

EXHIBITION MANUAL



2020
Orthodontics

27th Australian
Orthodontic Congress
Cairns 2020

Bringing the future into focus 🔍

Cairns Convention Centre

19 – 23 March 2020

www.aso2020cairns.com.au

This Manual has been prepared by Arinex Pty Ltd, Sponsorship & Exhibitions Division,
Appointed Congress Managers of ASO 2020.

CONTACTS

EXHIBITION COORDINATOR

Congress Manager
c/o Arinex Pty Ltd

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Telephone
Email

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EXHIBITION ASSISTANT

Congress Manager
c/o Arinex Pty Ltd

Contact
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Hannah Teitzel
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ACCOMMODATION

Registration Managers & Enquiries
c/o Arinex Pty Ltd

Contact
Telephone
Email
Website

Delegate Services Department
+ 61 2 9265 0700
aso2020cairns@arinex.com.au
www.aso2020cairns.com.au

SHELL SCHEME / ELECTRICAL / AUDIO VISUAL / COMPUTER REQUIREMENTS

NQ Exhibitions

Contact
Telephone
Email

Beth Anderson
+61 7 4041 2703
beth@ngexhibitions.com.au

EXHIBITION MATERIALS HANDLING / STORAGE FREIGHT FORWARDING & SHIPPING

Agility Fairs and Events

Contact
Telephone
Email

Local Freight:
Seamus Campbell
+61 3 9330 9014
scampbell@agility.com

Contact
Email

International Freight:
International Team
expoeasy@agility.com

CONGRESS & EXHIBITION VENUE

Cairns Convention Centre

Contact
Telephone
Email
Website

Exhibitor Enquiries
+61 7 4042 4200
events@cairnsconvention.com.au
www.cairnsconvention.com.au

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EXHIBITION CHECK LIST

Plan your experience and maximise your opportunities

To assist with your planning, the following checklist is provided to ensure all important operational items are actioned and deadlines are met. Please adhere to these deadlines to ensure smooth planning and operation of the entire event.

ACTION	DUE DATE	PAGE	RETURN TO	COMPLETE <input type="checkbox"/>
Logo and Company profile	DUE NOW		hteitzel@arinex.com.au	
Exhibitor Registrations	19 December 2019	Please refer to page 11 for registration instructions		
Final Payment	19 December 2019		hteitzel@arinex.com.au	
Public Liability Form	19 December 2019	More information found on page 19 .	hteitzel@arinex.com.au	
Accommodation Booking	19 December 2019	Please click here to visit the Congress website	aso2020cairns@arinex.com.au	
Custom build contact and design specifications	24 January 2020	More detail on custom stands can be found on page 10 .	hteitzel@arinex.com.au	
Stand information / Fascia Sign / Electrical / Furniture / AV Order Forms	NQ Exhibition to provide deadlines	NQ Exhibition will contact you directly	hteitzel@nqexhibitions.com.au	
Freight Forwarding/ Materials Handling Order Form	Agility Fairs and Events to provide deadlines	More information found on page 13	scampbell@agility.com	

Make the Most of your Exhibition Experience



Set SMART Objectives

Specific, Measurable, Attainable, Realistic and to a Timeframe. What do you want from this exhibition e.g. get 30 new sales leads, launch a new product etc.



Plan your display

Devise a marketing strategy. What is your main message? Be creative and love the space you create.



Attract delegates to your stand

Consider show promotions, sample giveaways, games, competitions, hospitality, or launch a new product. Don't forget to engage your stand visitors. Be approachable and listen.



Try a new promotion

Put away the fishbowl and be creative with a promotion that will attract more attendees and reinforce your brand and marketing message.



Follow up with leads

Leads generated should be closely tracked and followed up on a timely basis after you return to the office (between 2 - 4 weeks is ideal).

Let us help create your own inspiring experience

REGISTRATION DESK

A Registration Desk will be in the Main Foyer and will be open on the following days and times:

Thursday 19 March 2020	0800 - 1800
Friday 20 March 2020	0800 - 1800
Saturday 21 March 2020	0800 - 1800
Sunday 22 March 2020	0800 - 1800
Monday 23 March 2020	0800 - 1800

*Times are correct at time of publishing. For the latest information on timings, please check the website program [here](#).

EXHIBITION TIMETABLE

When booking flights and accommodation, please bear in mind the following exhibition times and dates may change slightly. It is recommended you leave sufficient time before and after the exhibition to allow for any changes to the schedule. For the most up-to-date times and dates, please liaise with the Exhibition Manager.

For a detailed copy of the program, please [click here](#).

