement the already excellent lighting in the building.
5. One 240 volt 4 amp power point per 3m x 3m stand.
6. Daily stand cleaning.

### SPACE ONLY

If you have unfitted space you have no inclusions. Please advise Scott Thornton with the name of your contractor building your stand. A plan of your stand should be submitted to the organisers for approval.

NOTE: Unfitted space does not include power connection or carpet.

## EXHIBITION STAND CARE

### **FOR STANDS WITH FABRIC PANELS:**

To attach posters and display material please use the Velcro attachment system, staples or tacks.

Please **DO NOT USE** blu-tak, screws or nails on the fabric panels.

Heavy items can also be suspended from the top of the stand frame with figure-eight chain available from hardware stores.

*PLEASE NOTE:* All stands are provided to you in first class condition and therefore any damage to the panels or aluminium frame will attract a charge.

Display of advertising signs etc. is restricted to the area occupied by the space holder. No selling, canvassing, hawking, advertising or distribution of printed matter will be permitted outside the area without written permission of the organiser.

## EXHIBITOR HOSPITALITY LOUNGE

The Exhibitor Hospitality Lounge is situated upstairs at the rear of Hall 3. The lounge is available to all exhibitors for entertaining guests, or just to take a retreat from the pace of the floor. Complimentary tea and coffee will be available. Lunch and Dinner will also be available on a paid basis within the Exhibitor Lounge. The lounge will be open from **8am on Saturday 4 April and 9.30am on Sunday 5 April**.

## EXHIBITOR PASSES & COMPLIMENTARY PASSES

### **Exhibitor Passes**

Official Exhibitor Passes will be available during set up from the Organiser's Office at the rear of exhibition hall 2. Each exhibitor will be allocated up to eight (8) tags - extra tags can be made available if necessary.

Would you please instruct your staff to wear the exhibitor tags from Exhibitor Move-In Day to enable them quick entry into the show each day.

If you are using your own stand contractor, please contact Scott Thornton (07 3852 2600) for security passes.

### **Complimentary Passes**

Each exhibitor will receive 6 Complimentary Passes.

If you require further Complimentary Passes, these are available to you at the reduced rate of \$4 per pass. Naturally, these complimentary passes are quite separate to the exhibitor passes issued to you and your staff in order to gain access during the show.

Your allocation of Complimentary Passes will be posted soon.

# EXHIBITOR SECURITY PLANNING

## **Disclaimer**

The information presented in this handout is of a general nature only and should not be relied upon as a substitute for security advice which takes into account a person's specific circumstances or needs.

None of the information presented in this handout takes into account the specific circumstances or needs of any particular person. Any person receiving the information must therefore assess whether it is appropriate, in the light of their own individual circumstances, to act upon any information provided.

Passmore Duff & Associates Pty Ltd their respective directors, affiliates or employees, do not assume or accept any liability, direct or indirect, arising from any person relying on any information in this handout, except to the extent that such liability cannot be lawfully excluded.

Organisers International, their respective directors, affiliates or employees, do not assume or accept any liability, direct or indirect, arising from any person relying on any information presented in this handout, except to the extent that such liability cannot be lawfully excluded.

None of the information presented in this handout constitutes specific security advice for any purpose. Neither Passmore Duff Pty Ltd nor Organisers International assume or accept any responsibility for, and shall not be liable for the accuracy of, any information presented in this package.

In this disclaimer, unless the context otherwise requires:-

- words importing the singular include the plural and visa versa;
- words importing any gender include the other genders;
- words importing persons include bodies corporate and unincorporated associations;
- references to a person include the legal representatives, successors and permitted assigns of that person.

## **Exhibitor Security Planning**

Planning the layout of your display stand requires careful consideration of a number of important security issues in the context of your particular circumstances and needs. The aim is to provide an optimum environment for safeguarding your merchandise whilst maintaining a customer focused atmosphere. It is each exhibitor's responsibility to secure their own stand, merchandise and cash holdings whilst exhibiting at the show or travelling to or from the show.

If you intend to conduct cash sales or have valuable merchandise at the show and have not sought independent, professional advice as to your specific security requirements, it would be prudent for you to do so.

## **Preliminary Considerations**

Ensure all merchandise has adequate and appropriate insurance coverage

Decide in advance which merchandise you will be taking to the exhibition. Resist the temptation to carry surplus stock.

Provide enough staff to allow you to maintain constant presence and surveillance at your stand in addition to providing the appropriate level of customer service. Take into account meal breaks and trips to the restroom.

If any of your security measures could impact upon the areas outside of your stand, then it is a requirement that you gain approval from Organisers International.

## **Planning Your Display Stand**

Ensure that the main structure of your stand is properly secured to prevent access between partitions into staff only areas (if applicable).

If appropriate, designate staff only space and customer space. Utilise partitions, furniture, rope barriers or the like in order to channel customers into the desired customer service area.

Position service counters in a manner that prevents easy access to the service side of the counter.

The layout of your stand should allow you to have a clear view of all of your displays.

If staff only areas are required within the stand, utilise signage to designate these areas.

If a safe is utilised for cash and valuables, it should be positioned in a staff only area and should not be visible from public areas.

The safe should not be left on day-lock.

Ensure that you have a plan and the means to quickly and adequately secure your stock and cash/valuables in the event of an emergency evacuation.

## **Staff Procedures**

Do not allow yourself to be distracted when showing customers merchandise. If you must attend to another matter, secure the merchandise first (particularly if it is portable).

Resist the temptation to leave merchandise on counters or unsecured for convenience sake.

Do not leave cash or valuable merchandise unattended for any time whatsoever.

