



# VBG Summit 2022

## *EXHIBITOR MANUAL*

**Crown Conference Centre  
Melbourne, Victoria**

**Exhibition: Wednesday 19 – Friday 21 October 2022**  
**Workshops: Thursday 20 – Friday 21 October 2022**  
**Scientific Programs: Thursday 20 – Friday 21 October 2022**



# Contents

EXHIBITOR CHECKLIST	4
CONTACT LIST	5
EXHIBITOR PORTAL INSTRUCTIONS	6
EXHIBITION INFORMATION	9
AVA POLICY: LOVE IS BLIND	9
ADVERTISING IN THE CONFERENCE HANDBOOK	11
BOOTH DETAILS	12
BUMP-IN SCHEDULE	13
BUMP OUT SCHEDULE	13
CANVASSING	14
CATERING	14
CLEANING	14
COMPANY PROFILE	14
COURIERS	14
DELIVERIES, COLLECTIONS, STORAGE AND MATERIAL HANDLING	15
DILAPIDATION	16
EXHIBITOR AND DELEGATE CATERING BREAK TIMES	16
EXHIBITOR REGISTRATIONS	17
FURNITURE	17
INSURANCE AND LIABILITY	17
LOADING DOCK ACCESS	18
OPENING TIMES AND ACCESS FOR EXHIBITORS	18
RIGGING	18
SAFETY VESTS AND IDENTIFICATION	19

GENERAL INFORMATION	19
CAR PARKING	19
DIRECTIONS AND PUBLIC TRANSPORT	19
PHOTOGRAPHY	19
PUBLIC ATTENDANCE	19
WI-FI	19

## Exhibitor Checklist

All below forms are available via the online exhibitor portal.

Description	Deadline	Form Type
Indemnity agreement	Monday 26 September 2022	<b>Compulsory</b>
Love is blind advertising policy	Monday 26 September 2022	<b>Compulsory</b>
Policies and APVMA registration	Monday 26 September 2022	<b>Compulsory</b>
Product listing	Monday 26 September 2022	<b>Compulsory</b>
Company profile and logo 150-word (max) profile on your company	Monday 19 September 2022	<b>Compulsory</b>
Conference handbook adverts	Monday 19 September 2022	<b>Compulsory</b> <i>Only if it's included in your exhibition/sponsorship</i>
Passport competition	Monday 19 September 2022	<b>Compulsory</b>
Public liability insurance certificate	Monday 26 September 2022	<b>Compulsory</b>
Stand and fascia confirmation form 	Monday 26 September 2022	<b>Compulsory</b> <i>(for shell scheme stands)</i>
Furniture/electrical hire order forms 	Monday 26 September 2022	Optional
<b>Exhibitor Registration</b> <i>Register your onsite representatives and purchase additional passes if required</i>	Friday 30 September 2022	<b>Compulsory</b>

## Contact List

### Conference Secretariat

#### The Australian Veterinary Association (AVA) Ltd

**Contacts:** Dianne Minards  
Events Assistant  
[dianne.minards@ava.com.au](mailto:dianne.minards@ava.com.au)

**Phone:** (02) 9431 5054

**On-Site Only:** 0404 837 341



### Venue

#### Crown Conference Centre, Melbourne

**Contact:** Laura Sullivan  
Event and Conference Manager  
[laura.sullivan2@crownresorts.com.au](mailto:laura.sullivan2@crownresorts.com.au)

**Mobile:** 8312

**Address:** 8 Whiteman Street  
Southbank VIC 3006

**Website:** [www.crowneventsandconferences.com.au](http://www.crowneventsandconferences.com.au)

### Exhibition Services

#### Exponet Exhibitions & Events

**Contact:** Abella Azzi  
Account Manager

**Phone:** (02) 9645 7000

**Address:** 45 Princes Road West,  
Auburn NSW 2144

**Website:** <https://www.exponet.com.au/home.aspx>



### Accommodation

#### OzAccom+

**Contact:** Madonna Moulds  
Event Registration & Accommodation  
[Madonna@ozaccom.com.au](mailto:Madonna@ozaccom.com.au)