DELIVERIES TO VENUE – FROM FRIDAY 13 MARCH 2020

0900 - 1700	Pre-arranged exhibition deliveries – brochures, merchandise, signage etc.
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MOVE-IN SCHEDULE THURSDAY 19 MARCH 2020

0700 - 1800	Official Stand Builder access
0800 - 1800	Custom Stand Builder access

***Please note that there is no exhibitor staff access allowed on this day. This includes no access to dress stands. The site will be a construction zone.**

MOVE-IN SCHEDULE FRIDAY 20 MARCH 2020

0700 - 1300	Official Stand Builder and Custom Stand Builder access to finalise stands
1300 - 1730	Exhibition staff access to dress stands
1730	Finalising and cleaning of stands. All stands must be completed by 1730
1700 - 1800	Stanley Wilkinson Oration (not held in the Exhibition space) *Note: this is included in exhibitor registration, however, is not compulsory for you to attend.

EXHIBITION OPEN HOURS SATURDAY 21 MARCH 2020

0730	Exhibition staff 'early bird' access to set up stands, stock brochures
1030 - 1900	Exhibition operational times
0830 - 1045	Plenary sessions
1030 - 1045	Exhibitor morning tea served

1045 - 1115	Delegate morning tea served in the Exhibition area
1115 - 1315	Plenary sessions
1245 - 1315	Exhibitor lunch served
1315 - 1400	Delegate lunch served in the Exhibition area
1400 - 1545	Plenary sessions
1530 - 1545	Exhibitor afternoon tea served
1545 - 1615	Delegate afternoon tea served in the Exhibition area
1615 - 1700	Plenary sessions
1700 - 1900	Happy Hour in Exhibition area
1900	Exhibition closed for the day

EXHIBITION OPEN HOURS SUNDAY 22 MARCH 2020

0730	Exhibition staff 'early bird' access to set up stands, restock brochures
0930 - 1700	Exhibition operational times
0830 - 1045	Plenary sessions
1030 - 1045	Exhibitor morning tea served
1045 - 1115	Delegate morning tea served in the Exhibition area
1115 - 1315	Plenary sessions
1245 - 1315	Exhibitor lunch served
1315 - 1400	Delegate lunch served in the Exhibition area
1400 - 1545	Plenary sessions
1515 - 1545	Exhibitor afternoon tea served
1545 - 1615	Delegate afternoon tea served in the Exhibition area
1615 - 1700	Plenary sessions
1700	Exhibition closed for the day
1900 - 2300	Party Night at the Salt House (included in your Exhibitor Registration Fee)

EXHIBITION OPEN HOURS MONDAY 23 MARCH 2020

0730	Exhibition staff 'early bird' access to set up stands, restock brochures
0900 - 1330	Exhibition operational times
0830 - 1000	Doctors sessions
0945 - 1000	Exhibitor morning tea served
1000 - 1045	Delegate morning tea served in the Exhibition area
1045 - 1215	Doctors sessions
1200 - 1215	Exhibitor lunch served
1215 - 1315	Delegate lunch served in the Exhibition area
1330	Exhibition FINAL CLOSE

MOVE-OUT SCHEDULE MONDAY 23 MARCH 2020

1330 - 1500	Exhibitors to remove promotional items from stand walls and personal items from furniture. Package and label goods for collection by appointed courier company.
1400	Courier and freight contractors allowed entry to pick up goods being removed from stands
1500	Stand contractors access to dismantle stands and other equipment
1800 - 2300	ASO Member Dinner
NOTE: Please note the Exhibition area must be cleared of all equipment and display materials by 1500 on Monday 23 March 2020. Items remaining in the Exhibition area after this time may be freighted off-site at the expense of the exhibitor or disposed of by the venue.	

*Times are accurate at date of publication, however, are subject to change.

FLOOR PLAN

Please contact Hannah Teitzel, hteitzel@arinex.com.au, for the most recent version of the ASO 2020 Floor Plan. Please note the Exhibition Managers retain the right to change the floor plan and rearrange stand locations if required.

SHELL SCHEME STAND DETAILS

Exhibitors who have purchased the shell scheme option will receive the following in their package:



The following items are included in your modular booth package

- **SHELL SCHEME** Stand 3m wide x 3m deep, 2.4m high.

A 2.20m long white panel with 90mm black lettering.
- **FASCIA SIGNAGE** The clear height under the fascia is 2.11m. Fascia will be provided to all open sides and where necessary will be supported on 40mm square aluminium supports.

- **WALLS** 2.36m high white octanorm walls in an aluminium frame 40mm wide. Each wall panel is 0.97m wide. Visual size for putting posters on the white panels is 0.95m wide x 2.34m high.

