



## 2020 EXHIBITOR INFORMATION

Thank you for exhibiting at the 2020 Mackay Expo (Mackay Home Show and Caravan, Camping Expo). This Exhibitor pack has been prepared to provide you with all the important Exhibitor information about this major event. All Exhibitors are asked to read through the information pack and forward this document onto all of your staff who will be setting up and attending the event. If you are unsure of anything after reading through this Exhibitor Pack, please contact Australian Events during business hours for clarification.

### EVENT DATES:

16-18 October 2020

### EXHIBITOR ACCESS:

Mackay Showgrounds, Mackay, Queensland, 4740.

### PUBLIC OPENING HOURS:

The event is open to the public during the hours listed below. Exhibitors **MUST** have a representative on their site at all times during the public opening hours. Exhibitor pass required for access.

**Friday, 16 October 2020: 8:30 am to 4:00 pm** – Exhibitor access from 7:00 am to 4:15 pm

**Saturday, 17 October 2020: 8:30 am to 5:00 pm** – Exhibitor access from 7:00 am to 5:15 pm

**Sunday, 18 October 2020: 8:30 am to 4:00 pm** – Exhibitor access from 7:00 am to 6:00 pm

### PATRON ENTRY FEES:

Adults \$12, Seniors Card \$10, Children 16 and under free with an adult. **ALL ticket sales** are available **online only** via the event website. Under COVID-19 guidelines, no tickets will be available for sale on site at the event. Every attendee, including children, **MUST BE REGISTERED**.

### COMPULSORY EXHIBITOR FORMS:

There are three compulsory Exhibitor forms which must be completed before entry into the event. These forms are located on the event website and form an integral part of your exhibition. Visit the event website to complete the compulsory forms:

Exhibitor Forms: <https://MackayExpo.com.au/exhibitor-portal>

Compulsory Exhibitor/Contractor Induction & Staffing Form – **ALL STAFF attending the Event MUST complete individually in order to comply with COVID-19 Contact Tracing Standards. Staff who have not completed the appropriate induction will be refused entry. Any contractors engaged by Exhibitors to present on their site at the event are also required to complete the Compulsory induction process before entry will be granted.**

Compulsory Event Guide and Website Listing

Compulsory Power Requirements and Risk Assessment Form

## HIGH VISIBILITY VESTS – YOU MUST WEAR THEM !

All Exhibitors, contractors and delivery persons **MUST** be wearing high visibility vests and closed in shoes during set-up and bump-out. Children are **NOT** permitted onsite during set-up and bump-out. There is no compromise on this, it is a requirement under Workplace Health and Safety laws. High visibility vests are available for purchase from the event site office if you do not have your own.

## 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 and Staffing Form.** Passes are restricted to staff members working on your site. Replacement passes may be re-issued on-site and will incur a \$10.00 administration fee per pass. Exhibitor passes are a security item for the protection of all Exhibitors and their belongings and are used in conjunction with your issued QR Code for Contact Tracing purposes under COVID-19 Queensland Health Department requirements. Exhibitor passes help to prevent unauthorised persons from entering the venue outside of the opening hours. Exhibitor passes are **NOT TRANSFERRABLE** 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 Exhibitor will be required to complete a report as to who the pass was in the possession of under the COVID-19 requirements for contact tracing.

**PLEASE NOTE:** All Exhibitors arriving or leaving the event precinct during the set-up dates, event days and bump-out **MUST** be wearing their Exhibitor Pass and have their allocated **QR CODE** available for scanning. This requirement is **NOT NEGOTIABLE** and is required as a further contact tracing requirement under COVID-19 Queensland Health Department guidelines.

