

EXHIBITOR MANUAL

**AGHA MELBOURNE
GIFT FAIR**
AUSTRALIAN GIFT & HOMEWARES ASSOCIATION

2025

Dear Exhibitor, the exhibitor manual contains important and comprehensive information regarding the rules and regulations of AGHA events as well as your obligations as an exhibitor.

Exhibiting at the AGHA Melbourne Gift Fair, you are responsible for ensuring anyone involved in the building of, transporting goods to/from, or working on your stand has access to and complies with these regulations.

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INFO HUB

[Click Here to go to view your info hub.](#)

Your info hub will be your best friend while you prepare to exhibit. On your info hub, you will find information such as:

- ❖ Moving in/out
- ❖ Testing and Tagging
- ❖ Exhibitor Tasks
- ❖ Parking
- ❖ Leads
- ❖ Where to direct stand enquiries and more...

Please note: When completing forms and accessing your leads, you will be required to sign in. Login details have been emailed to you.

However, if you need any help, reach out to events@agha.com.au.

EXHIBITOR TASKS

COMPULSORY TASKS

Due Date	Task	Notes
ASAP Submit to: accounts@agha.com.au	Public Liability Insurance (PLI) Submission	Your PLI Certificate of Currency must include the following information: <ul style="list-style-type: none"> - Your legal Entity Name / Company Name / Trading Name (including ABN) - Public Liability Insurance must cover a minimum of \$20 Million AUD - Coverage of policy: Australia OR Worldwide OR Trade Fairs only - Policy period + Expiry date
ASAP Submit to: advertising@agha.com.au	Marketing Submission (Logo, product / brand images and your company blurb)	Specs / details: Logo: 200px x 115px landscape 60-word blurb x3 Images: 540px x 365px If you need to resize any images, simply google for an image resizer, otherwise click here for an option
ASAP If you haven't received any email to log on, please contact the AGHA team	Online Directory	This is your online business profile. Log onto your online directory to complete your profile. On your online directory, you will be able to upload additional images, choose your product categories (which will be used in the printed Buyers Guide) and more.
Friday 4th July 2025 Click here to complete	Stand Information Form	This gives our team insight on what your needs are for your stand.
Friday 18th July 2025 Click here to complete	Exhibitor Badge Registration Form	Every exhibitor and their staff must have a badge. Complete this form to easily print your badge onsite.

(continued on next page)

BEFORE MOVING IN Click here to complete	MCEC Site Induction	Every individual onsite during move-in/out must complete the venues site induction. This includes: Contractors building stands, Exhibitors building or constructing their stand during the exhibition build (including building stands, the use of food trucks, hazardous materials etc), Exhibitors only displaying product or any person onsite during bump in/bump out
BEFORE MOVING IN	Parking / WI-FI	Exhibitors are to have pre-booked their parking online. Additionally, WI-FI services can also be purchased through the venue Click here for more information
TBA (More details will be emailed closer to the fair)	Lead Scan Setup	This is an app that allows you to scan buyers that come to visit your stand. Grab their details and build the relationships.

ADDITIONAL TASKS

DUE DATE	TASK	NOTES
Friday 4th July 2025 Submit to: events@agha.com.au	Custom Build Plan (non-compulsory)	If you have booked a space only stand, please submit your stand build plan ASAP.
Friday 11th July 2025 Click here to complete	Early Access Form (non-compulsory)	Only complete this form if you require extra time to set-up (For example, if you have a custom build or large stand).