- **FLOORING** The venue is already carpeted. Protective baseboard is compulsory and required for all carpet orders.

- **POWER & LIGHTING** 2 x spotlights and 1 x power point outlet.

- **ITEMS WHICH CAN BE USED** The walls are octanorm. Velcro strips are recommended to affix items to walls. No nails, staples, screws or glue are to be used. Damage to panels will be charged to the exhibitor.

Shelving may also be ordered for an additional cost.

Please note: Furniture is not included in the shell scheme package. If you require furniture please contact NQ Exhibitions.

CUSTOM BUILT STANDS

Exhibitors installing custom designed stands must email the contact details of their appointed stand contractor, together with stand design specifications to the Exhibition Manager, at hteitzel@arinex.com.au by **24 January 2020**.

The Exhibition Manager will provide written approval or advise of any modifications or changes that need to be made.

Unless otherwise stated, exhibitors are responsible for making their own arrangements for services required. It is the responsibility of all exhibitors to ensure their contractors or agents are familiar with the rules and regulations of the Cairns Convention Centre.

BUILD HEIGHT

The maximum build height for the Cairns Convention Centre is 3 metres. This can vary depending on booth location. If any part of the booth/display exceeds 3 metres, please contact events@cairnsconvention.com.au to ensure the ceiling height is adequate.

FLOORING

The venue is already carpeted.

ELECTRICAL / LIGHTING REQUIREMENTS

Custom Designed Stands/Space Only

If you have purchased a raw space option and are therefore installing a custom designed stand, lights and power are not provided. To order electricity you must contact NQ Exhibitions, the official electrical contractor, by **24 January 2020**.

If you are installing any form of equipment on your stand, please ensure you order adequate power. This will alleviate any power surges that may occur due to inadequate power supply.

If you are unsure of the level of electrics you require, or if you require electrical converters, please contact NQ Exhibitions.

RIGGING

If signs/banners need to be hung from the venue ceiling, exhibitors must contact the venue as early as possible. All rigging must be performed by qualified and licensed riggers. Rigging will only be provided and performed with written prior notice. The venue has in house riggers who will be happy to provide a quotation for this service. Please contact events@cairnsconvention.com.au.

FLOOR LOADINGS

The floor loading is approximately two tonnes per square metre.

Please note the above loading is indicative only. All dimensions, weight and details of heavy equipment to be displayed are to be advised in writing to the event department for approval by the building services manager. Please contact events@cairnsconvention.com.au.

ELECTRICAL TESTING AND TAGGING REQUIREMENTS

All electrical equipment entering the Cairns Convention Centre must comply with Australian Standards. All electrical equipment used in the workplace, including equipment brought into the building by contractors or third parties must be tagged and tested. The outward sign of compliance with the Act will be the equipment's electrical test tag, compliant with AS3760: 2003.

The Cairns Convention Centre reserves the right to inspect and remove or replace any electrical equipment not complying with the Act. Detachable power cords such as IEC leads, extension leads and power boards are separate items and need to be tested independently from the equipment they are supplied with.

To have your items tested and tagged please contact your local electrician or arrange for an electrical contractor to visit you onsite.

EXHIBITOR REGISTRATIONS AND NAME BADGES

EXHIBITION STAFF NAME BADGES

All Exhibition Staff will be issued with name badges. In the interest of security, name badges must be worn at all times and must be clearly visible. Please note access to the Exhibition venue will be denied without the correct identification.

COMPLIMENTARY EXHIBITOR REGISTRATION

CODE: EXHI2020

Each company will receive two (2) Exhibition Staff Registrations for every 9m² booth/space. Each Exhibitor registration includes:

- ✓ Access to all sessions
- ✓ Access to the Exhibition
- ✓ Daily catering in the Exhibition space
- ✓ One (1) tickets to the Stanley Wilkinson Oration & Welcome Reception
- ✓ One (1) tickets to the American Orthodontics Congress Party night
- ✓ One (1) tickets to the Congress Member Dinner

HOW TO REGISTER

1. To redeem your Complimentary Exhibitor Registration, please [click here](#).
2. In the 'Promo Code' section of the registration form please enter the code 'EXHIB2020'.

