



## EXHIBITOR MANUAL

To finalise your Trade Exhibition Booth  
Please ensure you have returned these required forms by  
MONDAY 24 FEBRUARY 2025



MORETON HIRE EXHIBITOR ONLINE FORM (Compulsory)

[Single Booth 3m x 3m](#)

[Double Booth 6m x 3m](#)

Moreton Hire – Exhibitor Online Form includes the following

- Trade Booth Package Inclusions
- Fascia Signage Order Form (optional upgrade options) (Compulsory)
- Stand Upgrade Options
- Signage Options | Flooring Upgrade Options
- Furniture Hire
- Audio Visual Hire
- Power & Lighting



TECHZONE EXHIBITORS (No Form is available) see page 7 for info. (Compulsory)



EXHIBITORS OFFERING FOOD & BEVERAGE SAMPLING (Compulsory)

[Food Sampling Form](#)

[Beverage Sampling Form](#)

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### DOCUMENTS & LINKS TO ASSIST WITH YOUR PLANNING

[Gold Coast Convention & Exhibition Centre – Event Planning & Safety Guidelines](#)

Moreton Hire – [Catering Equipment Hire](#)

This Exhibition Manual Forms are also available in the Exhibition Portal. Please contact the SUBCON25 Managers on the below contact detail if you need assistance with accessing the Exhibition Portal.

#### SUBCON25 Manager

**Martin Bishop**

c/- Cre8it Events

PHONE +61 7 3348 7380

MOBILE +61 412 733 193

EMAIL [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

WEB [www.subwayevents.com](http://www.subwayevents.com)

MAIL PO Box 155 Wynnum QLD 4178

#### SUBCON25 WEBSITE

Visit [www.subwayevents.com](http://www.subwayevents.com) for the latest program details, news and SUBCON25 information.

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## INTRODUCTION

The guidelines in this manual have been prepared to assist you with the planning of your exhibition stand. This manual is to be used in conjunction with the [Gold Coast Convention & Exhibition Centre Event Planning & Safety Guidelines](#) and the **Moreton Hire Exhibitor Online Form**. These documents are available via hyperlink in this Exhibition Manual and via links in the Exhibition Portal.

### ENQUIRIES

All enquiries regarding SUBCON25 should be directed to:

#### SUBCON25 Manager

Martin Bishop

C/- Cre8it Events

MAIL PO Box 155 Wynnum QLD 4178

PHONE + 61 7 3348 7380

MOBILE + 61 412 733 193

EMAIL [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

WEB [www.subwayevents.com](http://www.subwayevents.com)

### SPONSORSHIP

SUBCON25 Coordinator - Melanie Johnson, IPC Asia Pacific

Melanie Johnson

Independent Purchasing Company (Australasia) Ltd

EMAIL [melaniej@ipcasiapacific.com](mailto:melaniej@ipcasiapacific.com)

### VENUE

Gold Coast Convention & Exhibition Centre (GCCEC)

Exhibition Halls 1 & 2

2684-2690 Gold Coast Highway

PHONE +61 7 5504 4000

WEB <https://www.gccec.com.au>

All venue specific enquiries should be directed to:

#### GCCEC Exhibitor Services

[exhibitorservices@gccec.com.au](mailto:exhibitorservices@gccec.com.au)

#### Gold Coast Convention & Exhibition Centre

[Exhibitor Toolkit](#) has all the Order forms on the GCCEC Website.

The [Event Planning & Safety Guidelines](#) has all the information you need to plan your exhibition.

### EXHIBITION BOOTH STAND CONTRACTORS (Moreton Hire)

Should you have any additional or special requirements, please contact:

Emese Kovacs

PHONE +61 433 660 845

EMAIL [emese.kovacs@moreton.net.au](mailto:emese.kovacs@moreton.net.au)

### EXHIBITOR DELIVERY | COLLECTION & PORTERING

The GCCEC Logistics Team will be managing all the Freight Delivery & Collection.