EVENT CONTACTS

Australian Gift & Homewares Association (AGHA)

Address: Unit 58 11-21 Underwood Rd, Homebush NSW, 2140

Phone: 02 9763 3222

Phone Toll Free: 1300 441 384

Fax: 02 9746 9955

Website: www.agha.com.au

Event Enquiries: events@agha.com.au

Sales Enquiries: sales@agha.com.au

Marketing Enquiries: marketing@agha.com.au

Finance/Accounts Enquiries: accounts@agha.com.au

Melbourne Convention & Exhibition Centre

Address: 1 Convention Centre Place, South Wharf, VIC, 3006

Delivery Address: Loading Dock, Off Normandy Road, South Wharf, VIC, 3006

Phone: 03 9235 8110

Fax: 03 9235 8121

MCEC Services Mob: 0403 913 239

Email: exservices@mcec.com.au

Services: <https://www.mcec.com.au/exhibitor-resources>

[MCEC food and beverage request](#)

*Please reach out to the MCEC for enquiries relating to **catering, cooking, and Food & Beverage Sampling** – More info available in your info hub.*

Harry the Hirer – Stand Builders

Phone: 02 9666 8699

Fax: 02 9666 1988

Email: agha@harrythehirer.com.au

Website: www.harrythehirer.com.au

*Please reach out to Harry the Hirer for enquiries relating to your **stand build, power, lighting, shelving, audio/AV hire** etc... – More info available in your info hub.*

GEL Event Logistics

Contact: Chris O'Sullivan

Phone: 1300 013 533

Mobile: 0418 178 688

Email: chris@gelevents.com.au

*Please reach out to GEL Event Logistics for enquiries relating to **freight**– More info available in your info hub.*

DATES & TIMES / MOVING IN & OUT

Event days & Trading times	Exhibitor Access
Saturday 2 nd August 9:00AM - 6:00PM	Saturday 2 nd August FROM 8:00AM
Sunday 3 rd August 9:00AM - 6:00PM	Sunday 3 rd August FROM 8:30AM
Monday 4 th August 9:00AM - 6:00PM	Monday 4 th August FROM 8:30AM
Tuesday 5 th August 9:00AM - 6:00PM	Tuesday 5 th August FROM 8:30AM
Wednesday 6 th August 9:00AM - 3:00PM	Wednesday 6 th August FROM 8:30AM

Move-in	Move-out
<ul style="list-style-type: none"> ❖ Thursday 31st of August 8:00AM TO 9:00PM ❖ Friday 1st of August 8:00AM TO 6:00PM 	<ul style="list-style-type: none"> ❖ Wednesday 6th of August 3:00PM TO 9:00PM <i>Move out will begin once the show is fully closed; meaning all buyers have left and exhibitors have their safety vests on. From then, exhibitors have till 9:00PM to move out.</i> ❖ Thursday 7th of August 7:00AM TO 2:00PM

Please note: All exhibitors within the Eureka Room / Foyer must be fully moved out by Wednesday 6th August 9:00PM.

To access the exhibition each morning, you will need your exhibitor badge; which can be printed during move in.

Move in process

- All exhibitors are required to complete their move in by 6:00 pm on Friday 1st July August 2025.

- Move-in will be cold. There will be no heating in the halls as loading dock doors will be open. Hence, please **wear warm clothing**.
- Once you're set up and ready for your storage boxes to be collected, please visit GEL at one of their service desks in your hall. Their desk is located at the loading dock doors. GEL will give you stickers to put on your boxes and take them away to be stored during the show.

Move out process

- Move-out is a lengthy process.
- Move out will only commence once all visitors have left the venue and all exhibitors are wearing safety vests and closed-in shoes. Meaning, loading dock doors will not open unless everyone is wearing a vest and proper footwear.
- Once loading dock doors open, GEL will begin returning all onsite storage. This will take a while; they have to return the storage of over 300 exhibitors, please be patient. While GEL is returning storage, no exhibitor will have access to the loading dock (this includes trucks/cars collecting freight). The loading dock will be occupied with many forklifts and is not safe during the return of onsite storage. The Loading dock may open between 6pm-8pm OR later. An onsite announcement will be made once open. If you are in a rush, consider moving out by "hand-unloading". Otherwise, relax, go for a coffee once the show is closed and come back at a later time to use the loading dock. For exhibitors flying - there will be no express return of the onsite & box storage for exhibitors who have booked early flights on Wednesday. Please factor in a few hours for return of onsite & box storage on top of the time you need to physically pack up.