ADDITIONAL EXHIBITOR REGISTRATION - \$600.00

CODE: ADEX20

Exhibitors may purchase Additional Exhibitor Registrations if they require more passes than their included entitlements. The Additional Exhibitor Registration entitles holders to the same inclusions as the complimentary Staff Registration, which are:

- ✓ Access to all sessions
- ✓ Access to the Exhibition
- ✓ Daily catering in the Exhibition space
- ✓ One (1) tickets to the Stanley Wilkinson Oration & Welcome Reception
- ✓ One (1) tickets to the American Orthodontics Congress Party night
- ✓ One (1) tickets to the Congress Member Dinner

HOW TO REGISTER

1. To purchase Additional Exhibitor Registrations, please [click here](#).
2. In the 'Promo Code' section of the registration form please enter the code 'ADEX20'.

The 'Promo Code' box can be found on the form under the address details:

Suburb/City *	<input type="text"/>
Country *	<input type="text" value="Australia"/>
State *	<input type="text"/>
Postcode	<input type="text"/>
Promo Code	<input type="text"/>

Please note, exhibitors have the choice to nominate whether their name badges are printed with personal and company name OR company name only.

Any staff required to work on your stand in addition to the nominated exhibitor representative must purchase an Additional Exhibitor Pass. Badges will be available for collection at the Congress from the Registration Desk, located in the Main Foyer, Cairns Convention Centre.

VENUE ACCESS & DELIVERY DETAILS

EXHIBITION DELIVERIES

For your convenience, a delivery label is included in the attachments section of this manual. Please ensure you attach this to every item being delivered to the venue. Each item must have the correct delivery label attached.

Deliveries can only be made during business hours (Monday - Friday 09:00 – 17:00). Should deliveries and pickups be required outside these hours, arrangements can only be made with prior notice. Please advise the event department via events@cairnsconvention.com.au. It is recommended that all couriers call the Administration number +61 7 4042 4200 prior to delivery. Access to the loading dock is via security gates which have intercoms.

SPONSORS PLEASE NOTE: If you are entitled to provide material for inclusion in the delegate satchels, please ensure you **DO NOT USE** the Exhibition delivery label. You must ensure items intended as a satchel inserts are packed and labelled separately from your Exhibition display materials.

RETURN OF ITEMS:

BEFORE YOU LEAVE THE CENTRE

Have you:

Labelled	Labelled your freight correctly (return address, contact name, phone number, item numbers, i.e. 1 of 5)?	
Attached	Attached Delivery Address & signed the Declaration of Dangerous Goods?	
Contacted	Contacted your freight company to collect your goods?	
Completed	Completed the Cairns Convention Centre 'Outgoing Freight' document? This document is distributed to exhibitors on the day of bump-out.	

Courier companies **will not** collect goods unless there is a completed and **signed consignment note** attached to your freight. **Centre staff cannot sign any consignment notes on your behalf.**

The Cairns Convention Centre accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes. Freight that has not been collected within 14 days will be disposed of.

Freight Pick Up Address:

Cairns Convention Centre
Cnr Wharf & Sheridan Streets
Cairns QLD 4870

Any questions regarding outgoing freight please call the Cairns Convention Centre Duty Manager mobile on: +61 474 420 956 or during office hours the main reception: +61 7 4042 4200.

FREIGHT INFORMATION

Agility Fairs and Events is the preferred freight forwarder and official onsite logistics provider to **ASO 2020**.

Agility specialises in exhibition freight forwarding - both domestic and international. Agility can ensure that your product, display and merchandise are in the right place, at the right time, providing a complete transport, materials handling and storage service. Agility provides a complete service including monitoring of freight from your doorstep right through to your Exhibition booth to make sure your goods are handled in a professional manner and all formalities/deadlines are met. If you are using Agility, your goods will automatically be delivered to your Exhibition booth.

Agility Fairs & Events offers the following services:

- All local, interstate and international transport services including delivery onto each Exhibitors' stand at the venue.
- Storage of early consignments, packing materials during the Exhibition and storage after the Exhibition
- For international Exhibitors, a comprehensive international freight forwarding service tailored to each particular Exhibitor's requirements.

Prior to the show, Agility will make contact to discuss and determine your individual freight and logistics requirements. In the meantime, you can submit all relevant work orders by accessing **Agility's Event Services Portal** via the following link:

[AGILITY EVENT SERVICES PORTAL LOGIN: 27th Australian Orthodontic Congress 2020](#)

For any domestic freight inquiries please contact:

Seamus Campbell
Event Logistics specialists
Agility Fairs & Events
Tel: +61 3 9330 9014
E-mail: scampbell@agility.com

Agility Service to International Exhibitors

Our international teams are positioned around the globe to assist with your international freight requirements. Our team of experts can arrange a full door to booth service, inclusive of freight, customs and handling. Australia has detailed Customs and Quarantine Procedures; our teams will work with you to ensure your goods enter the country problem free. Let us design a service package for you!