**Phone:** (07) 3854 1611

**Toll Free:** 1800 814 611

**Fax:** (07) 3854 1507

**Address:** PO Box 104  
RBH Post Office QLD 4029

**Website:** Please book all accommodation through the conference website: [Click Here](#)



# EXHIBITOR PORTAL INSTRUCTIONS

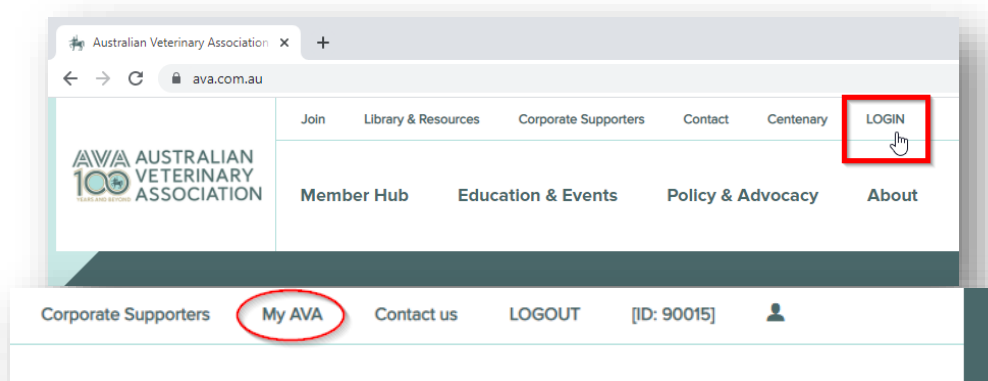
The exhibitor portal will allow you to upload information to ensure you have a successful event.

The exhibition portal is where you update your company profile for the handbook, opt in for the passport competition and other items as per your checklist.

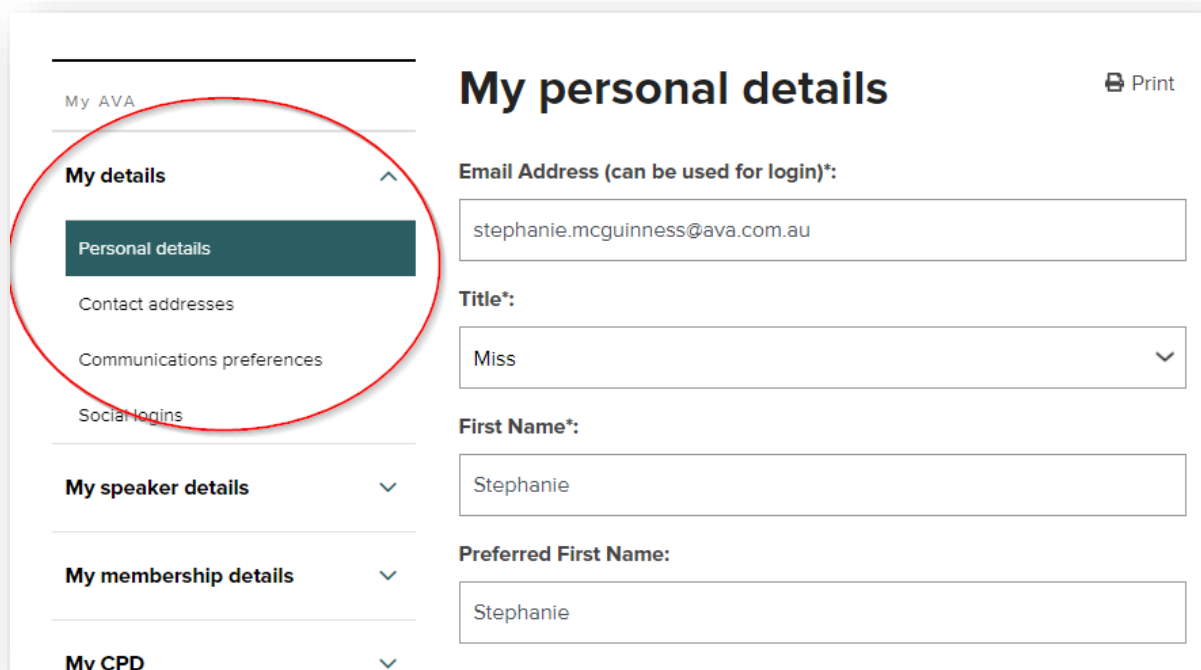
**You do not use this area to register your onsite representatives, you will receive a separate email with instructions on how to register your onsite representatives through the relevant events registration system.**

To access your exhibitor portal, log into your AVA account via the [AVA website](#) as you would have for your sponsorship/exhibition booking.

Once logged in, navigate to your 'My AVA' which houses all information linked to your AVA account.