The following information is available in the [Gold Coast Convention & Exhibition Centre Event Planning & Safety Guidelines](#):

- Delivery & Collection
- Inward Deliveries (Times Instructions & Delivery Label)
  - Freight Acceptance *Note: Goods will not be accepted more than 24 hours before the event*
  - Delivery Label
  - Authority to Sign
  - Storage
- Outwards Dispatch
  - Collection of Goods *Note: Items to be collected within twenty-four (24) hours after the conclusion of the event*
  - Dispatch Labels
  - Courier Pickups

## EXHIBITOR REGISTRATION

ALL EXHIBITORS are required to register for SUBCON25. Each Trade Booth Registration includes TWO (2) inclusive Exhibitor Delegates per booth. All additional Exhibitor Delegates cost AUD\$440.00 (incl GST). Register online via the Exhibition Portal (contact the SUBCON25 Managers if you don't have access).

### **STAFF ASSISTING WITH SET-UP ONLY (NOT ATTENDING SUBCON25)**

If you have anyone assisting you with the setup of your Trade Booth only and not attending the SUBCON25 (including the Trade Exhibition Welcome Reception), please email the SUBCON25 Managers [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au) to arrange a name tag. Anyone not wearing a name tag will not be given access to the Trade Show.

## Exhibitor Registration Inclusions

- ✓ Convention Pack
- ✓ Trade Exhibition Welcome Reception
- ✓ Morning Tea, Lunch & Afternoon Tea – as detailed in the program
- ✓ Convention Sessions – Saturday & Sunday
- ✓ IPC Asia Pacific Supplier Partner Briefing – Saturday
- ✓ Movie World Theme Dinner – *Hollywood Stars* - Saturday
- ✓ Subway® & IPC Asia Pacific Supplier Partner Awards – Sunday
- ✓ IPC Asia Pacific Supplier Partner Reception - Sunday
- ✓ Gala Awards Dinner - Sunday

## Dress Code

- **Friday Night**  
Trade Exhibition Welcome Reception - Smart Casual
- **Saturday and Sunday**  
Convention Sessions - Smart Casual  
*(Don't forget to pack a jacket – Convention Centres tend to get cool)*
- **Movie World Theme Dinner - Saturday**  
Come dressed as your favourite *Hollywood Star*
- **Sunday Night – Gala Awards Dinner**  
Lounge Suit / Cocktail / Black Tie

## Name Badges

IMPORTANT: Name badges for Exhibitors and Additional Exhibitors must be collected from Registration on arrival at the venue and **must be worn at all times – including Trade Exhibition / all Convention Sessions and all Convention Functions.**

## Accommodation – Subject to Availability

Special accommodation rates have been secured at selected hotels and apartments that are in close proximity to the Gold Coast Convention & Exhibition Centre.

Accommodation can be booked at the same time as registering your Exhibitor Delegates via the Exhibitors Portal. If you have already registered and would like to add accommodation to your registration, check your Registration Confirmation Email and click on the link 'Add Accommodation'. If you have any problems booking your accommodation, please contact the SUBCON25 Managers: +61 7 3348 7380 or [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)

## Exhibitor Program

Please note Exhibitor Delegates are invited to attend **all** Convention Sessions, including Keynote Presentations, updates from the Subway® Leadership & Marketing Teams and IPC Asia Pacific. Exhibitor Delegates are also encouraged to attend the IPC Asia Pacific Supplier Partner Briefing, the Subway® & IPC Asia Pacific Supplier Partner Awards and the IPC Asia Pacific Supplier Partner Reception, as outlined below. [Click here](#) to access the Exhibitor Convention program.

### THURSDAY 27 MARCH 2025

- 1.00pm – 5.00pm Exhibitor / Supplier Partner Convention Registration
- 2.00pm – 5.00pm Trade Exhibition Move In

### FRIDAY 28 MARCH 2025

- From 8.00am Exhibitor / Supplier Partner Convention Registration
- 8.00am – 10.30am Trade Exhibition Move In
- 9.00am – 1.00pm Supplier Partner Technical Session (Invitation only)  
This Supplier Partner Technical Session is for Food Supplier Partners only that supply Food, Packaging & Beverages.  
[Click here](#) for the Supplier Partner Technical Session Agenda
- 10.30am – 2.00pm\*\* Trade Exhibition Move In *\*RESTRICTED ACCESS (page 10)*
- 11.00am – 2.00pm Wild Card Entry Sub Jammer Competition – Heats
- 2.00pm – 2.30pm Booth Inspection – please be at your Trade Booth fully setup by this time
- 3.00pm – 8.00pm Trade Exhibition Welcome Reception
- 3.00pm – 6.30pm Test Kitchen
- 7.10pm – 8.00pm Sub Jammer Competition – Finals
- 8.30pm – 9.30pm Trade Exhibition Move Out  
(Invited Service Booths operate for three (3) days and bump out on Sunday 30 March 2025)