Do not allow numerous visitors to bustle the stand. Deal with visitors on a one to one basis, control access to staff only areas and ensure that your stand is constantly watched by staff;

Ensure that any cash is counted and stored securely out of view of public areas. Large transactions should also be conducted away from public areas;

Have at least two persons (more if appropriate to your particular needs) to operate your stand. Adequately staffed stands reduce the chance of diversionary tactics being used to steal merchandise (particularly small portable items).

Always allocate one staff member to observe the stand (This can be achieved even when attending to a customer). This serves as a deterrent to thefts using diversionary tactics or opportunistic thefts.

Ensure that all staff involved in handling cash are fully trained in armed hold-up safety procedures.

Ensure that all staff is prepared, and have the means at their disposal, to quickly secure merchandise and evacuate in the event of an emergency.

## FIRE SAFETY RULES

- 1) Flammable material may not be used for partitions, false ceilings or drapes for decorative purposes, unless treated with an approved flame retardant. Documentary proof of such treatment must be held on site for inspection by the Fire Brigade.
- 2) All temporary electrical installations must comply with the spirit and intention of the SAA wiring rules, and shall be approved by an electricity authority inspector.
- 3) The storage or use of flammable liquid, including the fuel tank of any engine, shall be subject to Fire Brigade approval.
- 4) No stands made of Hessian, cardboard, PVC or any other plastics are permitted.
- 5) Access to hose reels must be kept clear at all times.
- 6) Stands incorporating electrical equipment and cooking demonstrations shall provide suitable fire extinguishers to cover their risk and comply with Brisbane Health Regulations.

The BCEC and the organisers reserve the right to insist on the rebuilding of any display deemed unsafe.

## FORKLIFT

There will be a forklift within the centre that is available for hire. Should you require a forklift, please contact Caroline Guillemain on **(07) 3862 5555**.

**TRANSPORT QUOTE REQUEST FORM**

*Agility Fairs & Events is able to offer a full door to stand transport service. If you would like a quote for this service, please complete Sections A and B below.*

*If you require any on-site services (ie. forklift and storage) please complete Sections A, C and D.*

**AGILITY FAIRS & EVENTS.....The easy way to exhibit!**

Section A – COMPANY DETAILS			
Company:	ABN:		
Address:			
Suburb/Town:	Post Code:	Tel:	Fax:
Contact Name:	Mobile:		
Email Address:			

Section B – TRANSPORT REQUIREMENTS						
Description of Consignment:	Pallets <input type="checkbox"/>	Crates <input type="checkbox"/>	Loose Cartons <input type="checkbox"/>	Other <input type="checkbox"/>		
No. of Items:	Weight (approx.):	kgs	Volume (m <sup>3</sup> ): (L)	x (W)	x (H)	= m <sup>3</sup>
<b>Available for Pick-Up / Preferred Date for Pick-Up:</b>						
Day & Date:	Time:		Close:			
<b>Pick-up address (if different to address above):</b>						
Company:						
Address:						
Suburb/Town:			Post Code:			
Contact:	Telephone:		Mobile:			
Forklift available at pick-up point?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Is a Tailgate Vehicle Required:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Special Requirements/Instructions:						
<b>Deliver to:</b>						
<b>Hall:</b>	<b>Stand:</b>		<b>Delivery Date:</b>			
Do you require us to return freight after the exhibition? YES <input type="checkbox"/> NO <input type="checkbox"/>						

Section C – FORKLIFT SERVICES			
Day/Date:	ETA:	Estimated time required:	
Estimated weight of heaviest piece (kgs):	Extended tynes required?		Yes No

Section D – STORAGE			
Pre-Show <input type="checkbox"/>	During Show <input type="checkbox"/>		After Show <input type="checkbox"/>
Description/Details:			
Approximate volume:	(L)	x (W)	x (H) = m <sup>3</sup>

I have read and accept Agility's Standard Terms & Conditions (refer to page 18).

Accepted by (Signature): \_\_\_\_\_



MELBOURNE: 28-32 Sky Road, Melbourne Airport VIC 3045, PO Box 1328, Tullamarine VIC 3043  
Tel: +61 3 9330 3303 Fax: +61 3 9330 3337 Email: [expoeasy@agilitylogistics.com](mailto:expoeasy@agilitylogistics.com)  
SYDNEY: 11-15 Gould Street, North Strathfield NSW 2136; PO Box 5485 Chullora NSW 2190  
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Tel: +61 8 9338 0341 Fax: +61 8 9338 0493 Email: [expohelp@agilitylogistics.com](mailto:expohelp@agilitylogistics.com)  
Web: [www.agilitylogistics.com](http://www.agilitylogistics.com)

