



THE 2022 ACC HIGGINS AUSTRALIAN FUNERAL EXPO

The Expo by Funeral Directors for Funeral Directors



2022 EXHIBITOR MANUAL

Expo Sneak Preview

Friday 18 November 2022

6:30pm - 9:00pm

Australian Funeral Expo

Saturday 19 November 2022

10:00am - 4:00pm

Gold Coast Convention and Exhibition Centre

2684-2690 Gold Coast Hwy, Broadbeach QLD 4218 Australia

Email info@afexpo.com.au

Web www.afexpo.com.au

Phone 0408 208 195

From Overseas +61 408 208 195

PO Box 20, Stockton NSW 2295, Australia

Presented by The Funeral Directors' Association of NSW (ABN 46 978 571 730)
Freecall (Australia Only) 1800 613 913 from outside Australia phone +61 2 9746 9366

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Key Contacts

Organisers

Exhibitor & General Enquiries (inc. Dinners)

Australian Funeral Expo (AFE)

Post: PO Box 20, Stockton NSW 2295
Contact: Andrew France / Michelle France
Phone: +61 408 208 195
Email: info@afexpo.com.au
Web: www.afexpo.com.au

ACC Higgins Funeral Industry Leadership Forum Enquiries

ACC Higgins

Address: 2 Braid Street, West Footscray VIC 3012
Phone: +61 3 9283 7555
Email: info@acchiggins.com.au
Web: www.acchiggins.com.au

Association Membership Enquiries

The Funeral Directors Association of NSW (FDA)

Post: PO Box 5661, Q Supercentre QLD 4218
Contact: John Kaus (Executive Officer)
Phone: +61 2 9746 9366
Email: secretary@fdansw.com.au
Web: www.fdansw.com.au

Suppliers

Exhibitions Builder / Stand Design / Lighting Power / Furniture Hire

ExpoNet

Contact: Exhibitor Services Team
Phone: +61 2 9645 7070
Email: esd@exponet.com.au
Web: www.exponet.com.au

Venue Services / Stand Catering (inc. Food & Beverage Service Permits) / Communications Gold Coast Convention & Exhibition Centre (GCCEC)

Contact: Racheal Cadee (Event Planner)
Phone: +61 7 5504 4021
Email: rcadee@gccec.com.au
Web: www.gccec.com.au

OR

Contact: Exhibitor Services
Phone: +61 7 5504 4000
Email: exhibitorservices@gccec.com.au
Web: www.gccec.com.au

Transport / Freight Forwarder

Gold Coast Convention & Exhibition Centre (GCCEC)

Contact: Racheal Cadee (Event Planner)
Phone: +61 7 5504 4021
Email: rcadee@gccec.com.au
Web: www.gccec.com.au

OR

Contact: Logistics Department
Phone: +61 7 5504 4185
Email: freight@gccec.com.au
Web: www.gccec.com.au

Logistics (e.g. Use of Forklift)

Australian Funeral Expo (AFE)

Contact: Andrew France / Michelle France
Phone: +61 408 208 195
Email: info@afexpo.com.au
Web: www.afexpo.com.au