### SATURDAY 29 MARCH 2025

- 7.00am – 8.00am Service Booths\* / Welcome Tea & Coffee
- 8.30am – 4.50pm Convention Sessions
- 10.00am – 10.40am Service Booths\* / Morning Tea
- 11.55pm – 12.55pm IPC Asia Pacific Supplier Partner Briefing
- 1.25pm – 2.45pm Service Booths\* / Lunch
- 6.30pm – 11.30pm Movie World Theme Dinner

### SUNDAY 30 MARCH 2025

- 7.00am – 8.00am Service Booths\* / Welcome Tea & Coffee
- 8.30am – 3.50pm Convention Sessions
- 11.20am – 11.55am Service Booths\* / Morning Tea
- 1.30pm – 2.35pm Service Booths\* / Lunch
- 3.05pm – 4.00pm Service Booths Move Out\*\*
- 5.00pm – 7.00pm Subway & IPC Asia Pacific Supplier Partner Awards & IPC Asia Pacific Supplier Partner Reception  
(IPC Asia Pacific Supplier Partners – Invitation Only)
- 7.00pm – 12.00am Gala Awards Dinner – Gold Coast Convention & Exhibition Centre

*All times are subject to change. \*Service Booths are by Invitation Only. If you are unsure if this applies to you, check with your Category Manager.*

## TRADE EXHIBITION PACKAGE

EXHIBITORS – refer to the Exhibitor Registrations Inclusions on page 4.

## SYMA SHELL SCHEME PACKAGE

The following Exhibitor package will be provided to you for a 3.0m x 3.0m modular booth:



### INCLUSIVE IN YOUR TRADE BOOTH PACKAGE

<b>SIZE</b>	3.0m x 3.0m
<b>WALLS</b>	White walls 2.5m high
<b>FASCIA</b>	Anodized aluminium frame with insert 2.1m clearance underneath.
<b>SIGN</b>	Black sign with White lettering per aisle frontage. Logo signage/corporate colours can be produced at an additional cost.
<b>LIGHTING</b>	1 LED Fascia light installed on fascia
<b>POWER</b>	1 x 4amp power point per exhibitor
<b>CARPET</b>	Charcoal carpet
<b>FURNITURE</b>	2 x folding chairs, 1 x trestle table (1.8m), 1 x black trestle tablecloth and 1 x waste paper bin

## SYMA SHELL SCHEME PARTITIONING

### IMPORTANT NOTICE REGARDING ADHERING OF SIGNAGE & DISPLAY MATERIALS TO LAMINATED WALL PANELS

To ensure hire stock is not damaged – please **DO NOT** adhere stickers or tape to booth laminated wall panels.

**OK TO USE** on face of wall panel;

- Blu Tac
- 3m removable picture hanging strips

**DO NOT USE** on face of wall panel;;

- Velcro tape / double sided tape

Under no circumstances should Exhibitors nail or screw any article or display item to the booth wall(s). The panels are not solid and therefore non-weight bearing; doing so will cause damage. For rigging that you require from the top of the stand partitions, please contact Moreton Hire directly to ensure that it is possible and safe.

**PLEASE NOTE: If damage is caused to wall panel(s) – Exhibitors will be charged for the replacement cost - \$150 (+GST) per panel for each damaged panel. NOTE: The damage waiver does not cover this situation.**

## EXHIBITION BOOTH STAND CONTRACTORS (Moreton Hire)

Should you have any additional or special requirements, please contact:

Emese Kovacs

PHONE +61 433 660 845

EMAIL [emese.kovacs@moreton.net.au](mailto:emese.kovacs@moreton.net.au)

## COMPULSORY YOUR EXHIBITION FORMS (Moreton Hire)

MORETON HIRE EXHIBITOR ONLINE FORM (Compulsory)

[Single Booth 3m x 3m](#)

[Double Booth 6m x 3m](#)

## STAND PERIMETER

All display material, furniture and equipment must be kept within the perimeter of the stand. Strictly no obstacles to be placed in aisles.