Please contact our international team via:

Email: expoeasy@agility.com

PLEASE NOTE:

The Exhibition bumps in on very tight parameters and deliveries will not be accepted at the venue earlier. Furthermore, all freight must be removed from the venue the same night as Exhibition close – no exceptions.

For these reasons, we highly recommend using Agility as their service is door-to-stand and they work weekends and outside normal business hours.

Please refer to the insert “Benefits of using Agility” which outlines the services provided and will assist you in making an informed decision.

ONSITE MATERIALS HANDLING:

Exhibitors or their custom stand builder requiring a forklift during move in or move out, must pre-book these services in advance with Agility. Please do not just assume that Agility will be onsite.

To avoid disappointment, **you must complete a MATERIALS HANDLING SERVICES REQUEST (via the Agility Portal) by the due date – 20 February 2020**

Please see the Agility staff at the loading dock for assistance. Forklifts are operating during the following times only:

MOVE IN:

THURS 19 MARCH 0700-1800 – Stand Builders Only

FRI 20 MARCH 0700-1500

MOVE OUT:

MON 23 MARCH 1330-2100

STORAGE:

There will be limited onsite storage facilities for packing materials and boxes. It is recommended that Exhibitors consider their storage needs (of packing crates and freight forwarding materials) for the duration of the Exhibition. Exhibitors may not leave boxes and packing material in the Exhibition display area during the event.

Exhibitors or their custom stand builders requiring offsite storage during the event, must pre-book these services in advance with Agility. Charges apply.

A storage service can be booked in advance via **Agility’s Event Services Portal**; however, credit card details will not be asked for at that point.

Upon arrival at the venue, please visit the Agility Service Desk [located next to the loading dock] where the team will confirm your requirements and a credit card will be requested to take payment.

Agility accepts VISA, American Express, MasterCard and Debit Cards. Normal transaction fees apply and a receipt will be provided immediately by email via the POS system.

To ensure adequate resources are available, we do kindly ask that you still submit your needs in advance.

In the lead up to the event, the team at Agility will reach out to prompt and assist you in this regard.

Please do not just assume that Agility will always be onsite. To avoid disappointment, please complete the **MATERIALS HANDLING SERVICES REQUEST (via the Agility Portal) by the 20 February 2020.**

Please note:

- If you are using your own transport company, Agility cannot sign for delivery of goods on your behalf. Please ensure you make specific arrangements with your transport provider and/or ensure you have a representative onsite at the time of delivery.
- Agility Fairs & Events standard trading conditions apply for services provided – it is important that you are aware of these. Services include: transport, crantage, forklift, portorage, clearance, delivery, storage, positioning and all other onsite services.

LOADING DOCK ACCESS POLICY

Access 5.8m wide x 4.2m high x 32m long.

For freight delivery and Exhibition builds, access to and from the Loading Dock is via ramps and is on the flat. Please note that all vehicles are required to unload and move to the car park. On occasions loading will occur through the main Convention Centre entrance. Under no circumstances are vehicles to be left unattended on the Porte Cochere (main entrance).

For oversized items, Exhibitors must advise the Exhibition Manager a minimum of four weeks prior to the event to coordinate access via the Loading Dock.

SAFETY VESTS

All Organisers, contractors, Exhibitors and their staff must wear safety vests and closed in shoes whilst on the Loading Dock, service road or in the Exhibition hall during the construction, move in and move out of events. Vehicle drivers and offsideers or passengers utilising the service road or dock areas who intend to exit their vehicle are required to wear a safety vest or approved hi-visibility clothing for safety purposes.

AUDIO VISUAL

Audio visual equipment for Exhibition stands may be hired from NQ Exhibitions.

SHELL SCHEME / ELECTRICAL / AUDIO VISUAL / COMPUTER REQUIREMENTS
NQ Exhibitions

Contact	Beth Anderson
Telephone	+61 7 4041 2703
Email	beth@ngexhibitions.com.au

Audio visual equipment can also be hired through the venue. Please find venue contact details on page 2 of this manual.

CAR PARKING

The Centre’s car park is a ticket operated boom gate with a per entry fee of \$5.00. Access to the car park is via Sheridan Street. The car park is open Monday to Friday 7am to 7pm and will open over the weekend especially for the Congress.

FIRE REGULATIONS

Emergency reporting procedure

Upon discovering a fire during office hours, dial 9 on the nearest telephone or contact reception.

- Name
- Location and nature of fire

If out of office hours or if contact cannot be made with reception, use the nearest break glass station to activate the alarm.

Commence evacuation of the immediate area.