MCEC LOADING DOCK

The loading dock can be accessed off Normandy Road, South Wharf VIC, 3006. It's located at the rear of the Exhibition Centre and runs the full length of the building.

There's no direct address for the loading dock. However, if you enter the coordinates below into your map, it will take you to the loading dock entrance. Enter through pillars 3-4.

-37.8275062,144.9512963

The loading dock can be a bit difficult to find. It is split across two levels (the upper and lower). The upper dock (pink) is on the same level as Doors 11-17 and is the main dock used for exhibition bump-ins. The Lower Dock covers Doors 9-10 (yellow). The lower loading dock is intended for smaller vehicles (up to 8m), couriers and exhibitors.

- [Click Here](#) to view the Loading Dock Map.

Guidelines

- ❖ Traffic on the dock flows in one direction.
- ❖ While driving on the dock, please turn on your hazards and drive slowly.
- ❖ The venue and event security are responsible for allowing access to the loading dock and into the Exhibition Halls
- ❖ By law, the venue is required to maintain clear access for egress from all emergency exit doors leading onto the loading dock.
- ❖ A 30-minute parking limit applies for drop-off / pick-up of goods during the move-in/move-out process.
- ❖ Vehicles are not permitted to park on the loading dock at any time.
- ❖ Children under the age of 14 and animals are not permitted on the dock.
- ❖ All vehicles entering the loading dock will be required to check in at the boom gate...if not manned, please use the intercom, and speak to security.
- ❖ If you wish to gain access to the dock afterhours, please speak to the AGHA team for approval (please seek approval at least 24hrs in advance).
- ❖ There will be a holding lane where vehicles can wait for loading dock access when required. All drivers must stay within their vehicles whilst in the holding lane.

FREIGHT & STORAGE LOGISTICS

If you require a quote, please complete their online form by [Clicking Here](#).

Forklift Services

The AGHA pays for forklift services from Wednesday 30th July 2025 until Thursday 7th August 2:00pm (excluding trading days). Forklift services are not provided by AGHA on Monday 28th & Tuesday 29th July 2025. If required, during early access, you will be charged directly by GEL.

Box and Pallet Onsite Storage

The AGHA provides a service for you to store your empty boxes, pallets and crates during the fair. If storage is required, please visit GEL at the loading dock door to collect your coloured stickers and plastic pallet covers when your storage is ready. Clearly print your company name and stand number on the coloured sticker and affix to each box.

Please note: You will not be able to access storage during the fair so please do not store any valuables or anything you may need (this includes your safety vests).

The return of storage after the show can be a timely exercise. GEL will not commence storage return until all visitors have exited the halls and all exhibitors are wearing a safety vest and closed-toe shoes.

Please be patient when boxes and pallets are being returned.

Freight Labels

[Click Here](#) to download the Freight Labels TO the fair.

[Click Here](#) to download the Freight Labels FROM the fair.

Freight Manual

If you're using your own freight company, please ensure they read through the freight manual as GEL will be managing all incoming and outgoing freight onsite.

[Click Here](#) to view the Freight Manual.

EXHIBITOR STAND PACKAGES

At the AGHA Melbourne Gift Fair, stand packages are:

- ❖ Shell Scheme
- ❖ Space Only
- ❖ Australian Made Pavilion

Below is some information that will help you better understand your stand and its inclusions. In the cheat sheet, you will also find what you can/can't attach to your walls and more!

Shell Scheme Cheat Sheet

[Click Here](#) to view - Shell scheme simply means that your stand will be built for you.