## Standard Terms and Conditions of Contract

1. (A) Subject to clause (B) below, all services of the Company whether gratuitous or not are subject to these Conditions.
    - (i) The provisions of Part I shall apply to all such services.
    - (ii) The provisions of Part II shall only apply to the extent that such services are provided by the Company as agents.
    - (iii) The provisions of Part III shall only apply to the extent that such services are provided by the Company as principals.
  - (B) Where a document bearing a title of or including "bill of lading" (whether or not negotiable), or "waybill" is issued by or on behalf of the Company and provides that the Company contracts as carrier the provisions set out in such document shall be paramount in so far as such provisions are inconsistent with these conditions.
  - (C) Every variation, cancellation or waiver of these Conditions must be in writing signed by a Director of the Company. Notice is hereby given that no other person has or will be given any authority whatsoever to agree to any variation cancellation or waiver if these Conditions.
  2. All services are provided by the Company as agents except in the following circumstances where the Company acts as principal:
    - (A) where the Company performs any carriage, handling or storage of Goods but only to the extent that the carriage is performed by the Company itself or its servants and the Goods are in the actual custody and control of the Company, or
    - (B) where prior to the commencement of the carriage of Goods the Customer in writing demands from the Company particulars of the identity, services or charges of persons instructed by the Company to perform part or all of the carriage, the Company shall be deemed to be contracting as a principal in respect of that part of the carriage in respect of which the Company fails to give such particulars demanded within 28 days of the Company's receipt of such demand, or
    - (C) to the extent that the Company expressly agrees in writing to act as a principal, or
    - (D) to the extent that the Company is held by a court of law to have acted as a principal.
  3. Without prejudice to the generality of clause 2,
    - (A) The changing by the Company of a fixed price for a service or services of whatsoever nature shall not in itself determine or be evidence that the Company is acting as an agent or a principal in respect of such service or services;
    - (B) The supplying by the Company of their own or leased equipment shall not in itself determine or be evidence that the Company in acting as an agent or a principal in respect of any carriage, handling or storage of Goods;
    - (C) The Company acts as an agent where the Company procures a bill of lading or other document evidencing a contract of carriage between a person, other than the Company, and the Customer or Owner;
    - (D) The Company acts as an agent and never as a principal when providing services in respect of or relating to customs, requirements, taxes, licences, consular documents, certificates of origin, inspection, certificates and other similar services.
  4. **Definitions**
    - (A) "Company" Is Agility Fairs & Events Logistics Pty Ltd
    - (B) "Customer" Means any person at whose request or on whose behalf the Company provides a service;
    - (C) "Person" Includes persons or any body or bodies corporate;
    - (D) "Owner" Includes the owner, shipper and consignee of the Goods and any other person who is or may become interested in the Goods and anyone acting on their behalf;
    - (E) "Authority" A duly constituted legal or administrative person, acting within its legal powers and exercising jurisdiction within any nation, state, municipality, port or airport;
    - (F) "Goods" Includes the cargo and any container not supplied by or on behalf of the Company, in respect of which the Company provides a service;
    - (G) "Container" Includes any container, flatrack, trailer, transportable tank, flat, pallet or any article of transport used to carry or consolidate goods and any equipment of or connected thereto;
    - (H) "Dangerous Goods" Includes goods which are or may become a dangerous, inflammable, radioactive or damaging nature and goods likely to vent or explode or otherwise endanger life or property;
    - (I) "Hague Rules" Means the provisions of the International Convention for the Unification of certain Rules Relating to Bills of Lading signed at Brussels on 25th August 1924;
    - (J) "Instructions" Means a statement of the Customer's specific requirements.
  5. **Obligations of Customer**
    6. The Customer warrants that he is either the Owner or the authorised agent of the Owner of the Goods and that he is authorised to accept and is accepting these Conditions not only for himself but also as agent for and on behalf of the Owner of the Goods.
    7. The Customer warrants that he has reasonable knowledge of matters affecting the conduct of his business, including but not limited to the terms of sale and purchase of the Goods and all other matters relating thereto.
    8. The Customer shall give sufficient and executable instructions.
    9. The Customer warrants that the description and particulars of the Goods are complete and correct.
    10. The Customer warrants that the Goods are properly packed and labelled, except where the Company has accepted instructions in respect of such services.
  11. **Special Instructions, Goods and Services**
    - (A) Unless otherwise previously agreed in writing, the Customer shall not deliver to the Company or cause the Company to deal with or handle dangerous Goods.
    - (B) If the Customer is in breach of sub-clause (A) above he shall be liable for all loss of damage whatsoever caused by or to or in connection with the Goods however arising and shall defend, indemnify and hold harmless the Company against all penalties, claims, damages, costs and expenses whatsoever arising in connection therewith and the goods may without notice be destroyed or otherwise dealt with at the sole discretion of the Company or any other person in whose custody they may be at the relevant time.
    - (C) If the Company agrees to accept Dangerous Goods and then in the opinion of the Company or any other person they constitute a risk to other goods, property, life or health the Company may destroy or otherwise deal with at the expense of the Customer or Owner.
  12. The Customer undertakes not to tender for transportation any Goods which require temperature control without previously giving written notice of their nature and particular temperature range to be maintained and in the case of a temperature controlled Container stuffed by or on behalf of the Customer further undertakes that the Container has been properly pre-cooled or preheated as appropriate, that the Goods have been properly stuffed in the Container and that its thermosatic controls have been properly set by the Customer. If the above requirements are not complied with the Company shall not be liable for any loss or damage to the Goods caused by such non-compliance.
  13. No insurance shall be effected except upon express instructions given in writing by the Customer and all insurances effected by the Company are subject to the usual exceptions and conditions of the policies of the insurance company or underwriters taking the risk. Unless otherwise agreed in writing, the Company shall not be under any obligation to effect a separate insurance on each consignment but may declare if on any open or general policy. The Company's agent in arranging, effecting or maintaining such insurance shall be the insurer, despite their liability for any reason the insured shall have recourse against the insurers only and the Company shall not be under any responsibility or liability whatsoever in relation thereto notwithstanding that the premium upon the policy may not be at the same rate as that charged by the Company or paid to the Company by its customers.