## MORE THAN ONE TRADE BOOTH

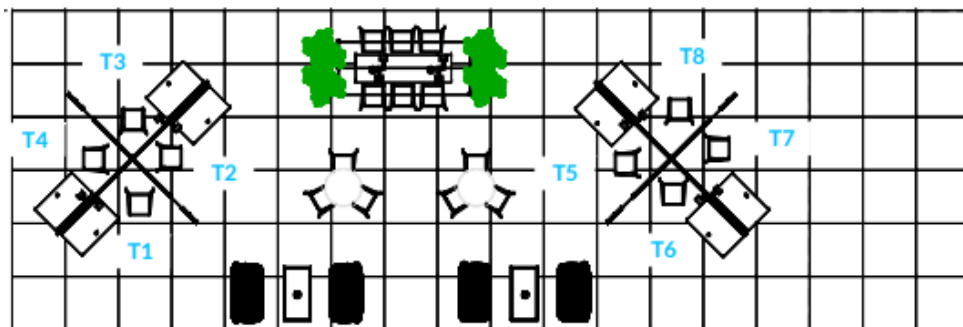
For Exhibitors with two or more trade booths side-by-side, there will be no centre/dividing partition unless specifically arranged with Moreton Hire.

# TECHNOLOGY ZONE EXHIBITORS

## Technology Zone - Open Plan Area

The TechZone will be in operation for the three (3) Days of the Convention - Friday, Saturday & Sunday as outlined for Service Booths on page 5.

## TechZone Floor Plan (Subject to change without notice)



## TechZone Pod

Each Exhibitor will be allocated one (1) x Pod that includes the following:

### TechZone Pod Inclusions

- 1 x Led Arm Light
- 1 x Black Quattro Cupboard
- 1 x White Volt Stool
- 1 x 4 AMP Power Point with 4 Way Power Board
- 1 x Sign C | D (Exhibitor to provide graphics as detailed below)

**RIGHT ORIENTED PODS:**  
(SIDE WALL ON LEFT SIDE)

- T2
- T4
- T6
- T8

SIGNAGE	
C	FABRIC BANNER DIGITAL (SIZE 1954 X 2400MM)
D	FABRIC BANNER DIGITAL (SIZE 977 X 2400MM)

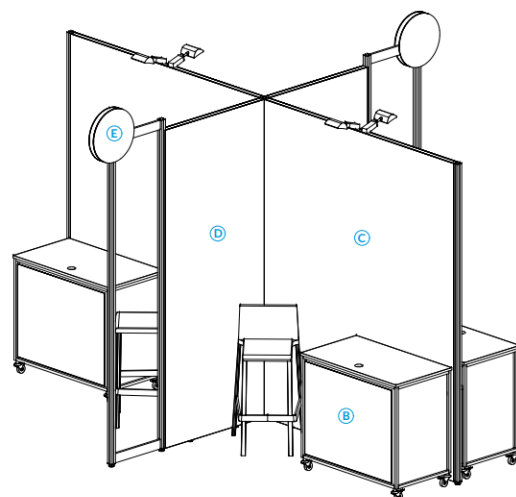
## TechZone Pod Upgrades

This could include the following at additional cost:

- TV on a floor stand
- Additional lighting
- Additional furniture, such as stools, brochure stand etc

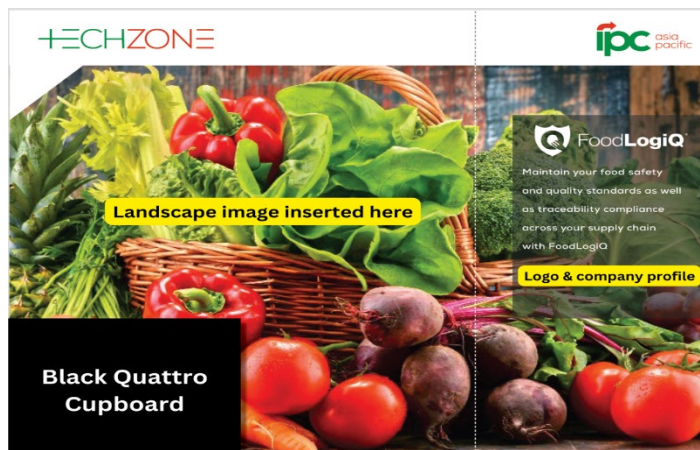
## Artwork

- Email Image, logo and company profile to [jasmineh@ipcasiapacific.com](mailto:jasmineh@ipcasiapacific.com)
- File support: High resolution PNG, JPEG or EPS files are preferred.
- Image Resolution: The image should be as large as possible, but the minimum acceptable size is A3 at 300 DPI. This translates to a resolution of 4961 x 3507 pixels (420 x 297 mm) at 300 DPI. The image must be in landscape orientation.
- Word copy: 25-word company profile
- Logo: One-coloured reversed logo
- Due Date: Submit no later than Monday 12 February 2025