Exhibitor Checklist & Due Dates

Item	Notes	Due Date	Completed
Exhibitor Profile (Online)	<i>Exhibitor Profiles for the online Expo Directory should be completed at the time of booking</i>	Immediately at Booking	<input type="checkbox"/>
Dracula's Tickets (Exhibitor Ticket Order Form)	<i>Use this form to Book Staff Tickets for the Expo & Dinners (be aware of the various deadlines)</i>	14 September 2022	<input type="checkbox"/>
Expo Sneak Preview Tickets (Exhibitor Ticket Order Form)	<i>Use this form to Book Staff Tickets for the Expo & Dinners (be aware of the various deadlines)</i>	14 October 2022	<input type="checkbox"/>
GCCEC Authority to Sign Form	<i>Delivery & Consignment of Freight</i>	28 October 2022	<input type="checkbox"/>
GCCEC Exhibitor Services	<i>Food & Beverage Sampling & Service, Internet & Communications, etc.</i>	28 October 2022	<input type="checkbox"/>
Stand Cleaning Order Form	<i>Overnight Cleaning of Exhibit Site</i>	28 October 2022	<input type="checkbox"/>
ExpoNet Exhibitor Services	<i>Fascia Sign, Furniture & Stand Fit-Out, Lighting & Electrical, Audio Visual, etc.</i>	28 October 2022	<input type="checkbox"/>
Use of Forklift & Logistics	<i>Contact the Australian Funeral Expo to check the availability of logistics during Bump-In/Out (e.g. use of forklift – available for a fee)</i>	28 October 2022	<input type="checkbox"/>
Accommodation & Flights	<i>Ensure Accommodation & Flights are Booked ASAP</i>	17 November 2022	<input type="checkbox"/>
Public Liability Insurance	<i>Certificate of Currency showing \$20m Public Liability cover during event</i>	17 November 2022	<input type="checkbox"/>
Electrical Equipment Testing & Tagging	<i>All electrical items to be Tested & Tagged (ExpoNet provide service onsite for a fee)</i>	18 November 2022	<input type="checkbox"/>
Safety Vest & Closed-In Shoes	<i>Required during Bump-In/Out</i>	18 November 2022	<input type="checkbox"/>



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Friday 18 November 2022 6:30pm - 9:00pm
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Gold Coast Convention & Exhibition Centre
2684-2690 Gold Coast Hwy, Broadbeach QLD 4218 Australia

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Schedule – Key Dates & Times

FRIDAY 18 November 2022		Bump-In & Expo Sneak Preview	
1000	10:00am	Electrical Inspection and Testing & Tagging Commences	All electrical equipment must comply with AS/NZS 3760:2022. Exhibitors are responsible for ensuring compliance. <i>ExpoNet Customer Service is available onsite to test and tag non-conforming equipment electrical (subject to a nominal fee).</i>
1030	10:30am	Bump-In (Exhibitor Unload & Set Up) Commences for all exhibitors	Access Loading Dock via car park (entrance off Gold Coast Highway). <i>All exhibitors must complete bump-in by 1600 (4:00pm). NOTE: Vehicles are not permitted to remain in the loading dock area for an extended time and must be moved once unloading is completed.</i>
1600	4:00pm	Bump-In (Exhibitor Unload) Concludes	Exit Loading Dock via exit to TE Peters Drive and then to Gold Coast Highway. <i>All exhibitors must complete bump-in by 1600 (4:00pm). No access to the loading dock is permitted after this time.</i>
1600	4:00pm	Electrical Inspection and Testing & Tagging Concludes	Any non-compliant electrical equipment must be removed from the exhibit hall. <i>ExpoNet Customer Service will cease operations at 1600 (4:00pm).</i>
1730	5:30pm	Exhibitor Set Up Concludes	Exhibitors may continue working within the confines of their own stand but are not permitted to move additional items in or out of the exhibition hall. <i>All exhibitors must complete setting up their exhibits by 1730 (5:30pm). Exhibitor staff not booked for the Expo Sneak Preview event must vacate the hall by 1730 (5:30pm).</i>
1730	5:30pm	Exhibitor Access to Expo Sneak Preview Commences	Access via the main foyer of the Gold Coast Convention & Exhibition Centre. <i>Exhibitor staff with tickets for the Expo Sneak Preview event will be permitted to enter or remain in the exhibition hall in preparation for the Expo Sneak Preview.</i>
1830	6:30pm	Expo Sneak Preview Open to Ticket Holders	Exhibitors not inside the exhibition hall by this time may experience delays as they wait with general attendees to enter. <i>Tickets must be booked for this event in advance.</i>
1900	7:00pm	Official Opening Ceremony Commences	To take place at the café seating area (northern end of the exhibition hall). <i>To avoid disruption to the opening ceremony, exhibitors will not be permitted to enter or leave the hall during this time.</i>
2100	9:00pm	Expo Sneak Preview Concludes	All attendees and exhibitor staff must leave the exhibition hall. <i>No exhibitors or attendees are permitted to remain in the hall after the expo closes. No part of any exhibit may be “pulled down” or packed up until bump-out commences on Sunday 20 November 2022 at 0800 (8:00am).</i>