  14. Except in accordance with express instructions previously received in writing and accepted in writing by the Company, the Company shall not be obliged to make any declaration for the purposes of any Statute, convention or contract as to the nature of value of any Goods or as to any special interest in delivery.
  15. Unless otherwise previously agreed in writing or otherwise provided for under the provisions of a document signed by the Company, instructions relating to the delivery or release of Goods against payment or against surrender of a particular document shall be in writing and the Company's liability shall not exceed that provided for in respect of misdelivery of Goods.
  16. Unless otherwise previously agreed in writing that the Goods shall depart or arrive by a particular date, the Company accepts no responsibility for departure or arrival dates of Goods.
17. **General Indemnities**
  - (A) The Customer and Owner shall defend, indemnify and hold harmless the Company against all liability, loss, damage, costs and expenses arising (i) from the nature of the goods unless caused by the Company's negligence, (ii) out of the Company acting in accordance with the Customer's or Owner's instructions, or (iii) arising from a breach of contract by the Customer or arising from the negligence of the Customer or Owner.
  - (B) Except to the extent caused by the Company's negligence, the Customer and Owner shall be liable for and shall defend, indemnify, and hold harmless the Company in respect of all duties, taxes, imposts, levies, deposits and outlays of whatsoever nature levied by any Authority and for all payments, fines, costs, expenses, loss and damage whatsoever incurred or sustained by the Company in connection therewith.
  - (C) Advice and information, in whatever form it may be given, or provided by the Company for the Customer only and the Customer shall defend, indemnify, and hold harmless the Company for all liability, loss, damage, costs, and expenses arising out of any other person relying on such advice or information.
  - (D) (i) The Customer undertakes that no claim be made against any servant, sub-contractor or agent of the Company which imposes, or attempts to impose upon any of them any liability whatsoever in connection with the Goods, if any such claim should nevertheless be made, to indemnify the Company against all consequences thereof.
    - (ii) Without prejudice to the foregoing, every such servant, sub-contractor or agent shall have the benefit of all provisions herein, as if such provisions were expressly for their benefit. In entering into this contract the Company, to the extent of those provisions, does so not only on its behalf, but as agent and trustee for such servants, sub-contractors and agents.
    - (iii) The Customer shall defend, indemnify and hold harmless the Company from and against all claims, costs and demands whatsoever and by whomsoever made or preferred in excess of the liability of the Company under the terms of these Conditions and without prejudice to the generality of this clause this indemnity shall cover all claims, costs and demands arising from or in connection with the negligence of the Company, its servants, sub-contractors and agents.
    - (iv) In this clause, "sub-contractors" includes direct and indirect sub-contractors and their respective servants and agents.
  - (E) The customer shall be liable for the loss, damage, contamination, soiling, deletion or demurrage below, during and after the Carriage of property (including, but not limited to, Containers) of the Company or any person or vessel referred to in (D) above caused by the Customer or owner or any person acting on behalf of either of them or for which the Customer is otherwise responsible.
18. **Charges etc.**
  - (A) The Customer shall pay to the Company in cash or as agreed all sums immediately when due without deduction or deferment on account of any claim, counterclaim or set-off.
  - (B) When the Company is instructed to collect freight, duties, charges or other expenses from any person other than the Customer, the Customer shall be responsible for the same on receipt of evidence of demand and non payment by such other person when due.
  - (C) On all amounts overdue to the Company, the Company shall be entitled to interest calculated at 4 per cent above base rate of the Company's Bank applicable during the period that such amounts are overdue.
19. **Liabilities and Rights of the Company**
  - (A) The Company shall be entitled, except insofar as has been otherwise agreed in writing, to enter into contracts on behalf of itself or the Customer and without notice to the Customer.
  - (B) For the carriage of Goods by any route, means or person.
  - (C) For the carriage of Goods of any description whether containerised or not on or under the deck of any vessel.
  - (D) For the storage, packing, transhipment, loading, unloading or handling of Goods by any person at any place whether on shore or afloat and for any length of time.
  - (E) For the carriage or storage of Goods in containers or with other goods of whatever nature.
  - (F) For the performance of its own obligations and to do such acts as in the opinion of the Company may be necessary or incidental to the performance of the Company's obligations.
20. (A) The Company shall be entitled but under no obligation, to depart from the Customer's instructions in any respect if in the opinion of the Company there is a good reason to do so in the Customer's interest and it shall not thereby incur any additional liability.
  - (B) The Company may at any time comply with the orders or recommendations given by any Authority. The responsibility of the Company in respect of the Goods shall cease on the delivery or other disposition of the Goods in accordance with such orders or recommendations.
21. If at any time the performance of the Company's obligations, in the opinion of the Company or any person whose services the Company makes use of, is or is likely to be affected by any hindrance, risk, delay, difficulty or disadvantage whatsoever and which cannot be avoided by reasonable endeavours by the Company or such other person, the Company may, on giving notice in writing to the Customer or Owner without notice where it is not reasonably possible to give such notice, treat the performance of its obligations as terminated and place the Goods or any part of them at the Customer or Owner's disposal at any place which the Company may deem safe and convenient, whereupon the responsibility of the Company in respect of the Goods shall cease. The Customer shall be responsible for any additional costs of carriage to and delivery and storage at such place and all other expenses incurred by the Company.
22. If delivery of the Goods or any part thereof is not taken by the Customer or Owner at the time and place when and where the Company, or any person whose services the Company makes use of, is entitled to call upon the Customer or Owner to take delivery thereof, the Company or such other person shall be entitled to store the Goods in the open or under cover at the sole risk and expense of the Customer.