From your "My AVA" account you can view and edit a range of items by navigating the left-hand side menu. For example, you can edit your personal contact details and communication preferences.



To view your various conference exhibitor portals, scroll down the side menu bar on the left until you see **'My Exhibitor Portals'** and click on it.

Within your **'My Exhibitor Portals'** section, you will be able to view all your upcoming conference exhibitor portals. **Please note portals are only set up once the exhibitor manuals have been sent out for each conference, this section is not to track which conferences you have booked.** If you are unsure if you've made a booking for a particular conference, please reach out to the AVA Events Team to check; [events@ava.com.au](mailto:events@ava.com.au).

In the instance you have received an exhibitor manual for a particular conference but the relevant portal isn't appearing, please contact AVA Events Team ([events@ava.com.au](mailto:events@ava.com.au)) who will rectify the issue.

**To view and complete the relevant information for a particular conference, click on the relevant conference name listed to enter the individual portal for that event.**

My AVA

My details

My speaker details

My membership details

My CPD

Mentoring

My organisation

My stored credit card

Change my password

Add AVA Groups

My GUID

My Exhibitor Portals

My Exhibitor Portals

## My Exhibitor Portals

Print

Exhibiting at one of the AVA's events? You'll be able to access your upcoming exhibitor portals here and update your details.

Profile Name	Event Name	Event Start	Event End	Published ?
Australian Veterinary Association Default Exhibitor Profile	2022 Small Animal Conference	24 Jul 2022, 8:00AM	28 Jul 2022, 5:00PM	No

My AVA

My details

My speaker details

My membership details

My CPD

Mentoring

My organisation

My stored credit card

Change my password

Add AVA Groups

My GUID

My Exhibitor Portals

My Exhibitor Portals

## My Exhibitor Portal

Print

Thank you for sponsoring/exhibiting at the following conference. Please read and agree to all policies, submit all relevant documents, and complete all sections available in this portal. Take note of all due dates as the AVA will be using the information you have provided for promotional purposes such as brochures, communications, and other material in the lead-up and during the conference.

For any questions, please contact [events@ava.com.au](mailto:events@ava.com.au)

Event: 2022 Small Animal Conference

Start Time: 24 July 2022, 8:00AM

End Time: 28 July 2022, 5:00PM

### 1. Policies

Due By: Thursday, 23 June 2022

I agree to the Terms and Conditions ☐

I agree to the Cancellation Policy ☐

I agree to the Love is Blind Policy ☐

I agree to the Indemnity Agreement ☐

I confirm any products I will be promoting, agree to the AVPMA Policy ☐

When entering your data please make sure to select **Update** (save) at the bottom of the page to make sure it saves. **We recommend doing one section at a time and updating (saving) it as you go, so if an error appears with the data you have entered, it'll be easy to pinpoint the problem.**

For example, when entering your Passport Prize Value, please only input one whole number i.e. no "\$" signs or "-" marks as the system won't accept it and it won't save. If an error comes up be sure to re-read those sections instructions for similar parameters like the above.

**When saved properly a green bar will appear and the info you've entered will still be available when you next login.**

UPDATE

BACK TO MY EXHIBITOR BOOKINGS

Successfully updated exhibitor booking.



## Venue Information – Crown Conference Centre

Please refer to the Crown Conference Centre Event and Exhibitor Guidelines document provided to review the below venue information.

- Emergency Procedures – Page 4
- Custom stand contractor access and Induction - Page 8
- Goods Lift Capacity – Page 11
- Covid Guidelines – TBA

## Exhibition Information

### AVA Policy: Love is Blind

#### *Breeds of dogs with exaggerated physical features in advertising*

The popularity of certain breeds of dogs with exaggerated physical features has resulted in their increased use in marketing and advertising campaigns, and often in products aimed specifically at veterinarians, such as veterinary pharmaceuticals.

Unfortunately, the exaggerated features lead to serious health and welfare problems, which the veterinary community are faced with managing, to try to give these animals a more comfortable life. To raise awareness of this issue, the Australian Veterinary Association (AVA) and RSPCA Australia launched an awareness campaign in 2016 called 'Love is Blind'.

We have already reached out to our sponsors and regular advertisers advising that we will stop using these breeds in all advertising material appearing in our publications, and ask for your assistance with this when it comes to all marketing material, including:

- Any form of advertising in print and digital AVA products
- Exhibits at AVA conferences and events
- Any other form of marketing undertaken under the AVA brand.