- Do not take unnecessary risks

- Do not enter smoke filled environments
- **Remember toxic gases may be present**

Alarm system

The alarm system at the Cairns Convention Centre is capable of emitting two types of signals:

1. Alert Signal

This is an intermittent tone (beep sound) which will be audible throughout the building and indicating that an alarm has been activated. All staff are to be on stand-by for duties as requested by the Chief Fire Warden.

On these occasions, the Chief Fire Warden makes the following announcement:

“Your attention please. Our early warning alarm system has been activated. The source is currently being investigated. We will advise you further. Thank you”.

If it is determined that it is a false alarm, the Chief Fire Warden is to immediately notify the Fire Brigade after which the guests are to be informed it was a false alarm by making the following announcement:

“Your attention please. The source of our early warning alarm has been located, rectified and cleared. No further action is required. Thank you”.

2. Evacuation alarm

This alarm is a loud, undulating intermittent (whoop) tone indicating that the premises are to be evacuated by patrons, performers and Centre staff.

A taped announcement **“Please proceed to the nearest exit and evacuate in an orderly manner”** will be heard in conjunction with the evacuation signal.

First aid

The venue’s first aid room is located outside Door 7 in the Sheridan Street Foyer. Please see Congress or venue staff to have access to first aid room.

FOOD & BEVERAGE REGULATIONS

For safety reasons, alcoholic beverages are strictly prohibited from the Exhibition (excluding official functions arranged by the organisers). This includes the period of move-in and move-out as well as during the Exhibition.

Any Exhibitor wishing to serve alcohol, beverages and food as ‘on stand’ hospitality, must advise the Exhibition Managers who will need to seek approval from the Congress venue before going ahead.

Cairns Convention Centre management must approve the distribution of food or beverage used as a means of demonstrating any product by an Exhibitor forming part of the Exhibition. Please contact events@cairnsconvention.com.au. Sale of food and beverage products is not permitted.

CLEANING

Cleaning of general aisle ways is included in the cost of the Exhibition space. Please ensure that the area around your display is kept as clean as possible at all times. Any rubbish or small boxes placed outside your display stand (in the general aisle ways) will be taken away by cleaning staff at the close of the Exhibition each day.

If you require specific individual stand cleaning this may be carried out by the venue. To pre-book this service, contact the venue events@cairnsconvention.com.au.

WIFI ACCESS

The venue offers complimentary Wi-Fi throughout the centre. The complimentary service is suitable for email, social media and basic internet browsing. This is not suitable for streaming video such as Skype. Internet packages are available to purchase for an additional cost. Please contact events@cairnsconvention.com.au to arrange.

PROGRAM

The detailed Congress program is available to download from the Congress website, [click here](#) to visit the Congress website.

CONGRESS MOBILE APP

The latest program can be viewed on the Congress mobile app. The app will be made available to anyone who has registered for the Congress.

The app will be the hub of Congress information, providing all attendees with the latest information covering full program details, information about speakers, daily Congress posts, photo sharing and a comprehensive list of industry displays. The app will also encourage delegates to network interactively within the app messaging feature. Information on how to download the app can be found in the pre-arrival letter, distributed via email to all registrants prior to arriving onsite.

SOCIAL PROGRAM

The following social functions are included in your complimentary and additional Exhibitor registrations:

Event	Date	Time
Stanley Wilkinson Oration and Welcome Reception	Friday 20 March 2020	1700 - 2000
Congress Party Night	Sunday 22 March 2020	1900 - 2300
Member Dinner	Monday 23 March 2020	1900 - 2300

If you require an additional ticket to the social functions, please email aso2020cairns@arinex.com.au to arrange. You can also purchase an additional exhibitor registration which includes tickets to the social functions. To read more about these additional registrations, refer to page 12.

Thinking about holding your own social function? We can help. Contact hteitzel@arinex.com.au today for further information and to discuss options available to you.

ACCOMMODATION

Whether booking for individuals or groups, enjoy the convenience of organising your accommodation requirements through the Congress Managers.

Benefit from:

- A streamlined booking process
- A choice of competitively priced quality hotels
- Coordination of specialist hotel services (eg: meeting rooms, group check in, gift delivery to rooms)
- Flexibility to cancel or change your booking up to 30 days out from the Congress

For further information on accommodation, please [click here](#) to visit the Congress website.

MARKETING RESOURCES – Tell everyone you’re exhibiting!

The Congress Managers have developed marketing resources available to download and distribute to your networks. These marketing tools can help you to increase awareness and visitation to your display. Please [click here](#) to view the Marketing Resources page on the website.