IMPORTANT INFORMATION: FRIDAY 18 November 2022 <i>Bump-In & Expo Sneak Preview</i>	
ARRIVAL FOR BUMP-IN	Please check-in with an Australian Funeral Expo staff member at the <i>Registration Desk</i> (located at the main entrance to the hall) upon arrival. Exhibitor ID Passes will be issued upon check-in.
LOADING DOCK ACCESS	Exhibitors may only use the loading dock to unload (and load) their vehicles. Once vehicles are unloaded, exhibitors must remove their vehicle(s) from the loading dock area. Security staff monitor this area, and their directives must be obeyed at all times.
SAFETY	During bump-in and bump-out, all people present in the exhibition hall must wear a <i>Hi-Vis</i> safety vest (or similar high visibility clothing) and <i>closed in</i> shoes. Any person not wearing these items will not be allowed into the exhibition hall during these times.
ELECTRICAL TESTING & TAGGING	All appliances and leads must comply with the Australian Standard AS/NZS 3760:2022, which requires the appliance to be inspected, tested and tagged. Non-compliant items will not be permitted to be used onsite and must be removed from the exhibition hall.
MANUAL HANDLING EQUIPMENT	Exhibitors must advise the Australian Funeral Expo if they require the use of any manual handling equipment (e.g. forklifts) prior to the date of bump-in and these must be booked by the exhibitor directly with the Australian Funeral Expo . Exhibitors bringing their own equipment (e.g. trolleys and carts) for use during bump-in must remove the equipment from the exhibition hall as soon as they have set up.
STORAGE OF EMPTY CARTONS/CRATES	Exhibitors are required to remove all boxes, cartons and crates, etc. from the hall once they have unpacked for their exhibit during bump-in. No storage space is available at the GCCEC unless arranged directly by the exhibitor with GCCEC or AFE prior to the expo.
ID PASS & TICKETS	Exhibitors should bring their tickets or their ID lanyards to bump-in, the Expo Sneak Preview, and the Expo for scanning upon entry. All attendees (exhibitors included) will receive a colour coded ID lanyard which is required as evidence of attendance if leaving and returning to the hall. ID lanyards are also required as an indication of a person's entitlement to paid events held in conjunction with the expo.
CAFÉ	The café inside the exhibition hall is not open on Friday during bump-in. There is an on-site café located within the foyer of the GCCEC exhibition building where food and drink may be purchased (operating hours are limited).
BUMP-IN TIMES	Exhibitors must complete their bump-in during the allotted time. There is no facility to extend this time or to alter it.
COMFORT	Many exhibitors will be remaining behind for the Expo Sneak Preview following bump-in which will make this day a "long day". As such, we encourage all exhibitors to dress comfortably and wear appropriate footwear giving consideration to the fact that exhibitors may be spending several hours or more in the exhibition hall. Attendees have been encouraged to dress comfortably and to wear appropriate footwear, and the expo has been promoted as a casual event to compliment this.