**The AVA will be enforcing this policy across all advertising**, and we ask that you make sure that all of your team involved in the exhibition are aware of our policy and the animal welfare issues involved.

#### **What this policy means for conference advertising:**

**The AVA will not accept artwork displaying animal breeds with exaggerated physical features which are associated with adverse health and welfare outcomes. These breeds include:**

#### **Dog Breeds**

##### Affenpinscher

- Basset hound
- Bloodhound
- Boston Terriers
- Boxer
- Brussels Griffon
- Bulldog
- Bullmastiff
- Cane Corso
- Cavalier King Charles Spaniel
- Chow Chow
- Corgies
- Dachshunds
- Dogue de Bordeaux



- English Toy Spaniel
- French Bulldog
- Japanese Chin
- Lhasa Apso
- Neapolitan Mastiff
- Pekingese
- Pug
- Shar-Pei
- Shih Tzu

**On the next page we have provided example images of the most common breeds listed above.**

We believe this is great opportunity for the AVA and our valued industry partners to demonstrate a partnership that promotes healthy dogs and contributes to a positive animal welfare outcome.

Please [click here](#) to read the full AVA 'Love is Blind' policy.

If you need more information please contact Meredith Flash, Head of Education; [meredith.flash@ava.com.au](mailto:meredith.flash@ava.com.au) or Melanie Latter, National Manager - Policy and Veterinary Science; [melanie.latter@ava.com.au](mailto:melanie.latter@ava.com.au).

You can also visit [www.loveisblind.org.au](http://www.loveisblind.org.au) to learn more.

## Examples – Most Common Breeds

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**Pug**



**French Bulldog**



**Pekinese**



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## Dachshunds

*long and shorthaired varieties*



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## Corgies



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## Shar-Pei



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## Advertising in the Conference Handbook

Space is available to advertise in the official Conference Handbook.

The Conference Handbook will be an A4 booklet. The handbook will encourage delegates to come to your stand using promotional deals, gift cards and discounts, which can only be redeemed onsite. All advertisements must be approved by the organising committee prior to the conference.

To book an advert, please contact Dianne Minards at [dianne.minards@ava.com.au](mailto:dianne.minards@ava.com.au) by **COB Monday 19 September 2022**. Artwork will need to be submitted no later than this date.

Please ensure you adhere to the following specifications, otherwise your advert may not be included.

Advert Type	Cost	Trim Size	Text Area	Required Bleed
One Full Page	\$980 inc GST	297mm (w) x 210mm (h)	277mm (w) x 190mm (h)	3mm
Half Page	\$640 inc GST	297mm (w) x 210mm (h)	277mm (w) x 190mm (h)	3mm
Quarter Page	\$340 inc GST	146.4 (w) x 201mm (h)	128.5 (w) x 90mm (h)	3mm

### Accepted format:

- Only print-ready PDFs are accepted
- Artwork to be provided in CMYK
- Images to be 300dpi
- Logos and fonts to be embedded or converted to outline

## Booth Details

### Shell Scheme

Exponet Exhibitions & Events will provide and build all shell scheme booths.

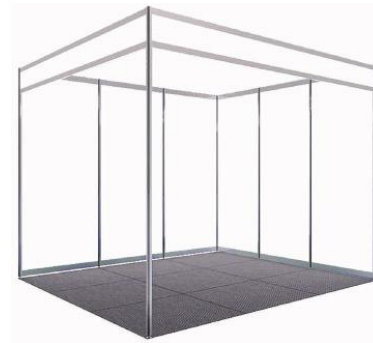
#### 6sqm Stands

**Size:**

3m wide x 2m deep x 2.5m high

**Inclusions:**

- Fascia signage
  - White corflute sign with vinyl lettering
  - Standard booths have 1x fascia sign, corner booths have 2 x fascia signs.  
*Custom signage options are available for additional cost*
- 2.5m high polished aluminium frame with white melamine infill panels (octanorm)
- 2 x LED spotlights
- 1 x 4amp power point
- 6sqm of carpeted floor (*venue*)



Your furniture and power order forms will be provided to you via Exponet Exhibitions and Events. It is important that you complete these forms returned by the date provided to ensure *your* requirements are in place prior to your arrival at the venue.