Please use the password ‘asoCairns2020’ to access the webpage.

COMPETITIONS / PRIZES / GIVEAWAYS

One of the keys to a successful Exhibition stand is interaction. Exhibitors are encouraged to introduce prize draws, guessing competitions and product giveaways to maximise your impact.

Examples of giveaway items appear below:

ACCEPTED ITEMS	PROHIBITED ITEMS
City souvenirs	Helium balloons
Writing pens, mouse pads, novelty items	Stickers or decals
Coffee mugs, plastic drink bottles	Tobacco products
Caps, t-shirts, chocolates, carry bags	Alcohol

Need some promotional items? We are here to help!

The Congress Managers are able to suggest items and coordinate production on your behalf which can greatly reduce your freight and transportation costs. Contact the Exhibition Manager to discuss your requirements hteitzel@arinex.com.au.

Any competition or trade promotion conducted at or in conjunction with an Exhibitors stand must comply with the Charitable and Non-Profit Gaming Act 1999, Regulations and Rules (Qld).

Prize Draws / Lotteries: For information regarding the rules and regulations relating to operating a competition or prize giveaway in Queensland contact the Queensland Office of Gaming Regulation on Tel: +61 7 3872 0999 or Email: info@qogr.qld.gov.au or refer to their website at www.qogr.qld.gov.au.

Exhibitors may not sell tickets for lotteries, raffles or competitions without the consent of the appropriate authorities and the Congress Managers. Written details must be provided to the Congress Managers by 19 February 2020 advising of the nature of any competitions taking place on your display.

INSURANCE / PRODUCT AND PUBLIC LIABILITY

Exhibitors must arrange adequate insurance cover for their stand, products and personnel. This must include the move-in and move-out times of the Exhibition as well as for the duration of the Exhibition. Public liability insurance must also be included to the value of **A\$20 million**. **Each Exhibitor must forward a Certificate of Currency of their Public Liability insurance to the Exhibition Manager hteitzel@arinex.com.au prior to 19 February 2020.**

PAYMENT, BOOKING CONDITIONS & CANCELLATIONS

In the event of cancellation, a service fee of A\$1,000 applies for each 9m² of space cancelled prior to 19 November 2019. No refunds will be made for cancellations after this date. Any space not claimed and occupied before 1500 on Friday 20 March 2020 can be reassigned without refund.

The Congress Managers reserve the right to rearrange the floor plan and/or relocate any exhibit without notice. The Congress Managers will not discount or refund for any facilities not used or required.

SECURITY

Exhibitors must make provisions for the safeguarding of their goods, materials, equipment and displays at all times. **Please be security conscious, do not leave bags, purses, laptops or any easily portable items unattended at any time in your stand.**

Please remember, the Exhibition Managers will not be held responsible for lost or damaged property. You are urged to maintain full insurance coverage for damage or loss of your property.

RULES OF EXHIBITING

All demonstrations or other promotional activities, e.g. literature handouts, must be confined to your exhibit space and at no time will be allowed to be located in or distributed from other locations in the Exhibition or the venue generally. **No Exhibitor will be allowed to display signs in any of the common areas of the Cairns Convention Centre unless participating in a program sponsored by their organisation.**

Aisles should not be obstructed in any way. Stand personnel, including promotional staff, etc., are not allowed to distribute literature or promotional items of any kind outside the confines of the contracted exhibit space. This restriction includes areas outside the Cairns Convention Centre.

Sufficient space must be provided within the stand for the comfort and safety of persons watching demonstrations and other promotional activities. If large crowds gather to watch a demonstration and interfere with the flow of aisle traffic, Exhibition Managers have the responsibility, as per fire regulations, to resolve the situation. The Exhibitor will be required to provide rope and stanchion or security personnel, to direct traffic, at the Exhibitor's expense, or the presentation will be terminated.

Demonstration tables must be placed a minimum of one metre from the aisle line of your Exhibition stand.

The Exhibition Managers reserve the right to restrict offensive or dangerous exhibits due to noise, method of operation or content of materials. Exhibition Managers may prohibit or remove any exhibit which, in the opinion of the Exhibition Managers, detracts from the general character of the Exhibition as a whole, or consists of products or services inconsistent with the purpose of the Exhibition. If in doubt, please call the Exhibition Managers in advance of the Exhibition to discuss your exhibit. The above restrictions include people, props, conduct, printed matter, and anything of a character which the Exhibition Managers determine is objectionable or inappropriate for any reason.