Exhibitors who engage external Contractors to assist them in the transport of stock or building of structures or any other instance where such Contractor is on the site of the Exhibitor, it is a requirement that each and every Contractor **MUST** complete the compulsory information contained within our website:

<https://MackayExpo.com.au/exhibitor-portal>

Deliveries during set-up and event days can be made to the Site Office when the Exhibitor has completed the necessary **AUTHORISATION TO SIGN AND ACCEPT DELIVERY OF GOODS FORM.** The Exhibitor is responsible for collecting the goods from the Site Office, but the Site Office will manage the obligations under Contact Tracing requirements for COVID-19 without the need for such delivery to complete our website requirements. No deliveries accepted at the event venue prior to **Wednesday, 14 October 2020.**

## EXHIBITOR SET-UP TIMES AND INFORMATION

Wednesday, 14 October 2020 – Midday to 5:00 pm

Thursday, 15 October 2020 – 8:00 am to 5:30 pm

All Exhibitors will be given a timetable for a date/time for site set-up within the periods set out above. The requirement to schedule bump-in is to ensure COVID-19 compliance and minimise queuing and implementation of social distancing measures and contact tracing requirements.

Exhibitors will be contacted to set-up the date and time of arrival and **MUST** adhere to the timings set down for site set-up.

All Exhibitors are requested to check in at the event site office when they first arrive at the venue. Once checked in, Exhibitors will be issued an individual exhibitor pass for all persons present at the time of arrival.

Photographic evidence will be required before an individual exhibitor pass will be issued. Please ensure that ALL STAFF have photographic ID and their individual QR CODE (provided at time of completion of compulsory Exhibitor Induction and Staffing Form) 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 5:30 pm on the Thursday afternoon 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 venue outside the Exhibitor set-up times without prior written approval.

## EXHIBITOR BUMP-OUT TIMES AND INFORMATION

Exhibitors may remove stock and displays from the venue after the close of the event and when the event manager 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 venue until after the close of the event. All Exhibitors **MUST** be checked out with their individual QR Code upon final departure from the event precinct.

### Exhibitor Bump-Out Times:

Sunday, 18 October 2020 – 4:15 pm to 6:00 pm

Monday, 19 October 2020 – 7:00 am to 10:00 am

### For Large Outdoor Sites Only:

Monday, 19 October 2020 – 7:00 am to 4:00 pm

Tuesday, 20 October 2020 – **By Appointment Only**

Pagoda sites are reminded to remove all displays from pagodas by 6:00 pm on the final event day, being Sunday. Contractors will be removing pagodas from the venue Monday morning and reserve the right to move displays that hinder their access. Pagoda sites and small outdoor sites: all stock, displays and vehicles must be completely removed from the venue by 10:00 am on the Monday after the Event Days. Large outdoor sites: all stock, displays and vehicles must be completely removed from the venue by 4:00 pm on the Monday after the Event Days. Stock left onsite after 4:00 pm on the Monday after the Event Days may incur additional rental fees. Security will cease at 8:00 am the Tuesday following the Event Days. 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 PASS AND QR CODE FOR SCANNING FOR CONTACT TRACING PURPOSES. HIGH VISIBILITY VESTS AND CLOSED IN SHOES ARE REQUIRED DURING SET-UP AND BUMP-OUT. NO CHILDREN ARE PERMITTED WITHIN THE VENUE DURING SET-UP OR BUMP-OUT.**

## POWER ACCESS TO YOUR SITE

**10 amp Power:** \$95.00

**15 amp Power:** \$175.00

Power is available in the form of a 10 amp or 15 amp power outlet supplied to your site. 10 amp Power is for basic electrical items such as laptops, phone chargers and TV's. 15 amp Power is for larger items such as air-conditioners or caravans. Power is only available to those who have paid. **DO NOT** access power if you have not paid, your leads will be confiscated without notice. If you require power but did not order, please see the staff at the on-site office. Power may be ordered up to 3 weeks prior to the event, late orders incur a \$50.00 surcharge on top of standard power charges. Power is only supplied to your site between 7:30 am and half an hour after public closing. 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 that kettles and heaters are not permitted onsite.

## EXHIBITOR ACCESS POINTS

Exhibitors access point/s are signed upon entry to the exhibitor parking area. Please wear your Exhibitor Pass and have your individual QR Code available for scanning to gain access. Any Exhibitor who does not have the required Pass and QR Code will be denied access.