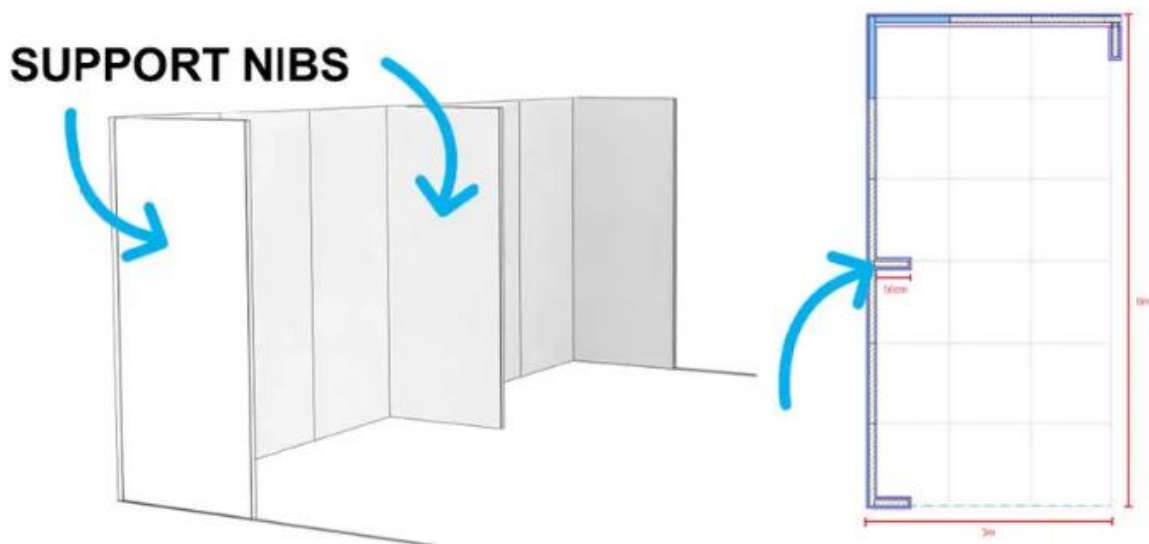
Space Only Cheat Sheet

[Click Here](#) to view

Australian Made Cheat Sheet

[Click Here](#) to view

SUPPORT WALL NIBS – DO NOT REMOVE



A REMINDER TO NOT REMOVE ANY SUPPORT NIBS

- ❖ A 50cm support wall is required every 3 meters of lineal walling for stands with no fascia. These will stop your wall from falling.
- ❖ Exhibitors are strictly prohibited from removing any support walling (nibs) without Harry the Hirer present.

Please note: If you need to adjust a support or need to remove them as you attach your own support walls – you **MUST** seek assistance from Harry the Hirer. There are no exceptions, do not remove the nib yourself for safety; both yours and others.

WORK, HEALTH & SAFETY GUIDELINES

- ❖ It is the exhibitor's responsibility that all staff are made aware of the WHS requirements for the exhibition.
- ❖ Work Health Safety (WHS) is an extremely important area that must be addressed by all exhibitors, contractors and participants of the exhibition. All exhibitors, contractors, subcontractors and other persons working within the confines of the stand, including the loading dock must abide by the provisions of the WHS regulations. Persons responsible for each stand display must ensure that any persons contracted by the exhibitor also comply. Under no circumstances must any exhibitor, contractor or other persons block or impede any of the following: aisle-ways, roadways, doors, ramps, stairs, emergency exits, fire hose reels, fire extinguisher access or fire detection systems. Any accidents, dangerous occurrences or injuries must be reported to the organiser as soon as possible.
- ❖ A high-vis safety vest and closed toe shoes must be worn during move-in/out.
- ❖ Children under the age of 14 are not permitted access to the halls at any time during move-in/out.
- ❖ Exhibitors must not remove any support nibs from their walls. Visit the HTH service desk for assistance.
- ❖ The storage of any flammable liquids or fuels within the Exhibition halls is not permitted.
- ❖ If first aid is required, please approach your nearest security guard or AGHA staff member. DO NOT CALL 000 YOURSELF. The venue has their own process for emergencies... MCEC security guards will call 000 if required.
- ❖ Exhibitors must comply with all local, state, and federal statutory regulations – this includes building codes of Australia.
- ❖ All aisle ways must not be obstructed in any way, at any time.
- ❖ Do not stand on the top step of a ladder.
- ❖ Persons operating equipment during the event must be a current holder of the relevant certificate or license as required by law to operate such equipment.