SATURDAY 19 November 2022		Expo & Dracula's	
0830	8:30am	Exhibition Hall Opens for Exhibitor Access	<p>Access via the main foyer of the Gold Coast Convention & Exhibition Centre.</p> <p><i>No access to the exhibit hall is permitted until this time. Exhibitors are reminded that there is no access via the loading dock area outside of the bump-in/out times.</i></p>
0830	8:30am	Exhibitor Entry Opens & Processing of Exhibitor ID Passes and Tickets Begins	<p>All expo attendees (including exhibitors) must have a ticket or an ID lanyard which will be scanned upon entry to the exhibition hall.</p> <p><i>Whilst pre-booked tickets can be searched at the registration desk, and new tickets can be issued "at the door", it will save considerable time if tickets are ready to be scanned upon entry.</i></p>
1000	10:00am	Expo Opens to General Attendees	<p>Scanning of expo attendees' tickets (or checking ID lanyards for those who have already attended the Friday evening) will commence and visitors will begin entering the exhibition area.</p> <p><i>All exhibitors must have their exhibits finished by this time (no further work is permitted) and all exhibits must be staffed for the duration of the expo. No exhibit is permitted to be closed until the close of the expo at 1600 (4:00pm).</i></p>
1000	10:00am	Issuing of Wristbands for Dracula's Cabaret Dinner & Show Commences	<p>Ticket holders for Dracula's Cabaret Dinner & Show on the Saturday evening must attend Hillier by Design to obtain a wristband for entry into Dracula's.</p> <p><i>Any person (exhibitors and attendees) with a pre-purchased ticket for Dracula's Cabaret Dinner & Show MUST attend Hillier by Design's exhibit site with their ticket where they will be allocated a wristband which is required for entry into Dracula's in the evening.</i></p>
1600	4:00pm	Expo Closes	<p>All attendees and exhibitor staff must leave the exhibition hall.</p> <p><i>No exhibitors or attendees are permitted to remain in the hall after the expo closes. No part of any exhibit may be "pulled down" or packed up until bump-out commences on Sunday 20 November 2022 at 0800 (8:00am).</i></p>
1900	7:00pm	Dracula's Cabaret Dinner & Show	<p>Dracula's Cabaret, 1 Hooker Blvd, Broadbeach QLD 4218.</p> <p><i>Ticket holders MUST have collected their wristband from Hillier by Design prior to the expo closing at 1600 (4:00pm). No admittance is permitted to Dracula's without a wristband.</i></p>

IMPORTANT INFORMATION: SATURDAY 19 November 2022 *Expo & Dracula's*

ID PASS & TICKETS	Exhibitors should bring their tickets or their ID lanyards to bump-in, the Expo Sneak Preview, and the Expo for scanning upon entry. All attendees (exhibitors included) will receive a colour coded ID lanyard which is required as evidence of attendance if leaving and returning to the hall. ID lanyards are also required as an indication of a person's entitlement to paid events held in conjunction with the expo.
CAFE	The café located within the exhibition hall will be open during the day to purchase food and beverages (including alcohol).
NO LATE BUMP-IN	Exhibitors are not permitted to bump-in outside of the designated bump-in times.
NO EARLY BUMP-OUT	Exhibitors are not permitted to pack up their exhibit and/or bump out prior to the designated bump-out hours.
LOADING DOCK ACCESS	There is no unauthorised access to the loading dock outside of the designated bump-in/out times. No exhibitor will be permitted to access the loading dock outside of these hours.
USE OF COURIER & FREIGHT SERVICES - NO DELIVERIES OR COLLECTIONS OUTSIDE OF BUMP-IN/OUT TIMES	No exhibitor is permitted to organise the delivery and/or collection or consignment of any items with a freight or courier service at any time outside of the designated bump-in/out times unless arranged with GCCEC prior to the event. No such services are permitted to occur at any time on Saturday 19 November 2022.
COMFORT	We encourage all exhibitors and attendees to dress comfortably and wear appropriate footwear and the expo has been promoted as a casual event to compliment this.

SUNDAY 20 November 2022 *Bump-Out*

0800	8:00am	Bump-Out (Exhibitor Pack Up & Load) Commences for all exhibitors	Access Loading Dock via car park (entrance off Gold Coast Highway).	<i>All exhibitors must complete bump-out by 1200 (12:00pm)</i>
1200	12:00pm	Bump-Out (Exhibitor Pack Up & Load) Concludes	Exit Loading Dock via exit to TE Peters Drive and then to Gold Coast Highway.	<i>All exhibitors must vacate the hall by 1200 (12:00pm). No admittance to the area is permitted after this time.</i>