Exponet Exhibitions and Events will send you a unique booking link to book furniture and complete the Fascia Signage Form. If you have not received this by Friday 16 September 2022 please contact Exponet Exhibitions and Events at [abellaa@exponet.com.au](mailto:abellaa@exponet.com.au)

**Please note exhibitors are not permitted to hang anything from the ceiling.**



## Bump-In Schedule

Wednesday 19 October	
7:00am – 3.00pm	Exponet bump in/mark out
10:00am	Custom stand bump in
3:00pm	Exhibitor bump in:
3.00pm – 6.30pm	ExpoNet Customer Services
6.30pm – 8.00pm	Exhibition Open – Welcome Reception

\* **Please note:** custom stands must be completed before exhibitor's bump-in at 3:00pm – 5.30pm on Wednesday 19 October, 2022. If your custom stand builder requires more time, please contact Dianne Minards (02) 9431 5054 to discuss alternative options.

All contractors, staff and exhibitors must wear high visibility safety vests whilst on the loading dock, service road or in the exhibition room during construction, bump in and bump out. **No children under the age of 15 years are allowed in the exhibition area or loading dock during the bump-in period.** Appropriate footwear must be worn at all times during bump in and bump out. No open-toe footwear (i.e. sandals, thongs and the like) are permitted during these times. See '*Safety Vests and Identification*' for more information.

**All exhibitors must have completed their stand set-up by 5.30pm on Wednesday 19 October.**

## Bump Out Schedule

Friday 21 October	
1.45pm	Lunch ends
4.15pm	Exhibition End
4.30pm	Dismantle
4.30pm	Exhibitors bump out
4:30pm - Midnight	Exponet stand builders pack down

Exhibitors bump out will begin at 4:15pm on Friday 21 October.

Dismantling of stand fittings and displays will commence at 4:30pm. As it is classified as a building site, only those wearing a high visibility safety vest will be able to remain in the exhibition hall after 4:15pm on Friday. **No children under the age of 15 years are allowed in the exhibition area or loading dock during the bump-out period.**

Should any exhibitor, agent or contractor fail to remove any exhibit, or part thereof including any rubbish within the times stipulated, then the Exhibitor shall indemnify the Conference Secretariat in respect of any claim thereby occasioned for failure to give possession of any part of the exhibition venue by the due date. The Conference Secretariat shall be entitled but not obliged to remove such materials, as they consider best at the cost of the Exhibitor who shall be liable for all loss and costs thereby occasioned.

The Conference Secretariat reserves the right to specify the time at which individual stands and exhibits shall be removed. Exhibitors may not remove any products on display during the Exhibition without the express consent of the Conference Secretariat.

**Goods must be collected from the venue loading dock by 4pm on Monday 24 October 2022.**

## Canvassing

Exhibitors may not canvass their products or distribute promotional material to delegates other than from their own stand. Special arrangements may apply for companies sponsoring scientific sessions or social events. All display material, furniture and selling aids must be kept within the perimeter of your booth, unless previously agreed to by the Conference Secretariat.

## Catering

The Crown Conference Centre has sole catering rights for distribution and sale of all food and beverage items within the Crown Complex.

No exhibitor or organizer is permitted to bring any food or beverage into the Crown Complex from an external supplier.

There will be no onsite catering available to purchase at this event.

## Cleaning

General cleaning is included in the cost of the room hire to the exhibition organiser. Should you require specific stand cleaning please contact the Conference Secretariat.

## Company Profile

Each exhibitor is required to provide the AVA with a **high-res company logo (png or jpg) via email** to Dianne Minards at [dianne.minards@ava.com.au](mailto:dianne.minards@ava.com.au) and submit a 150-word company profile **via the online exhibitor portal** to be published in the Conference Handbook.

Please complete the company profile form in the online exhibitor portal by **COB Monday 19 September 2022**.

## Couriers

The AVA uses the following courier nationally; however, you are welcome to use your own supplier.

### CTL Freight and Logistics

Unit 5/12-14 Northumberland Street  
Taren Point NSW 2229  
(02) 9700 1655

<https://www.ctl.com.au>

Email: [Chris@ctl.com.au](mailto:Chris@ctl.com.au) and [Rod@CTL.com.au](mailto:Rod@CTL.com.au)

# Deliveries, Collections, Storage and Material Handling

## Freighting and Collection of Goods

To assist with a streamlined bump in, all deliveries must be couriered to the Crown Conference Centre Loading Dock 3. Every piece of freight delivered to the venue must have a delivery label provided by the Australian Veterinary Association.