22. Notwithstanding clauses 20 and 21, the Company shall be entitled but under no obligation at the expense of the Customer payable on demand and without any liability to the Customer or Owner, to sell or dispose of:
    - (A) on giving 21 days notice in writing to the Customer all Goods which in the opinion of the Company cannot be delivered as instructed, and
    - (B) Without notice Goods, which have perished, deteriorated or altered, or are in immediate prospect of doing so in a manner which has caused or may be reasonably expected to cause loss or damage to any person or property or to contravene applicable regulations.
  23. The Company shall have a particular and general lien on all Goods or documents relating to Goods in its possession for all sums due at any time from the Customer or Owner and on giving 28 days notice in writing to the Customer, shall be entitled to sell or dispose of such Goods, or documents at the expense of the Customer and without liability to the Customer and Owner and apply the proceeds in or towards the payment of such sums.
  24. The Company shall be entitled to retain and be paid all brokerages, commissions, allowances and other remunerations customarily retained by or paid to freight forwarders.
  25. The Company shall have the right to enforce against the Owner and the Customer jointly and severally any liability of the Customer under these Conditions or to recover from them any sums to be paid by the Customer which upon demand have not been paid.
- Containers**
26. (A) If a Container has not been packed or stuffed by the Company, the Company shall not be liable for loss of or damage to the contents if Caused by:
    - (i) The manner in which the Container has been packed or stuffed,
    - (ii) The unsuitability of the contents for carriage in containers, unless the Company has approved the suitability,
    - (iii) The unsuitability or defective condition of the Container provided that where the Container has been supplied by or on behalf of the Company this paragraph (iii) shall only apply if the unsuitability or defective condition arose (a) without any negligence on the part of the Company or (b) would have been apparent upon reasonable inspection by the Customer or Owner or person acting on behalf of either of them.
    - (iv) If the Container is not sealed at the commencement of the Carriage except where the Company has agreed to seal the Container.
  - (B) The Customer shall defend, indemnify and hold harmless the Company against all liability, loss, damage, costs and expenses arising from one or more of the matters covered by (A) above except for (A)(i)(ii) above.
  - (C) Where the Company is instructed to provide a Container, in the absence of a written request to the contrary, the Company is not under an obligation to provide a Container or any particular type or quality.
- General Liability**
27. (A) Except insofar as otherwise provided by these Conditions, the Company shall not be liable for any loss or damage whatsoever arising from:
    - (a) The act or omission of the Customer or Owner or any person acting on their behalf,
    - (b) Compliance with the instructions given to the Company by the Customer, Owner or any other person entitled to give them,
    - (c) Insufficiency of the packing or labelling of the Goods except where such service has been provided by the Company,
    - (d) Handling, loading, storage or unloading of the Goods by the Customer or Owner or any person acting on their behalf,
    - (e) Inherent vice of the Goods,
    - (f) Riots, civil commotions, strikes, lockouts, stoppage or restraint of labour from whatsoever cause,
    - (g) Fire, flood or storm, or
    - (h) Any cause which the Company could not avoid and the consequences whereof it could not prevent by the exercise of reasonable diligence.
  - (B) Subject to clause 15, however caused the Company shall not be liable for loss or damage to property other than the Goods themselves, indirect or consequential loss or damage, loss of profit, delay or deviation.
- Amount of Compensation**
28. Except insofar as otherwise provided by these Conditions, the liability of the Company, however arising, and notwithstanding that the cause of loss or damage be unexplained shall not exceed the following:
    - (A) In respect of all claims other than those subject to the provisions of sub-clause (B) below, whichever is the least of
      - (i) The value of, or
      - (ii) A\$250 per gross kilogram of,
    - (B) The Goods lost, damaged, misdelivered, misdescribed or in respect of which a claim arises.
    - (C) In respect of claims for delay where not excluded by the provisions of these Conditions, the amount of the Company's charges in respect of the Goods delayed.
  29. (A) Compensation shall be calculated by reference to the invoice value of the Goods plus freight and insurance if paid.
    - (B) If there be no invoice value for the Goods, the compensation shall be calculated by reference to the value of such Goods at the place and time when they were delivered to the Customer or Owner or should have been so delivered. The value of the Goods shall be fixed according to the current market price, or, if there be no commodity exchange price or current market price, by reference to the normal value of goods of the same kind and quality. By special agreement in writing and on payment of additional charges, higher compensation may be claimed from the Company not exceeding the value of the Goods, or the agreed value, whichever is the lesser.
- Notice of loss, Time Bar**
30. The Company shall be discharged of all liability unless:
    - (A) Notice of any claim is received in writing by the Company or its agent within 14 days after the date specified in (B) below or within a reasonable time after such date if the Customer proves that it was not possible to so notify, and
    - (B) Suit is brought in the proper forum and written notice thereof received by the Company within 9 months after the date specified in (B) below.
  31. (A) In the case of loss or damage to Goods, the date of delivery of the Goods.
    - (B) In the case of delay or non-delivery of the Goods, the date that the Goods should have been delivered,
    - (C) In any other case, the event giving rise to the claim.
- General Average**
32. The Customer shall defend, indemnify and hold harmless the Company in respect of any claims of a General Average nature which may be made on the Company and the Customer shall provide such security as may be required by the Company in this connection.
- Miscellaneous**
33. Any notice served by post shall be deemed to have been given on the third day following the day which it was posted to the address of the recipient of such notice last known to the Company.
  34. The definitions and limits of liability provided for by these Conditions shall apply in any action against the Company whether such action be founded in contract or in tort.
  35. If any legislation is compulsorily applicable to any business undertaken these Conditions shall as regards such business, be read as subject to such legislation and nothing in these Conditions shall be construed as a surrender by the Company of any of its rights or immunities or as an increase of any of its responsibilities or liabilities under such legislation and if any part of these Conditions be repugnant to any extent such part shall as regards such business be over-riden to that extent and no further.
  36. Headings of clauses or groups of clauses in these Conditions are for indicative purposes only.
- Jurisdiction and Law**
37. These Conditions and any claim or dispute arising out of or in connection with the services of the Company shall be subject to Australian law and the exclusive jurisdiction of the Australian courts.
- PART II: COMPANY AS AGENT**
- Special Liability and Indemnity Conditions**
38. (A) To the extent that the Company acts as an agent, the Company does not make any contract with the Customer for the carriage, storage or handling of the Goods nor for any other physical service in relation to them and acts solely on behalf of the Customer in securing such services by establishing contracts with third parties so that direct contractual relationships are established between the Customer and such third parties.
    - (B) The Company shall not be liable for the acts and omissions of such third parties referred to in sub-clause (A) above.
  39. (A) The Company when acting as an agent has the authority of the Customer to enter into contracts on the Customer's behalf and to do such Acts as to bind the Customer by such contracts and acts in all respects notwithstanding any departure from the Customer's instructions.
    - (B) Except to the extent caused by the Company's negligence, the Customer shall defend, indemnify and hold harmless the Company in respect of all liability, loss, damage, costs, or expenses arising out of any contracts made in the procurement of the Customer's requirements in accordance with clause 38.
  40. **Choice of Rates**
    - (A) Where there is a choice of rates according to the extent or degree of liability assumed by persons carrying, storing, handling the Goods, no declaration of value where optional will be made unless otherwise agreed in writing.
- PART III: COMPANY AS A PRINCIPAL**
- Special Liability Conditions**
41. To the extent that the Company contracts as principal for the performance of the Customer's instructions, the Company undertakes to perform or in its own name to procure the performances of the Customer's instructions and subject to the provisions of these Conditions shall be liable for the loss of or damage to the Goods occurring from the time that the Goods are taken into its charge until the time of delivery.
    42. Where the Company contracts as a principal and sub-contracts the performance of the Company's services and it can be proved that the loss of or damage to or in respect of the Goods arose or was caused whilst the Goods were in the care or custody of the sub-contractor, the Company shall have the full benefit of all rights, limitations and exclusions of liability available to such sub-contractor in the contract between the Company and such sub-contractor and in any law, statute or regulation and the liability of the Company shall not exceed the amount recovered, if any by the Company from sub-contractor.
    43. Notwithstanding other provisions in these Conditions, if it can be proved where the loss of or damage to the Goods occurred, the Company's liability shall be determined by the provisions contained in any international convention or national law, the provisions of which:
      - (A) Cannot be departed from by private contract, to the detriment of the claimant, and
      - (B) Would have applied if the claimant had made a separate and direct contract with the actual provider of the particular service in respect of that service or stage of carriage where the loss or damage occurred and received as evidence thereof any particular document which must be issued if such international convention or national law shall apply.
    44. Notwithstanding other provisions in these Conditions, if it can be proved that the loss of or damage to the Goods occurred at sea or inland waterway and the provisions of clause 42 do not apply, the Company's liability shall be determined by the Hague-Visby Rules. Reference in the Hague-Visby Rules to carriage by sea shall be deemed to include reference to carriage by inland waterways and the Hague-Visby Rules shall be construed accordingly.
    45. Notwithstanding the provisions of clauses 42, 43 and 44 if the loss or damage to the Goods occurred at sea or on inland waterways, and the Owner Charterer or operator of the vessel establishes a limitation fund, the liability of the Company shall be limited to the proportion of the said limitation fund allocated to the Goods.
    46. **Air Carriage**
      - (A) If the carriage acts as a principal in respect of a carriage of Goods by air, the following notice is hereby given:
        - (i) If the Company involves an ultimate destination of stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers in respect of loss of or damage to cargo. Agreed stopping places are those places (other than the places of departure and destination) shown under requested routing and those places shown in carriers timetables as scheduled stopping places for the route. The address of the first carrier is the airport of departure.
  47. **Both to Blame Collision Clause**
    - (A) The Current Both to Blame Collision Clause as adopted by BIMCO is incorporated in these conditions.
  48. **USA and/or Canada Clause**
    - (A) With respect to transportation within USA or Canada, the responsibility of the Company shall be to procure transportation by carrier's (one or more) and such transportation shall be subject to such carrier's contracts and tariffs and any law compulsorily applicable. The Company guarantees the fulfillment of such carrier's obligations under their contracts and tariffs.
      - (B) If and to the extent that the provisions of the Harter Act of the USA 1893 would otherwise be compulsorily applicable to regulate the Company's responsibility for the Goods during any period prior to loading on or after discharge from the vessel on which the Goods are to be or have been carried, the Company's responsibility shall instead be determined by the provisions of these Conditions, but if such provisions are found to be invalid such responsibility shall be determined by the provisions in the Carriage of Goods by Sea Act of the USA Approved 1936.