- ❖ Machinery, equipment or substances likely to jeopardise the health or safety of any person are prohibited.
- ❖ In the event of a fire or evacuation, follow AGHA and venue staff to the assembly area and check all staff are present. If a member of your staff is missing, advise security immediately. Doors will be closed by security when the exhibition area is cleared, and an announcement will be made when it is safe to return.

EXHIBITION CONDITIONS REGULATIONS & PROCEDURES

- ❖ Personal shopping/cash sales by exhibitors is not encouraged by the AGHA.
- ❖ All exhibitors are bound by the rules and regulations of the venue.
- ❖ All displays must be fully contained within the area of the stand.
- ❖ Exhibitors are not permitted to walk onto other stands at anytime after hours. When the event closes for the day, exhibitors are to directly exit the venue.
- ❖ Over-height walls or features over 2.4m must be approved in writing by the AGHA. For over-height walls, the reserve side must be a clean image in either black or white.
- ❖ Walling must not be placed along more than 50% of any aisle frontage. Walls on aisles must be dressed with product which are to be entirely attached to the walls and not sitting on the floor.
- ❖ Exhibitors will be responsible for any damage they cause and have to bear any charges levied by the venue for damages to the property and/or flooring. Exhibitors are responsible for the cost of making good or replacing any damage or dilapidation to the exhibition premises, whether caused by them, their agents, contractors or by any person or persons employed or engaged on their behalf by such agents or contractors.
- ❖ Photography and videography is banned unless written approval is obtained by the organiser or permission is granted by the exhibitor.
- ❖ All staff working on stands must wear and display their name badge on operational days.
- ❖ All exhibitors and contractors must always abide by the code of ethics and WHS guidelines.
- ❖ All exhibitors are to have completed the necessary tasks prior to moving in. This includes any additional forms sent by our contractors, for example, Harry the Hirer. It is imperative that you communicate your stand requirements clearly, so the onsite build is correct. Making changes onsite, without any prior details being sent to Harry

the Hirer, not only causes frustration and delays to set-up for yourself but affects the delivery of other stand builds throughout the Fair.

- ❖ Utility outlets or other fixed structures may be located wholly, partially within or adjacent to your stand. Please inform Harry the Hirer directly if you do not want a power box on your stand. They will aim to address your preferences as best they can, however sometimes depending on the block of stands a power box location is non negotiable.
- ❖ AGHA does NOT allow the removal of stock off the stands as this is a security issue. If exhibitors need to remove or bring in any stock from or for their stands, only under special circumstances this may be allowed. Permission must be granted by the Event Manager and if approved, although this will not be likely, the exhibitor must complete a stock removal form. Please retain the exhibitor copy (top half) to hand to security on entry/exit, AGHA keep the second copy for our records.
- ❖ All temporary structures built for exhibitions must comply with the Building Codes of Australia and all other statutory regulations current at the time of construction. All stands must be designed and constructed in accordance with all relevant Australian Standards. Custom stand designs must be submitted to AGHA and the venue prior to move-in for approval of wall height and placement. However, the structural integrity of the stand is the responsibility of the exhibitor and/or the exhibitor appointed contractor (stand builder). Exhibitors designing and constructing their own stands are advised to seek advice from a certified stand builder prior to building the stand to ensure it meets the relevant Australian standards.
- ❖ Stands with walls or structures over 2.4m in height - the reverse side of the wall must be of a clean image in either black or white to minimise the impact you have on neighbouring exhibitors. Loose material will not be accepted as a cover up.
- ❖ Any stand with a roof or ceiling must be approved by AGHA and meet the requirements for certification by an engineer. Where there is a roof, smoke detectors are to be fitted and a portable fire extinguisher visible and accessible to the general public.
- ❖ Any exhibitor sample food or beverages but comply with handwashing requirements as City of Melbourne are very strict.
- ❖ Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees or a grading of 1:1.4. This bevelled edge is

to be incorporated within the stand space and not encroach into the aisle or neighbouring stands. All flooring that exceeds 115mm in height is deemed to be a step. If the stand is to be occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space. Any flooring being laid over the top of the carpet tiles or venue carpet must be taped down to avoid trip hazards.