All booths located within the TechZone area will be provided with a design template by IPC Asia Pacific and your supported branding will be inputted within. See below example:

You will liaise directly with IPC Asia Pacific for all artwork-related matters via email [jasmineh@ipcasiapacific.com](mailto:jasmineh@ipcasiapacific.com). Any requests for furniture, additional power requirements, etc., should be directed to Moreton Hire. For any other questions not related to your booth layout or branding, please refer to the Exhibition Manual, where you should find the answers. If you need further clarification, please contact the SUBCON25 Managers.



## STAND PERIMETER

All display material, furniture and equipment must be kept within the perimeter of the stand. Strictly no obstacles to be placed in aisles.

## MORETON HIRE CONTACT

Emese Kovacs  
PHONE +61 3 9300 5746  
EMAIL [emese.kovacs@moreton.net.au](mailto:emese.kovacs@moreton.net.au)

## TRADE BOOTH ALLOCATION

You will be advised of your Trade Booth Number allocation by email in final week of January 2025. If you have any questions, please contact the SUBCON25 Managers. The SUBCON25 Managers reserve the right to adjust the plan in the interest of presenting a professional exhibition. View the Exhibition Floor Plan in the SUBCON25 Exhibitor Portal (contact the SUBCON25 Managers if you don't have access).

## EXHIBITOR APPOINTED CONTRACTORS

Exhibitors must advise the SUBCON25 Managers (via email [subway@cre8itevents.com.au](mailto:subway@cre8itevents.com.au)) of any Exhibitor Appointed Contractors not listed in this document (including Custom Built Stand Contractors and AV Suppliers).

- Custom stand plans and upgrades will need to be approved by the SUBCON25 Managers. For more in depth information around Stand Design, please refer to page 36 of the **Gold Coast Convention & Exhibition Centre Event Planning & Safety Guidelines**
- Custom Stand approval – All Custom Stand designs must be forwarded to the SUBCON25 Managers to be approved by Gold Coast Convention & Exhibition Centre
- Exhibitor Appointed Contractors are allowed to do 'display work' only
- The Exhibitor will be liable for any expense or damage caused by, or as a result of, its appointed contractors
- If your Trade Booth requires rigging, see below

## ONSITE INDUCTION & CONTRACTOR MANAGEMENT

The following people are required to complete the [GCCEC Online induction](#) module prior to commencing work at GCCEC:

- Contractors and exhibitors ensuring they are fully versed in our safety guidelines and procedures before their event or work begins. These inductions are tailored to cover a wide array of safety aspects, from general guidelines to specific operational protocols, ensuring a well-rounded understanding of how safety is integrated on the ground floor of our event planning and execution. Review and complete these inductions before entering the premises in order to ensure your adherence to our comprehensive safety protocols.

## TESTING & TAGGING (EQUIPMENT)

Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use. Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

To arrange Test & Tagging, please book this service with Moreton Hire by Monday 24 February 2025 at the same time as completing the Moreton Hire Exhibitor Online Form.

### MORETON HIRE CONTACT

**Emese Kovacs**

PHONE +61 3 9300 5746

EMAIL [emese.kovacs@moreton.net.au](mailto:emese.kovacs@moreton.net.au)

## BANNER HANGING / RIGGING

Please contact the SUBCON25 Managers for approval. If approval is granted, the Exhibitor will be liable for all associated costs.

## FOOD & BEVERAGE SAMPLING

The GCCEC does not object to the distribution of sample food or beverages by a Client and / or Exhibitor as a means of demonstrating their manufactured product, however the sale of take-away alcohol and food is not permitted, unless prior written approval has been granted by GCCEC Management. Use of any external food and beverage provision including sampling must be approved by GCCEC in writing prior to the event. Anyone without prior approval will be unable to provide food or beverage on-site.