- **Exhibitors may not sell or distribute food/ beverages or tobacco.**
- **No animals may be displayed as part of the exhibit stand or brought into the Exhibition. Vision or hearing-impaired persons will be granted permission for trained guide dogs.**

- Please alert the Exhibition Managers, in writing, of any promotional items to be given away at your stand. The Exhibition Managers reserve the right to deny permission for promotional items deemed objectionable or inappropriate.
- The Cairns Convention Centre prohibits the use of helium balloons distributed or used for display purposes within the exhibit halls. No adhesive backed decals are to be given out or used within the exhibit halls. No exceptions will be allowed.

ATTACHMENTS SECTION

FREIGHT FORWARDING ADVICE

PLEASE COMPLETE AND RETURN TO CAIRNS CONVENTION CENTRE

Fax 07 4052 1152

Email events@cairnsconvention.com.au

All enquiries regarding delivery/dispatch details, please contact Main Reception on 07 4042 4200

Conference Name:	_____	Stand Number:	_____
Sender's Company Name:	_____		
Sender's Contact Name:	_____	Telephone	_____
Email:	_____	Mobile:	_____
Description of Goods (e.g. Banner, Box, Pallet)	_____		
Special Storage Instructions (e.g. hazardous material, requires refrigeration)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Details:	_____		
Approx. Cubic Measurement:	_____	Number of Items:	_____
Is a Forklift required to move goods:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Approximate Date of Delivery:	_____	Freight Company:	_____

CONDITIONS

- ◆ It is essential that exhibitors and freight forwarding requirements are notified to the Centre two (2) weeks prior to the event.
- ◆ The Cairns Convention Centre will not take delivery of any goods, packages or other materials on behalf of an exhibitor unless previously arranged. The Cairns Convention Centre does not accept responsibility for the safety of any items on, delivered or dispatched to the site in the absence of the Exhibitor, his Agent or Contractor.
- ◆ Deliveries can only be accepted Monday to Friday 09.00am to 5.00pm. For deliveries outside these hours, please contact the Event Coordinator as labour charges may apply.
- ◆ Exhibitors should ensure airway bill numbers/consignment numbers are carried with them at all times. This enables goods and equipment to be readily traced at customs and freight forwarding companies.
- ◆ All goods must be removed/dispatched within 72 hours of conclusion of the event. The Centre reserves the right to dispose of any goods after fourteen (14) days.
- ◆ All material dispatched to the Cairns Convention Centre must be clearly marked with the following information:
 - ◇ Company name
 - ◇ Contact person at the exhibition
 - ◇ Stand number
 - ◇ Event name & dates
 - ◇ Room name and floor level
- ◆ **Forwarding Address:**
Cairns Convention Centre
Cnr Wharf & Sheridan Streets
CAIRNS QLD 4870

Freight Return

Before you leave the Centre

Have you:

- ◆ **Labelled** your freight correctly (return address, contact name, phone number, item numbers, i.e. 1 of 5)?
- ◆ **Attached** con-note & **signed** the Declaration of Dangerous Goods?
- ◆ **Contacted** your freight company to collect your goods?
- ◆ **Completed** the Cairns Convention Centre 'Outgoing Freight' document (green form)?

Courier companies **will not** collect goods unless there is a completed and **signed consignment note** attached to your freight. **Our Centre Staff can't sign any consignment notes on your behalf.**

The Cairns Convention Centre accepts no responsibility for freight left without completed consignment notes or incorrectly completed consignment notes. Freight that has not been collected within 14 days will be disposed of.

Freight Pick Up Address:

Cairns Convention Centre
Cnr Wharf & Sheridan Streets
Cairns QLD 4870

Any questions regarding outgoing freight please call the Cairns Convention Centre Duty Mobile on: 0474 420 956 or during office hours the Main Reception: 07 4042 4200

TO: CAIRNS CONVENTION CENTRE
Corner of Wharf & Sheridan Streets
CAIRNS QLD 4870
AUSTRALIA



CONFERENCE NAME:	ASO 2020		
CONFERENCE DATE:	19 - 23 March 2020		

COMPANY NAME:			
CONTACT PERSON AT CONFERENCE:		MOBILE NUMBER:	
ITEM NUMBER: (e.g. 1 of 2)	Of	CONSIGNMENT NOTE NUMBER:	

DELIVER TO: (Circle One Only)	Exhibition	Satchel Packing	Organisers Office
BOOTH NUMBER: (Exhibition Only)			

By signing for delivery of this shipment CCC does not take any responsibility for the condition of the goods or quantity received. All responsibility remains with the sender. **Goods to be delivered between 0900-1700 Mon-Fri. Please call CCC Reception on (07) 4042 4200 on arrival at the Centre.**