Deliveries must arrive **no earlier than 48 hours prior to the scheduled bump in day**. Should exhibitors wish to deliver their own items, it must be during the nominated bump in day/s. Deliveries to the loading dock during the scheduled bump in time may be subject to long delays and will be on a 'first in first served' basis.

All goods relating to the construction and fit out of your exhibition must be directed to the designated loading dock. Under no circumstances are goods to be delivered or removed from the exhibition space via any other areas.

Crown will not take delivery of stand fittings or other materials unless previously notified. Crown will not accept responsibility for the safety or wellbeing of any such items.

Delivery instructions to freight, couriers and contractors **MUST** be as follows:

Loading Dock 3  
Crown Events and Conferences  
8 Whiteman Street  
Southbank Victoria 3066  
Telephone: +61 8 8923 9000

**Loading Dock operating hours are 08:00am – 4.00pm Monday to Friday.**

Strictly no parking in the Loading Dock.

Loading dock clearance height is 3500mm

## Exhibitor Delivery Label

The below delivery label needs to be completed accurately to ensure the arrival and correct allocation of your goods.

### **Delivery Dockets - VBG Annual Summit.pdf**

If you intend to dispatch your goods via a courier from the Crown Conference Centre after the event, it is important for you to:

- Bring a consignment note with you (note that TNT/STARTRACK customers need a consignment note for every 8 items)
- Make sure the consignment note is completed correctly
- Ensure that every package has a label with your return address and the number of items on it (e.g. Package 3 of 5)
- Remove all obsolete labels from packages

Please keep your copy of the consignment note for your future reference and the tracking of goods through your courier company.

## On-Site Storage

There may be limited storage available within the exhibition space. Please contact [dianne.minards@ava.com.au](mailto:dianne.minards@ava.com.au) closer to the date to discuss if required.

## Materials Handling and Equipment – Forklift

The Crown Convention Centre will have a staff member onsite for bump in to assist with getting pallets from the loading dock onto your stands, for all exhibitors with a standard shell scheme booth, and this will be complementary.

If a custom stand builder requires the venues forklift, this will be subject to availability, and they will need to complete the online WHS induction and supply the correct licences/documentation to the venue prior to coming onsite.

## Dilapidation

Exhibitors are responsible for the cost of making good, restoring or renewing any case of serious dilapidation to the Exhibition venue of any part thereof. Dilapidation includes (by way of examples only) marks caused to paintwork, bolt, and screw, nail holes etc. In their own interest exhibitors should satisfy themselves as to the condition of the sites both before erection and after clearance.

## Exhibitor and Delegate Catering Break Times

All catering for delegates and exhibitors will be held in the exhibition area. Please endeavor to be present on your exhibition booth at daily break times.

**Exhibitors will be served 15 minutes early for morning and afternoon tea, and half an hour before lunch begins in a designated area of the room.** This will give exhibitors time to have their meal and be back on their stand for the delegate breaks.

Thursday 20 October	Exhibitors	Delegates
Morning Tea	9:45am	10:00am – 10:45am
Lunch	12:15pm	12:45pm – 1:40pm
Afternoon Tea	3:00pm	3.15pm – 3:45pm
Pre-awards dinner drinks in exhibition	7:00pm – 7:30pm	
VBG Awards Dinner	7.30pm – late	

Friday 21 October	Exhibitors	Delegates
Morning Tea	10:00am	10:15am – 10:45am
Lunch	12:15pm	12:45pm – 1.45pm
Afternoon Tea	3:30pm	3.45pm – 4:15pm
Summit Close	5.15pm	

The exhibition welcome night and Pre-awards dinner drinks will be held in the exhibition area to give you more time to meet and liaise with delegates.

## Exhibitor Registrations

Exhibitors will be issued with two complimentary full exhibition registrations per 6sqm. Please complete exhibitor registration by **COB September 30, 2022**. Each company representative will have an official conference name badge. The name badge must be worn at all times. If you do not have a name badge on you will not be permitted to enter the exhibition area.