Click [here](#) for the Food Sampling Form

Click [here](#) for the Beverage Sampling Form



## TEMPORARY FOOD LICENCE

As required by the City of Gold Coast, SUBCON25 has applied for a Temporary Food Stall Licence to cover the Convention, as a blanket cover (we will advise all Exhibitors if this licence is not granted by the City of Gold Coast). Each Exhibitor is responsible for ensuring they meet the requirements of the Temporary Food Stall Licence – refer to the below Food Safety Regulations. Please note, there will be food prep benches, washup sink & handwashing stations located in the Trade Exhibition.

In order to sample food at an event, the exhibitor must comply with the Food Act 2006, Australian New Zealand Food Standards Code and City of Gold Coast Council guidelines. Compliance with these standards is mandatory in providing safe food for our guests and must be adhered to at all times.

More information about temporary and mobile food premises within the City of Gold Coast can be found [here](#). Exhibitors are also responsible for determining the food safety and handling requirements for their products before an event.

### Complying with Regulations

You and your staff are responsible for complying with all requirements of the Food Act 2006 and the [Food Standards Code](#).

To help with food safety training, we offer free basic non-accredited training. For more information, visit [Food safety](#).

GCCEC practices and promotes safe food guidelines at all times and will regularly conduct compliance checks of individual exhibitors. GCCEC has the right to postpone or terminate the activity or operation without warning if it is deemed to be non-compliant and/or unsafe.

TIMETABLE OF ACTION
<b>Before the Event</b>
1. Exhibitors are required to notify GCCEC of their intentions to sample and/or sell food at an event at least twenty-one (21) days prior to the bump-in of the event, to enable GCCEC to approve the request. This will allow time for the exhibitor to apply for a Food Business Temporary Premises Licence if required.
2. If cooking is required, exhibitors must complete a Cooking Request Form and submit for approval. Ask your Event Planner for details.
3. If a Food Business Temporary Premises Licence issued by the City of Gold Coast Council is required, exhibitors must submit a copy of this licence to GCCEC prior to the commencement of the event.
<b>During the Event</b>
1. Exhibitors must comply with the Food Act 2006, Australian New Zealand Food Standards Code and the City of Gold Coast Council guidelines at all times during an event.
2. Exhibitors are required to display a copy of their Food Business Temporary Premises Licence issued by the City of Gold Coast Council at their stand for the duration of the event.
3. Exhibitors are required to supply all serving equipment, utensils and disposable item/s including serving platters and gloves etc.
4. An ingredient list of all food item/s is required to be available at the stand, particularly outlining any allergens.
5. GCCEC will conduct compliance checks regularly during the event.

Please note, beverage products may be considered by the Gold Coast City Council to be foodstuffs in the context of food handling and safety, including the issue of temporary food premises licences, therefore Exhibitors must ensure they comply with legislative requirements.

## ADDITIONAL HIRE ITEMS

### CATERING EQUIPMENT

Moreton Hire – [Catering Equipment Hire](#)

GCCEC [Equipment Hire Order Form](#) [Exhibitor Services Lookbook](#)

Alternatively specific catering equipment requirements may also be arranged via your personal preferred supplier.

### AUDIO VISUAL EQUIPMENT FORM

Order via Moreton Hire – <https://moreton.net.au/products/av-lighting-power/>

### INTERNET FORM

Looking for tech equipment and support? Click [here](#) for the Internet Order Form.

## MOVE-IN & MOVE-OUT

### Safety Vests and Closed Toe Shoes

It's mandatory for all Exhibitors to always wear closed toe shoes and approved safety vests during move-in and move-out periods. **High visibility vests will be provided to you at the entrance to the Trade Exhibition. If you are arriving at the Loading Dock, you will need to provide your own safety vest.** Children under the age of 15 are not permitted in the Exhibition Area during move in/out or on the Loading Dock at any time.

### MOVE-IN

#### Trade Exhibition: HALLS 1 & 2

*Thursday 27 March 2025 (2.00pm – 5.00pm)*

*Friday 28 March 2025 (8.00am – 10.30am)*

*\*RESTRICTED ACCESS\* Friday 28 March 2025 (10.30am – 2.00pm)*

The Exhibitor move-in will commence at 2.00pm Thursday 27 March 2025. Trade booths and furniture will be ready to occupy at this time. **All stands must be completely dressed and excess rubbish removed by 2.00pm Friday 28 March 2025.**