IMPORTANT INFORMATION: 20 November 2022 *Bump-Out*

LOADING DOCK ACCESS	Exhibitors may only use the loading dock to unload (and load) their vehicles. Once vehicles are unloaded, exhibitors must remove their vehicle(s) from the loading dock area. Security staff monitor this area, and their directives must be obeyed at all times.
SAFETY	During bump-in and bump-out, all people present in the exhibition hall must wear a Hi-Vis safety vest (or similar high visibility clothing) and closed in shoes. Any person not wearing these items will not be allowed into the exhibition hall during these times.
MANUAL HANDLING EQUIPMENT	Exhibitors must advise the Australian Funeral Expo if they require the use of any manual handling equipment (e.g. forklifts) prior to the date of bump-in and these must be booked by the exhibitor directly with the Australian Funeral Expo. Exhibitors bringing their own equipment (e.g. trolleys and carts) for use during bump-out must remove the equipment from the exhibition hall as soon as they have set up.
CAFÉ	The café inside the exhibition hall is not open on Sunday during bump-out.
BUMP-OUT TIMES	Exhibitors must complete their bump-out during the allotted time. There is no facility to extend this time or to alter it to.

General Information

Accommodation

No accommodation options are affiliated with this event, but all hotel tastes can be catered for, with thousands of options available in Australia's number one holiday destination, the beautiful Gold Coast. Further information is available at www.gccec.com.au/accommodation.

Audio Visual

To order any audio visual requirements for your exhibit please contact **ExpoNet**.

Bump-In / Bump-Out

For Bump-In and Bump-Out (move in / out or set up / pull down) times please see the *Schedule – Key Dates & Times* section beginning on page 6. Exhibitors are only permitted to bump-in and bump-out during the nominated hours.

Cleaning

Cleaning of general and public areas done post Bump-In and post Expo Sneak Preview. Exhibitors may organise for their sites to be cleaned via GCCEC.

Communications

Internet and communication services are provided by GCCEC and may be booked through their **Exhibitor Services Team**.

Phone: +61 7 5504 4000

Email: exhibitorservices@gccec.com.au

Web: www.gccec.com.au

Electrical & Lighting

The GCCEC has a power consumption policy aimed at reducing the venue's power consumption. All exhibit sites are required to turn off non-essential power outside of exhibition hours. Please be aware that additional power and associated charges will apply for any power connected outside of exhibition hours. Power requirements outside of exhibition hours must be connected via isolated power at an additional charge and must be arranged with GCCEC.

All electrical and lighting requirements can be ordered through **ExpoNet**. If using your own equipment or an alternative provider, you must confirm the equipment conforms to the Gold Coast Convention & Exhibition Centre's Workplace Health & Safety standards.

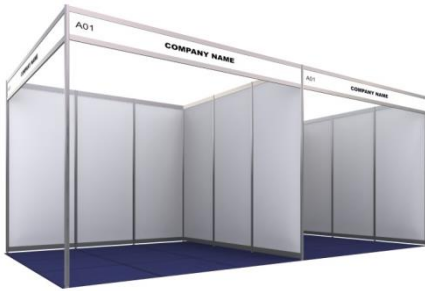
Electrical Testing & Tagging

All appliances and leads must comply with the Australian Standard AS/NZS 3760:2022, which requires the appliance to be inspected, tested and tagged. Items that do not comply will not be permitted to be used onsite. Such equipment may include, but is not limited to, power boards, power leads, extension leads, lights, laptop power supplies, computers, phone charges, three-phase equipment, tools and any other electrical appliance that plugs into a power outlet. Double adaptors are not permitted to be used at the expo, although power boards are accepted (providing they are suitably tested and tagged). Single insulated cabling that is not in accordance with the electrical wiring standard AS3000 and exposed 240 volt terminals or terminal blocks are not permitted onsite.

The **ExpoNet Customer Service Team** will be onsite during bump-in (Friday 8 September 2017) and are available to test and tag electrical equipment (for a small fee and subject to the number of items in question). Non-conforming electrical equipment must be removed offsite.

Exhibit Sites & Inclusions

Exhibitors will have their site built and fitted out by **ExpoNet**. Please note inclusions vary depending on the type of site chosen.



Standard Exhibit

Walls: Minimum 2.4m high partition walls to separate adjoining display areas and rear walls not fronting an aisle. Display boundaries adjoining an aisle (including end, corner and multiple unit displays) do not include partition walls for these areas. Exhibitors may only change the layout and type of partition walls within their exhibit space subject to consultation and approval from Australian Funeral Expo (AFE).