- ❖ Each exhibitor is required to be covered by \$20 million of Public Liability Insurance (PLI). Exhibitors are also required to forward their PLI certificate to the AGHA prior to moving in.
- ❖ Exhibitors are not permitted to sublet, sublease or co-occupy any part of their contracted stand without the expressed written permission of the organiser.
- ❖ Non-compliance to contracted payment terms and conditions may result in forfeiture of your exhibition space and subsequent resale to another exhibitor as per your signed agreement. The cancellation policy will still apply. No exhibitor will be permitted access to move-in until any outstanding payments, including Membership, have been paid.
- ❖ If any exhibitor fails to occupy their stand space at the exhibition without terminating their agreement and prior notification, the organisers may occupy or cause the space to be occupied in such a manner as it deems best in the interest of the exhibition. The exhibitor must pay to the organiser 100% of their total stand cost and in addition an administration charge of \$185 (incl. GST) per square metre of space for preparing and presenting the space.
- ❖ It is a legal requirement that all electrical equipment be tested and tagged in accordance with AS/NZS 3000 Electrical Installations, AS/NZS 3760 In-Service Safety Inspection and Testing and Managing Electrical Risks at the Workplace Code of Practice. Be aware that the Department of Fair-Trading visit exhibitions on a regular basis to check that these regulations have been complied with ensuring any electrical product and equipment has the correct licencing and certifications. Fines can be upwards of \$110,000 at the department's discretion, and they have the authority to ask you to cease any activity on your stand for the remainder of the

exhibition. An electrician will be onsite during move in to test & tag any last-minute items. Double adapters are not permitted – [Visit your info hub for more details.](#)

- ❖ If bringing your own lights, halogen or tungsten globes are not permitted.
- ❖ All lights must be 2.2 metres above floor level.
- ❖ High powered lights such as flood lights or spotlights, must not be placed within 500mm of flammable material.
- ❖ A fire extinguisher is required on your stand if you have lit candles or naked flames. Under no circumstances can the stand be left unattended while the flame is a-light, no exceptions. All flammable material must not be within 1 metre of the flame. This includes hung material product. Flames must be blown out 15 mins prior to your stand being vacated at the end of the day. Flames must always be isolated from hanging material and the public.
- ❖ Security guards will be on duty 24 hours a day from Monday of move-in and ceasing the last day of move-out.
- ❖ During the exhibition, it is best to have someone on your stand 30 minutes before opening times and until all buyers have left the building. Under no circumstances should exhibitors leave personal valuables on stands.
- ❖ Report any missing items immediately to an organiser or AGHA representative, Information Counter, or security guard, so an incident report can be written should you need to lodge a claim with your insurer.
- ❖ During move-out, if possible, ensure someone is always on your stand, to ensure the security of your product and valuables.
- ❖ Exhibitors must not operate any amplified sound equipment or equipment capable of generating sound or noise that is likely to annoy or be a nuisance to other exhibitors or buyers. Organisers will be the sole judge of whether the exhibitor's equipment or activities cause or is likely to cause annoyance or a nuisance. Exhibitors must obey all directions given by the organiser with respect to noise and interference with other exhibitors.
- ❖ Must not enter or interfere with another exhibitor's stand without the presence or expressed permission of that exhibitor.

- ❖ If you wish to provide buyers with small product samples to take home, please ensure you inform AGHA prior to this occurring so we can inform security of the details and minimise issues for your buyers at the door.
- ❖ The two trolleys below can be used by exhibitors within the front of house areas of the exhibition centre. Any trolley that is larger than standard wheeling suitcase should come through the loading dock.



Suitcase with Wheels



Collapsible Luggage Trolley

THANK YOU, IF YOU HAVE ANY ENQUIRIES, PLEASE CONTACT THE AGHA TEAM.
WE LOOK FORWARD TO HOSTING YOU AT THE AGHA MELBOURNE GIFT FAIR 2025.