There will be restricted access only to the Trade Exhibition precinct as the Wild Card Entry Sub Jammer Competition Heats will be occurring in the Test Kitchen with Delegate audience members – Friday 28 March 2025, 11.00am to 2.00pm. Noise, movement and capacity restrictions will apply to Exhibitor Move-In and will be enforced in the interest of public safety. If you are arriving during this time, please contact the SUBCON25 Managers to discuss set-up. *If your booth is located in close proximity to the Test Kitchen, you may have limited access after 10.30am Friday 28 March 2025.*

### MOVE-OUT

#### Trade Exhibition: HALLS 1 & 2

*Friday 28 March 2025 (8.30pm – 9.30pm)*

Removal of products and exhibits will commence at 8:30pm. No Exhibitor will be permitted to remove products prior to this time. All Trade Booths (except Service Providers – 3-day Exhibitor) must be completely cleared by 9:30pm. Gold Coast Convention & Exhibition Centre will not allow Move-Out until all Delegates have departed from the Exhibition and all Exhibitors must wear enclosed footwear and a safety vest during this time.

#### Service Booths\*\* HALLS 1 & 2

*SERVICE BOOTHS – DO NOT MOVE-OUT FOLLOWING THE TRADE EXHIBITION WELCOME RECEPTION (FRIDAY 28 MARCH 2025). PLEASE REFER TO THE SUBCON25 AGENDA AND ENSURE THAT YOUR SERVICE BOOTH IS MANNED FOR THE SERVICE BOOTH OPENING HOURS.*

*Sunday 30 March 2025 (3.05pm – 4.00pm)*

Removal of products and exhibits will commence from 3:05pm. No Exhibitor will be permitted to remove products prior to this time. All booths must be completely cleared by 4:00pm. Gold Coast Convention & Exhibition Centre will not allow Move-Out until all Delegates have departed from the Exhibition Hall and all Exhibitors must wear enclosed footwear and a safety vest.

**\*\*Service Booths are by Invitation Only. If you are unsure if this applies to you, check with your Category Manager.**

## DELIVERIES

For Delivery and Collection of Goods to/from the Gold Coast Convention & Exhibition Centre, please use the Delivery Label.

[Loading Dock & Logistics](#) – see page 47 of the Gold Coast Convention & Exhibition Centre Event Planning Safety Guidelines.

### DELIVERY LABEL

The GCCEC requires each item delivered to the Centre to be clearly labelled with the correct [GCCEC Delivery Label](#). Please tick only one section of the label to determine if your goods are for the exhibition, satchel packing or organiser's office. Any person sending goods to the Centre must ensure that:

- The goods are not hazardous, dangerous or explosive unless appropriate notification, packaging, labelling and transport have been arranged / followed as per GCCEC's requirements and the WHS regulations.
- The goods are not illegal, stolen, perishable or environmentally harmful.

Refrigerated and freezer items should be included under **Special Instructions** on the form.

**Deliveries requiring cold storage will not be accepted before 7.00am Thursday 27 March 2025.**

### Authority to Sign

The GCCEC will not take delivery of any goods, packages or other materials on behalf of a Client, Contractor, Exhibitor or their Agent. Please ensure that your representative or service Contractor is present to sign for your freight, an 'Authority to Leave' has been signed with your courier, or arrangements have been made with the GCCEC by completion and submission of the [Authority To Sign Form](#). This must be completed prior to the arrival of your goods.

The GCCEC does not accept responsibility for the condition, quantity or safety of any items delivered or dispatched to the Centre in the absence of the Client, Exhibitor, his Agent or Contractor. Clients, Contractors and Exhibitors acknowledge that loss or damage are insurable risks and that obtaining insurance is their responsibility. If they fail or choose not to do so, it is at their own risk.

### Storage

Limited storage facilities are available at the GCCEC for events. To store property at the GCCEC for an event, prior written approval must be obtained from your GCCEC Event Manager. Should a Client, Exhibitor or Contractor want to store a shipping container on site during their event, this will require prior venue approval.

### Outwards Dispatch

Collection of Goods are to be collected within 24 hours after the conclusion of the event. Please note that storage charges will apply for goods not collected after this time.

GCCEC reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

### Dispatch Label

To assist with courier pickups and movement of items to the Loading Dock for dispatch, please ensure each item is labelled with a completed GCCEC Dispatch Label, please [click here](#).

Unlabelled goods may be deemed as rubbish and disposed of post-show. It is the owner's responsibility to label their goods to prevent mishandling.