## EXHIBITOR PARKING

All Exhibitors are requested to park in the provided exhibitor parking areas as directed by traffic controllers. Access to the venue is via Milton Street. By entering through the Exhibitor entrances you will assist with the security of the event and gain access with the least amount of fuss.

## 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 onsite. In doubt, check with our onsite supervisor at the event or phone our office and talk to our logistics co-ordinator prior to the event.

## NO PEG ZONES

Please note that the venue has some NO PEG ZONES due to underground power, hardstand areas, water and drainage systems, so please DO NOT hit any pegs, stakes, screws or pickets into the ground without first checking with the onsite staff. Any damage caused will be at the exhibitor's own expense. We thank you for your assistance.

## RUBBISH REMOVAL

All boxes, packaging, pallets, rubbish, etc. **MUST** be removed from the venue by 10:00 am on the Monday after the event days. 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.

## CAMPING ONSITE

There is NO camping available at this venue.

## NO SMOKING AND ALCOHOL RESTRICTIONS

**NO** smoking permitted – This is a smoking free event and smoking laws apply.

**NO** alcohol is permitted to be brought into the event precinct due to venue licensing restrictions.

## EVENT MAP AND WEBSITE LISTING

All Exhibitors who have booked and paid in full by the due dates will be included in the Event Map. Please ensure you accurately complete the compulsory Event Map and Website Listing Form available on the event website.

## PROMOTIONAL MATERIAL

Event Banners, Facebook header images and .pdf Invitation Flyers are available for download from the event website. Use the banners as your email footers or on your own website. Send the invite to your patron database promoting your involvement with the event.

## COVID-19 EXHIBITOR INFORMATION

We understand the complexities in terms of our requirements to comply with Queensland Health and COVID-19 guidelines. We ask all Exhibitors to recognise and comply with all requirements in terms of the new regulations for holding events and the obligations within your site space.

### Physical Distancing Strategies for Exhibitors

Exhibitors are required to monitor patron numbers within their site space. Physical distancing signage and queue markings at your site will be required to ensure the 1.5m distance between patrons/household groups is upheld throughout the event. Sample signage may be provided, upon request, in order to ensure compliance in this regard.

### Maximum Capacity of Persons on an Exhibitor Site

In order to determine the maximum capacity within your site space (including staff working on your site) under the one person per 4m<sup>2</sup> ruling, the following formula applies:

- Total square meterage of your site space (as provided in your Contract with the Organiser)
- Less square meterage of discrete areas (including in and around caravans/camper trailers and areas where patrons are inhibited from accessing within your site boundaries)
- Divide this result by 4 in order to determine the maximum capacity of persons able to be on your site.

Event staff are onsite to assist with any queries in relation to the determination of maximum number of persons able to be on your site and signage is also available at the Site Office in order to post at your site entrance the Maximum No of Persons able to be on your site at any one time.

### Hand Sanitiser

Exhibitors will be required to provide hand sanitiser at entry and exit points from their site space.

### Regular and Thorough Cleaning of Site Space

Exhibitors will be responsible for ensuring all high touch areas within their site space are regularly cleaned during the event. High touch areas may include, but not be limited to, within erected camper trailers or caravans, demonstration equipment, tables and seating and any other surface where patrons have come into contact with items in your site space.

There will be **ZERO TOLERANCE** for abuse directed at staff at any time within the event precinct and we appreciate the patience and understanding of our Exhibitors and their Contractors.

## ASSISTANCE AT THE EVENT

If you have any issues at the event that need resolving or clarifying, please visit the event site office and inform the event managers. If you do not let the managers know about your concern, then they cannot assist you. Please be polite and patient at all times. We endeavour to resolve all issues in a timely manner.

## INFORM YOUR STAFF

Australian Events strive to inform all Exhibitors of the basic rules to exhibiting, but we still receive numbers of Exhibitors who arrive at events totally unaware of the information contained within the Exhibitor Information Pack. Please forward this document on to **ALL staff** who will be working with you at this event. It is vital that they are informed and are aware of how events now operate under the COVID-19 guidelines.