Fascia: A polished aluminium fascia, 300mm deep on all aisle frontages.

Signage: All open aisle frontages will have a fascia sign consisting of the exhibitor's name (standard lettering - maximum 30 characters) and stand number supplied by AFE.

Lighting: 2 x track spotlights per 9sqm of exhibit space. Lights will be mounted on the inside of the front fascia.

Power: 1 x single power point per exhibit space (regardless of size) to be positioned in the rear corner of the exhibit space.

Carpet: Carpet (standard carpet tiles) colour as determined by AFE.

Premium Exhibit

Walls: NOT INCLUDED - Because Premium Exhibit spaces are an "Island" style - no walls are included as standard (please note that where applicable, walls adjoining other exhibit spaces and rear walls adjacent to the exhibition hall walls will be provided as an inclusion). This enables the exhibitor to promote the exhibit on all four sides which are exposed to public walkways. Please liaise with ExpoNet to create a site which is both functional and maximises your presence and opportunities with expo attendees. Should a

Premium exhibitor require walls either internally, or on one or more sides, this will be permitted.

Fascia: A polished aluminium fascia, 300mm deep on all aisle frontages.

Signage: All open aisle frontages will have a fascia sign consisting of the exhibitor's name (standard lettering - maximum 30 characters) and stand number supplied by AFE.

Lighting: 2 x track spotlights per 9sqm of exhibit space. Lights will be mounted on the inside of the front fascia.

Power: 1 x single power point per exhibit space (regardless of size) to be positioned in the rear corner of the exhibit space.

Carpet: Carpet (standard carpet tiles) colour as determined by AFE.

Vehicle Showcase

Walls: NOT INCLUDED

Fascia: NOT INCLUDED

Signage: NOT INCLUDED (exhibitors should provide their own free-standing signage or liaise with ExpoNet regarding exhibit and signage options).

Lighting: NOT INCLUDED (individual lighting may be organised by the exhibitor directly with ExpoNet).

Power: 1 x single power point per exhibit space (regardless of size) to be positioned in the rear corner of the exhibit space.

Carpet: Carpet (standard carpet tiles) colour as determined by AFE.

To maximise your expo presence, and to design both a functional and an eye-catching site, exhibitors are encouraged to liaise with **ExpoNet's Exhibitor Services Team** on **+61 2 9645 7070** or via email at **esd@exponet.com.au** to order speciality stand and exhibit packages (including custom design and construction, signage and graphics services, electrical services, and furniture and audio visual hire).

Expo Directory

The official **2022 ACC Higgins Australian Funeral Expo Directory** is made available to all attendees online. The directory contains a complete list of exhibitors and a floor plan, and each exhibitor is encouraged to utilise their complimentary **Exhibitor Profile** listing via AFE's online portal.

Each exhibitor is provided a unique link to their profile at the time of booking. Exhibitor listings may include the exhibitor's logo and contact details as well as a QR code linking mobile users to the exhibitor's website (or a specific page for the expo). Videos, photos, PDF's and links to social media sites may all be uploaded to the exhibitor's listing.

Food & Beverage Sampling & Service

The Gold Coast Convention & Exhibition Centre (GCCEC) is the sole provider of food and beverages onsite. Any exhibitor proposing catering of any kind, or offering food or beverage samples to attendees (no matter how small), **MUST** have prior approval from GCCEC

Food and beverage services and approval for on-stand catering must be booked and/or advised through **GCCEC's Exhibitor Services Team**.

Phone: +61 7 5504 4000

Email: exhibitorservices@gccec.com.au

Web: www.gccec.com.au

Freight & Logistics

Delivery & Consignment

GCCEC can accept delivery and consignment of freight. Bookings for this service must be made in advance and prior to **28 October 2022**. No items will be received by GCCEC, and deliveries will be refused unless prior approval had been granted. For information regarding this service, please contact the **GCCEC Logistics Department**.