Please make a note on your goods if private freight collection is required.

## Courier Pickups

If you intend to dispatch your goods via a courier from GCCEC after the event, it is important for you to package all items sufficiently for safe freighting and organise a courier for the collection of your freight. GCCEC Team Members are not permitted to book your courier.

Ensure all freight / couriered items are labelled with the following:

- Company name / trading name
- Destination address
- Contact name / mobile number
- Name of courier
- Commercial invoice if freighting internationally
- Consignment note / account number (signed where required)

Please note that quantity cannot be manually changed once a consignment note is printed or booked without notifying the courier company of the change.

## Loading Dock Management Schedule

The GCCEC Logistics Team must be notified by the Client, Contractors and Exhibitors of all expected deliveries and shipments, as well as all Contractors and Vendors requiring access to the Loading Dock. Planning ahead maximises efficiency during peak times. This includes providing information that will assist with the process such as stand details, on site contact details, arrival / departure details, freight company, vehicle details, details of goods, sensitive freight requirements, etc.

All parties involved in the supply chain (consignee, consignor, scheduler, operator, manager, Loader, Logistics manager and packer) have a responsibility to comply with current Chain of Responsibility (CoR) legislation and Heavy Vehicle National Law (HVNL) and regulations.

## EXHIBITOR PORTER & FORKLIFT SERVICE

The SUBCON25 Organisers have arranged GCCEC Logistics to operate a forklift and handling service during bump in and bump out to assist Exhibitors requiring forklifts, pallet jacks and flatbed trolleys. These are provided free of charge by the SUBCON25 as a service to Exhibitors.

**Forklifts are operating during the following times only:**

### MOVE-IN

Wednesday 26 March 2025 7:00am – 4:00pm (Non-Refrigerated / Frozen Good Delivery)

Thursday 27 March 2025 7:00am – 4:00pm

Friday 28 March 2025 7:00am – 10:00am (Goods delivered after this time will need to be carried by the Exhibitor by hand)

### MOVE-OUT

Friday 28 March 2025 8.30pm – 9.30pm (Exhibitors)

Sunday 30 March 2025 3:05pm – 4:00pm (Service Booths)

3:05pm – 5:00pm (Freight Collection from Exhibition)

There will be storage for Exhibitors bumping out on Friday 28 March 2025 (in the rear of the Exhibition) only until the close of exhibition on Sunday 30 March 2025. Following the close of the Exhibition on Sunday 30 March 2025, all goods must be removed no later than 4.00pm unless storage is arranged with GCCEC Logistics.

## EXHIBITOR PROTOCOL

In the interest of others, we ask all Exhibitors to adopt the following procedure:

All demonstrations or other promotional activities, e.g. literature handouts, must be confined to the Trade Booth.

Aisles should not be obstructed in any way. Booth Exhibitors are not allowed to distribute literature or promotional items of any kind outside the confines of the contracted exhibit space.

Sufficient space must be provided within the Trade Booth 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, the SUBCON25 Manager has 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.

The Organisers reserve the right to restrict exhibits, which, because of noise, method of operation, materials or any other reason, become objectionable.

## INSURANCE / LIABILITY

Whilst the Organisers will provide the necessary security during the exhibition, neither the Organisers nor the Gold Coast Convention & Exhibition Centre, nor any of their staff, employees, agents or other representatives shall be held accountable for or liable for, and the same are released from accountability, or liability for any damage, loss, harm or injury to the person or any property of the exhibition, however caused or any of its staff, employees, agents or other representatives, nor for goods sent to the Gold Coast Convention & Exhibition Centre, before or remaining after the exhibition, nor whilst in transit to or from the exhibition or during the exhibition.

In the event of industrial disruption and/or equipment failure due to power supply problems, the Organisers, SUBCON25 Committee and/or Gold Coast Convention & Exhibition Centre will not be held liable and accept no responsibility for loss of monies incurred by Exhibitors or damage to property.

***Special note:** Exhibitors should consult their own insurance companies for proper coverage of their merchandise and displays. Public Risk Insurance, All Risk Insurance, All Risks, Employer's Liability, Personal, Accident and Staff Insurance for your Trade Booth area should also be taken out.*

## GENERAL INFORMATION

### CAR PARKING

For more information regarding getting to the Gold Coast Convention & Exhibition Centre, click [here](#).