## FURNITURE, AUDIO VISUAL EQUIPMENT & POT PLANT HIRE

If you want maximum results from your stand at the show take advantage of the innovative display accessories, furniture and plants that are available from Showcase Expo Furniture Hire. You'll be impressed with the quality of the product and the results that you will obtain.

You can find the furniture brochure, price list and order form at the QX Australia. Website address: [www.qxaust.com](http://www.qxaust.com)

Phone Pam Thomas: (07) 3862 5555 or visit the Website address: [www.qxaust.com](http://www.qxaust.com)

***Deadline for Furniture Hire... 7 March 2009***

## GAS BOTTLES

N.B.!! Only one (1) cylinder of up to 4.5kgs per demonstration/display may be used. Approval for more gas capacity may be obtained from the Qld Department of Mines and Energy in certain circumstances.

Exhibitors must remove their gas bottles from inside the Exhibition each day and leave them in the designated area. Refer to Organisers International staff for direction.

All bottles must be clearly marked with your company name. Any Exhibitor using gas bottles on their display, please contact Organisers International for a copy of the legislative requirements.

## GUIDE TO GOOD STAND PRESENTATION

Please ensure your company name and stand number are prominently displayed. This is a request from visitors surveyed at previous shows.

QX Australia provides a complete hire service. You may hire anything from stand panels, furniture, glass cabinets etc., to rubbish bins, in fact everything a perfect stand requires. QX Australia can also arrange for water coolers and plant hire for your stands. Please contact Jessie Priest, details listed below.

Please arrange all electrical requirements through *Caroline Guillemain* at QX Australia via *E-mail*: [caroline@qxaust.com](mailto:caroline@qxaust.com) or phone (07) 3862 5555.