Phone: +61 7 5504 4185

Email: freight@gccec.com.au

Web: www.gccec.com.au

Manual Handling Equipment

There are limited manual handling aids available onsite, and each exhibitor must supply their own manual handling aids as required (such as trolleys). A forklift and driver (and relevant safety staff) can be arranged for exhibitors requiring this service and exhibitors **MUST** book this service with the **Australian Funeral Expo** prior to **28 October 2022**. AFE will negotiate a booking time with the exhibitor and a fee may be charged.

Storage

Exhibitors are not permitted to store items on site unless prior approval has been granted by GCCEC. It is recommended that exhibitors consider their storage needs (of packing crates and freight forwarded materials) for the duration of the expo. Exhibitors are required to manage transportation, handling, and storage of all items at all times. For more information, contact **GCCEC's Exhibitor Services Team**.

Phone: +61 7 5504 4000

Email: exhibitorservices@gccec.com.au

Web: www.gccec.com.au

Funeral Industry Leadership Forum

In conjunction with this year's expo, ACC Higgins is excited to announce that the **ACC Higgins Funeral Industry Leadership Forum** will be held at the **Sofitel Gold Coast Broadbeach** 81 Surf Parade, Broadbeach QLD 4218 (opposite the Gold Coast Convention and Exhibition Centre) on **Friday 18 November 2022**. This event will feature a fantastic line-up of speakers and presenters to compliment this year's Expo.

ACC Higgins is conducting the Leadership Forum in conjunction with the expo. For further information or to reserve your seat at the Forum, please contact ACC Higgins directly on **1300 588 480 (+61 3 9283 7555** if outside Australia) or via email at info@acchiggins.com.au.

Furniture

Furniture may be hired through **ExpoNet's Exhibitor Services Team**. Should an exhibitor wish to provide their own furniture or organise this through another third-party provider, they must ensure adherence to GCCEC's Workplace Health & Safety and Exhibitor policies. **ExpoNet's Exhibitor Services Team** can be contacted at:

Phone: +61 2 9645 7070

Email: esd@exponet.com.au

Web: www.exponet.com.au

Hawkers

It can be a practice for some salespeople who are not expo exhibitors to sell and market their products to attendees during the expo. These salespeople and hawkers take the opportunity of having a multitude of industry leaders in one place to target. This practice is not permitted at the Australian Funeral Expo and hawkers will be required to leave the venue immediately. We ask all exhibitors and attendees to please inform us if they are approached by any 'non-exhibitor' salesperson or hawker during the expo.

ID Access Passes

All exhibitor staff will be issued an **ID Pass** containing the individual's name and the registered exhibitor's name. ID Passes will be available to be collected from the Registration Desk during bump-in on Friday 18 November 2022. All exhibitor staff must be registered via completion of the **Exhibitor Ticket Order Form** which **MUST** be returned to our office by email info@afexpo.com.au by the relevant booking deadlines for various events (as listed on the form).

Insurance & Liability

The Australian Funeral Expo (AFE), or The Funeral Directors' Association of NSW (FDA), or any staff, employees, agents or other representative of the Australian Funeral Expo and the Gold Coast Convention & Exhibition Centre (GCCEC) shall not be responsible for any loss, damage or injury that may occur to any exhibitor, their employees (public or other), or property from any cause whatsoever prior, during and subsequent to the expo.

Upon contracting for an exhibit site, the exhibitor expressly releases the expo organisers from, and agrees to indemnify the same against, any and all claims for such direct or indirect loss, damage or injury. Exhibitors shall indemnify and hold harmless AFE, FDA, and GCCEC, and its agents from all liability (damage, incident or accident) which might ensue from any cause resulting from or connected with the transportation, placing, removal or display of exhibits.

Each exhibitor should secure insurance and are reminded that they must produce evidence showing a minimum of \$20 million Public Liability cover during the period of the expo (inc. bump-in and out dates - 18 November 2022 to 20 November 2022

One Underwriting offer a **Stallholder Liability** policy which may be obtained for one off events (such as an expo). One Underwriting can be contacted on **1300 000 663** or via their website at www.oneunderwriting.com.au. Neither the GCCEC or AFE (the event coordinator) is responsible for damage or theft in regard to stock, display material, personal or business goods on your display. The Australian Funeral Expo has no affiliation with One Underwriting nor can we comment on the quality of their products or services.