## AUSTRALIAN EVENTS CONTACT DETAILS

Phone: Freecall 1800 671 588 during business hours (8:30 am to 5:00 pm) Monday to Friday  
(excluding public holidays)  
Fax: (07) 4634 7266  
Postal: PO Box 307, Drayton North QLD 4350  
eMail: [reception@australianevents.com.au](mailto:reception@australianevents.com.au)  
Website: <http://australianevents.com.au>

## EVENT LINKS

Event Website: <https://MackayExpo.com.au>  
Facebook:: <https://facebook.com/MackayExpo>  
Twitter: <https://twitter.com/MackayExpo>  
Event Hash Tag: #MackayExpo20



## EXHIBITOR CHECKLIST

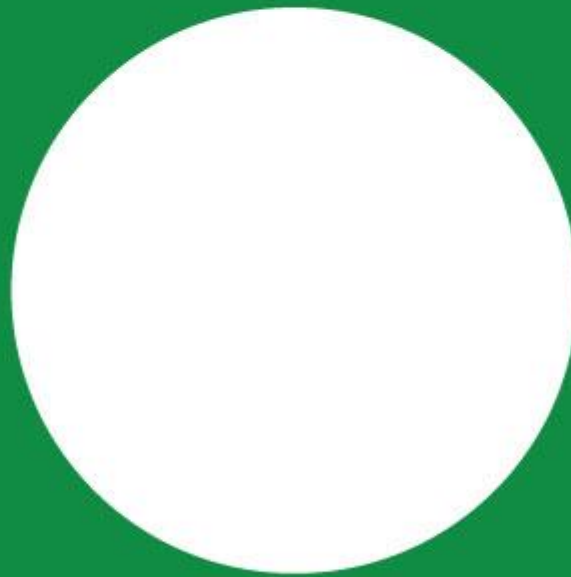
Identify key staff who are responsible for implementing and reviewing your strategies in this COVID Safe Events Checklist

Ensure staff attending the event are adequately trained to manage the COVID-19 requirements.	
Be aware of how to spot COVID-19 symptoms (including fever, cough, fatigue or tiredness and shortness of breath) and make sure workers do not come to work if they are unwell.	
Ensure each member of staff have completed the Compulsory Form located in the Exhibitor/Contractor Portal of the event website. QR Codes and Entry Passes will be required to be in the possession of all staff on your site space for scanning on entry and exit from the precinct.	
Areas at your site must have a minimum of 4 square meters of accessible space per person. This may require monitoring to ensure that the maximum number of people in these areas is not exceeded. The number of people within your site space must include all staff and patrons.	
Develop separate entries and exits within the area of your event site, ensuring one-way flow of foot traffic is established <b>where practical</b> .	
Limit the use of cash transactions by encouraging patrons to use tap and go, direct deposit or other contactless payment options.	
Regularly clean frequently touched surfaces including door handles, benchtops, kitchens, tabletops and desks, lunchrooms, photocopiers, reception desks, sign-in stations and desktop equipment including keyboards and telephones.	
Encourage all workers to practice good hygiene by frequently cleaning their hands.	
Keep hand hygiene facilities properly stocked and in good working order.	
Promote good personal hygiene when sneezing and coughing. People should cover their coughs or sneezes with an elbow or tissue, dispose of the tissue immediately and wash their hands, and avoid touching their face.	
Physically clean surfaces using detergent and water (use as per the label instructions), followed by rinsing and drying. A clean cloth (disposable or able to be laundered) should be used each time. Cleaning with detergent and water is adequate for routine cleaning. Disinfectants are usually only necessary if a surface has been contaminated with potentially infectious material.	
Proceed to the Site Office if you have any concerns or issues that require resolution or clarification.	
Inform staff of their obligations in terms of COVID-19 Compliance.	





The **maximum**  
**capacity** of people  
in this area is:



**BE COVIDSAFE**

For more information about Coronavirus (COVID-19),  
please visit [health.gov.au](https://www.health.gov.au)