## IMPORTANT SAFETY REGULATIONS FOR ALL EXHIBITORS

*For the safety and convenience of all Exhibitors at the Venue, we request your compliance with the following safety requirements.*

- All electrical equipment including leads, lighting and power boards used must be tested and tagged in accordance with Australian Standard 3760 and Workplace Health and Safety legislation or removed from the site until compliant. It is the owner or user's obligation to have all electrical equipment tested and tagged by a qualified electrician or certified person.
- The use of double adaptors is strictly forbidden; power boards can be used.
- Where candles are used in a display or stand, approval must be obtained from the Safety Manager. No more than three (3) candles are to be lit at any one time.
- All flammable materials such as: crepe paper, corrugated cardboard, styrene, Hessian, straw, hay, leaves etc must be treated with an appropriate Fire Retardant with an Index greater than 6; evidence of such treatment must be provided on request.
- All goods and equipment must be removed from site by the end of the bump-out period. The organiser will take no responsibility for any goods or equipment that remains on site after such time.
- The organiser can assist with such items as signage/graphics/banners, fire retardant and power boards. These and other items are available through the preferred suppliers.
- Aisles and other points of access must be kept clear during bump-in and bump-out to ensure safety and freedom of movement for all exhibitors.
- Parking on the loading docks is restricted to 20 minutes unless permission for an extension has been obtained from the Organiser. Parking on the pedestrian walkways is prohibited at all times.
- All enquiries relating to the cleaning of individual stands or specialized waste removal services (including the safe disposal of hazardous substances including paints, thinners and oil based products) should be directed to the Organiser

Thank you for your co-operation in these matters.

## INSURANCE

### **THIS IS THE RESPONSIBILITY OF THE INDIVIDUAL EXHIBITOR**

Whilst the organisers will provide the necessary security while the show is open and its move in/move out times, neither the organisers nor The Brisbane Convention & Exhibition Centre, (BCEC), nor any of their staff, employees, agents or other representatives shall be held accountable or liable for any damage, loss or harm or injury to a person or any property of the exhibitor's staff, employees, agents or other representatives, nor the goods sent to the BCEC, before, during or remaining after the Exhibition nor whilst in transit to or from the Exhibition.

N.B. -Exhibitors should consult their own insurance companies for proper coverage on their exhibition equipment, displays, goods, products and Public Liability Insurance.

Please send your Public Liability Certificate of Currency stating the following to Organisers International:-

- Must be for at least \$10 million
- Must be noted as being covered for 'Shows & Exhibitions' anywhere in Australia or World Wide.
- Dates must cover the show move-in/move-out period (03/04/09 – 06/04/09).
- Noting the interests of Organisers International as principal in respect of organisers of Travel Shows.

Organisers International have retained the services of Bestmark Pty Ltd (Insurance Brokers) to provide Public Liability Insurance with QBE, for a limit of indemnity of \$10 million for any one occurrence and subject to the terms and conditions of the policy at a cost of \$99.00. (Deadline 7 March 2009).

*Please note: It is advised that the cost includes: Premium to Underwriter \$46.51, Stamp Duty \$3.84, GST \$8.65, Brokerage Fee (Bestmark Pty Ltd) \$20.00 and Administration Fee (Organisers International) \$20.00. (Correct at time of printing, may be subject to change without notice).*

## IT'S THE LITTLE THINGS WE FORGET

### “Exhibition Survival Kit”

*The following is a list of items we suggest you pack into your “Exhibition Survival Kit”, because you’ll never know when you might need them!*

- Your own trolley for your display equipment...(The venue does not usually provide trolleys).
- Velcro strips
- Scissors
- Small picture hooks and wire (small brass angled picture hooks for hanging framed posters and prints)
- Jack chain or three-quarter inch chain of eight - for hanging heavier items on the framelock stands.
- Pliers (for chain above)
- Masking tape (for rebinding packing cases) and sticky tape.
- Business card holders
- Stapler
- Kambrook power boards
- Clearly marked delivery labels for all packages sent to the exhibition (Include your company and a contact name).
- Have you advised the Stand Contractors of any special power requirements?
- Marker Pens
- Writing Pads
- Petty Cash (if you are selling on your stand)
- Mini first-aid kit and Aspirin
- Mini Sewing kit
- Comfy shoes (with inner soles for shoes)

## NO SMOKING

The Brisbane Convention & Exhibition Centre has a **NO SMOKING POLICY** throughout and this includes all staff, contractors, organisers, exhibitors and visitors. Your co-operation would be appreciated.

## OPERATION OF STANDS

The stands must be fully staffed and operational **all hours that the show is open to visitors**. The exhibitor may not undertake, or cause to be undertaken, any activity which, in the opinion of the organisers, is likely to cause any annoyance to visitors or other exhibitors. In particular, audio visual equipment must be positioned facing into the stand, and the sound level so adjusted, as to comply with these requirements. NB: The maximum permissible total sound level in any area of the show is 82 decibels, measurable at a distance of three metres from the source of the sound using a directional decibel meter. All activities of the exhibitor and staff must be confined to the stand site allocated (advertising or canvassing for your business may not take place elsewhere in the exhibition). Alcohol must not be consumed on the stand. Moving in or removal of exhibits from stands must not take place during the open hours of the show. In the interest of security please vacate the building within 15 minutes after closing time.

## ORGANISERS OFFICE

From Thursday 2 April to Monday 6 April the Organisers Office will be situated upstairs, at the front (concourse side) of Exhibition Hall 3. The telephone number for that office will be **(07) 3308 3144** and fax is **(07) 3308 3145**.