Loading Dock Access

Access to the loading dock is via the Gold Coast Convention & Exhibition Centre car park (entrance off Gold Coast Highway).

Exhibitors may only use the loading dock to unload (and load) their vehicles. Once vehicles are unloaded, exhibitors must remove their vehicle(s) from the loading dock area. Security will actively enforce this requirement.

Please see the **Loading Dock Plan** located on the back page of this document.



ACC HIGGINS



THE 2022 ACC HIGGINS AUSTRALIAN FUNERAL EXPO

The Expo by Funeral Directors for Funeral Directors

Friday 18 November 2022 6:30pm - 9:00pm
Saturday 19 November 2022 10:00am - 4:00pm

Gold Coast Convention & Exhibition Centre
2684-2690 Gold Coast Hwy, Broadbeach QLD 4218 Australia

Meals

The café inside the exhibition hall is not open on Friday or Sunday during bump-in/out. There is an on-site café located within the foyer of the GCCEC exhibition building where food and drink may be purchased (please note the hours of operation may be limited and subject to demand) and there are a number of food service venues located nearby. The exhibition hall café will be open on Saturday 19 November 2022 during the expo to purchase food and beverages (including alcohol).

Occupational Health & Safety

During bump-in (Friday 18 November 2022) and bump-out (Sunday 20 November 2022), the exhibition site is designated as a construction workplace and extreme care must be taken at all times. As a reminder, please ensure all exhibitor staff working during bump-in and bump-out wear a “Hi-Vis” Safety Vest and Closed-In Footwear. GCCEC security staff may not allow access to any person not meeting these requirements.

Opening Times

The expo will be open to attendees on Friday 18 November 2022 between 6:30pm and 9:00pm for the Expo Sneak Preview and on Saturday 19 November 2022 between 10:00am and 4:00pm for the expo. All exhibitors must provide adequate staffing onsite for their exhibits during these periods.

Parking

Onsite parking is available at a cost of \$12.00 per car per day.

Payment

Exhibitors must ensure payments for exhibit sites, sponsorships and tickets are paid in accordance with the terms and conditions of the **2022 Exhibitor Terms & Conditions** agreed to by the exhibitor at the time of booking.

Note: No Exhibitor will be permitted to move in or occupy any exhibition space, or to utilise any services until all outstanding amounts are paid.

Prize Draws & Raffles

Exhibitors planning to offer prize draws and raffles during the expo are reminded to check their obligations and permit requirements under Queensland government regulations. Information regarding the *Charitable and Non-Profit Gaming Act 1999* is available at:

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/gaming/not-profit-charitable/competitions-raffles-bingo>

Security

The Gold Coast Convention & Exhibition Centre provides 24 hour onsite security and the exhibition hall will be locked at all times outside of allocated bump-in/out and exhibition times and when unattended by Australian Funeral Expo staff and representatives. No admittance is permitted to the expo hall outside of the expo or sneak preview and bump-in/out times.

Storage

Exhibitors are required to remove all boxes, cartons and crates, etc. from the hall once they have unpacked for their exhibit during bump-in. No storage space is available at the GCCEC unless arranged directly by the exhibitor with GCCEC prior to the expo. For more information, contact **GCCEC's Exhibitor Services Team**.

Phone: +61 7 5504 4000

Email: exhibitorservices@gccec.com.au

Web: www.gccec.com.au

Tickets

Exhibitors **MUST** book tickets for all staff attending the expo and/or any of the associated dinners via their **Exhibitor Ticket Order Form**. This form **MUST** be returned to our office via email info@afexpo.com.au by the relevant booking deadlines for various events (as listed on the form).

Email info@afexpo.com.au

Web www.afexpo.com.au

Phone 0408 208 195

From Overseas +61 408 208 195

PO Box 20, Stockton NSW 2295, Australia

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GCCEC Loading Dock Plan

GCCEC LOADING DOCK ENTRY