Scott Mobile – 0419 721 686

## PRE-DELIVERY OF BROCHURES

Brochures and literature can be sent directly to the venue to arrive from Thursday 2 April. **The organiser or the centre will not sign for deliveries on behalf of an exhibitor. The centre will not allow delivery of items before this date.**

*Please mark your delivery as follows:*

Company Name & Stand Number  
The Sunday Mail Escape Holiday & Snow Expo  
Brisbane Convention & Exhibition Centre (Hall 3)  
Merivale Street, South Bank Brisbane Qld 4101

*Please make prior arrangements with:*

TIFS	1 <sup>st</sup> Fleet Brochure Flow
Telephone: (02) 9519 1666	Telephone: 1300 728 668
E-mail: <a href="mailto:admin@tifs.com.au">admin@tifs.com.au</a>	E-mail: <a href="mailto:dsantos@1stfleetbrochureflow.com.au">dsantos@1stfleetbrochureflow.com.au</a>

They will deliver your brochures to the main storage area of the show prior to Friday 3 April. **Organisers International and the Brisbane Convention & Exhibition Centre will not accept any responsibility for missing or damaged goods.**

## PRESS & PUBLIC RELATIONS

An extensive press and public relations programme has been planned to ensure quality and quantity of visitors attend The Sunday Mail Escape Holiday & Snow Expo 2009. The campaign comprises television, newspaper advertising and radio.

To further reinforce the marketing campaign, a series of press releases, editorial and photographs will be sent to all newspapers and press, highlighting new and interesting products. The public relations campaign is an opportunity for you to enhance your involvement in the show. Go to:

<http://www.organisersinternational.com.au/BrisTravel2009/ExhibitorForms.asp?action=publicitypromotion>  
complete form and we will attempt to attract some publicity for you.

## REMOVAL OF EXHIBITS

The usual occurrences at the end of the exhibition are over-anxious truck drivers, premature packing up and mass panic in the rush for the exit!

*You can save a lot of time and stress by adopting the following procedure:*

1. Instruct truck drivers to arrive after 6pm on Sunday 5 April.
2. Do not start packing up until 5pm.
3. Familiarise yourself with the exit points for an orderly and casual exit.

Your assistance in this matter is greatly appreciated. Exhibitors are urged not to leave their stand unattended during this period until all your valuable exhibits have been moved, made secure or the building closed. Organisers International and the Brisbane Convention and Exhibition Centre will not accept any responsibility for missing goods.

*If you prefer to collect material on Monday, would you please ensure that all display material and equipment is packed and relocated to a secure area for Monday removal.*

## SECURITY

Security will commence from move-in through to the completion of move-out. Security officers will be on duty in the loading docks during the move-in move-out period. Security will be present in the halls during the show opening hours.

Organisers International and Brisbane Convention & Exhibition Centre will NOT be responsible for any loss or damage that occurs during the period of set-up, exhibition or move-out.

Each exhibitor is responsible for the safety and security at all times of:-

- a) the exhibitor;
- b) any employee, agent, contractor or invitee of the exhibitor;
- c) any visitor to the exhibitor's stand (whilst at the exhibitors stand).

Exhibitors are also responsible for making appropriate arrangements to protect at all times (including during transit to or from the show) any cash, property or proprietary information of the exhibitor or any employee, agent, contractor or invitee of the exhibitor.

Exhibitors should familiarize themselves with the general security information provided on the following pages of the exhibitor's manual, bearing in mind that the information provided is of a general nature only and should not be relied upon as a substitute for security advice which takes into account an exhibitor's specific circumstances or needs.

**For security reasons anyone coming in early to clean stands etc must stay on their own stand. Please do not walk around the show.**

## SEMINAR ROOM

Seminar Rooms will be equipped with a microphone, P A system, data projector, VHS video player, slide projector and large screen.

Application for time slots (*maximum 30 minutes*) will be accepted from any interested exhibitors and allocated on a first come first allocated basis until the programme is full.

The seminars will be promoted via newspaper feature, announcements at the show and via a timetable outside the seminar room itself. To apply for a seminar room time CLICK <http://www.organisersinternational.com.au/BrisTravel2009/exhibitorinfo.asp?action=seminarschedule> to check availability and then proceed to the link on that page to request your required time.

## SPECIAL DESIGNS

For exhibitors wanting a “one off” individual stand design for their display at the show - we recommend QX Australia whose individual designs can be very impressive.

Simply phone **Luke Benjamin** at QX Australia on **(07) 3862 5555** to discuss the idea further. Or visit their Website address: [www.qxaust.com](http://www.qxaust.com)

## STAND DRESSING CONTACTS

Ian Donaldson  
Expo Displays  
**Phone: (07) 3357 8934**

## STORAGE OF PACKING CASES AND LITERATURE

Areas have been allocated for storage of packing cases and literature in the exhibition halls. Please mark and stack your items thoughtfully so that everyone can gain easy access in removing literature during the show.

The area is small in size and your assistance in limiting storage material would be appreciated.

## SUNDAY MAIL SHOW MAGAZINE

The Sunday Mail will be running a special liftout preview of The Sunday Mail Escape Holiday & Snow Expo on **Sunday 29 March 2009**.

The feature will be widely publicised and is guaranteed to provide you with results.

Exhibitors are invited to participate in the feature through advertising. Charges do apply to any advertising booked.

For information on the feature please contact:

**Allison Lazarevic** on p. **07 3666 6219** | f. **07 3666 8522** | e. [lazarevica@qnp.newsltd.com.au](mailto:lazarevica@qnp.newsltd.com.au)

## TELEPHONE, FAX, EFTPOS & DATA LINES

For those exhibitors requiring telephone or data communication please CLICK <http://www.organisersinternational.com.au/BrisTravel2009/Manual/ESF2009.pdf> to complete the Exhibitors Services Faxback form.

Public telephones are located in the foyers and catering areas of the Exhibition Halls.

***Deadline for Orders:***  
**7 March 2009**

## WORKPLACE HEALTH & SAFETY

Due to statutory obligation we must follow certain procedures in the event of an accident/or incident. Show organisers must be advised immediately on **(07) 3308 3323** or our Workplace Health & Safety Officer, Ian Gidlow, on **0418 722 128**. Where practicable nothing must be disturbed on site. Please make sure this procedure is followed at all times.