**Please note: an email with instructions on how to register will be provided to you once, you have paid in full your exhibitor invoice.**



## Additional Tickets

### Exhibitor Registrations – Two Days - \$810 (Inc. GST)

Includes:

- Attendance at sessions (Thursday October 20 – Friday October 21)
- Admittance to industry exhibition (Thursday October 20 – Friday October 21)
- Exhibition Welcome Night (Wednesday October 19)
- Morning tea, lunch and afternoon tea (Thursday October 20 – Friday October 21)

*Does not include VBG Awards Night*

### Exhibitor Registration – Single Days - \$485 per day (inc GST)

Includes:

- Attendance at sessions (Thursday OR Friday)
- Admittance to industry exhibition (Thursday OR Friday)
- Exhibition Welcome Night (Wednesday)
- Morning tea, lunch and afternoon tea (Thursday OR Friday)

*Does not include VBG Awards Night*

### Social Events Only

- Welcome Event (Wednesday 19 October) - \$85 inc GST
- VBG Summit Awards Night – (Thursday 20 October) – \$165 inc GST

## Furniture

Exhibitors are responsible for organising their own furniture for their stand. Fusion Exhibitions are the official furniture supplier for the conference. You will be contacted by Fusion Exhibitions with further details on ordering furniture packages. We suggest you consider the layout carefully before choosing furniture to avoid overcrowding and ensuring delegates can move freely through your area. Furniture and all other exhibitor goods must remain within the perimeter of your booth for the duration of the exhibition. The organisers and venue staff will ask you to move any material that is outside your allocated space.

### Exponet Exhibitions & Events

**Contact:** Abella Azzi  
Account Manager  
**Phone:** (02) 9645 7000  
**Address:** 45 Princes Road West,  
Auburn NSW 2144  
**Website:** <https://www.exponet.com.au/home.aspx>



## Insurance and Liability

All Exhibitors must have public liability insurance (covered for no less than \$10 million) for the period of the exhibition and must be able to produce this documentation immediately at the request of the Organiser. Exhibitors must provide written evidence of current public liability insurance **by COB Monday 26 September 2022**.

Exhibitors must insure, indemnify, and hold the Organiser harmless in respect of all damages, injuries, costs, claims, demands, expenses and interest for which the Organiser may become liable. Whilst the Organiser will endeavor to protect exhibition property whilst on display at the exhibition, it must be clearly understood that the venue, the Organising Committee, and the Organiser cannot accept liability for any loss or damage to property sustained or occasioned from any cause whatsoever.

The Organiser shall not be liable for any loss, which the Exhibitor may incur as a result of the intervention of any Authority, which prevents the use of the premises or any part thereof in any manner whatsoever.

The Organiser will not be liable and makes no guarantee of the number of visitors to the exhibition. Equally the Organiser will not be accountable for the level of commercial activity generated.

Please upload a copy of your public liability coverage to the online exhibitor portal **by COB Monday 26 September 2022.**

If an exhibitor does not have any public liability insurance to cover their presence at the Conference, you will need to organise some otherwise you won't be allowed to exhibit. We suggest you talk with your current insurance provider, or you can visit [www.stallinsure.com.au](http://www.stallinsure.com.au) who might be able to assist.

## Loading Dock Access

Loading Dock 3 does not give priority to any clients and therefore does not take bookings. Priority is given to the next truck waiting.

All people operating in the loading dock must always wear high-visibility vests and closed shoes.

## Opening Times and Access for Exhibitors

All exhibitors are required to be set up and ready by 5.30pm on Wednesday 19, October 2022.

**Each day you will only have access to the exhibition one (1) hour prior to doors opening for delegates at morning tea.**

## Passport Competition

The 2022 Conference will see the return of the Passport Competition as a further incentive for delegates to visit your stand. All delegates will receive a passport on arrival at the Conference. When they visit your stand, you can stamp the appropriate area in the passport. Once delegates have filled their passport with stamps, they can be entered into the draw to win one of the prizes on offer.

Participation in the competition is open to all exhibitors and is free of charge. You have three options:

1. Participate in the Passport Competition and provide a prize
2. Be listed in the Passport Competition but not provide a prize
3. Not be included in the Passport Competition

We would ask you to please bring a stamp along to the Conference, to stamp the passports of those delegates that visit your stand. Offering a prize is a great way to increase the brand awareness of your product/s, as details of your prize will be listed in the passport which each delegate will receive.

To support this competition and offer a prize, please complete the Passport Competition form available on the online exhibitor portal **by COB Monday 19 September.**

*In the instance we do not receive a response at all, this will be taken as an automatic decline from your company to participate in the passport competition.*

## Rigging

No exhibition stands are permitted to install any type of rigging in the exhibition hall.

## Safety Vests and Identification

All contractors, service technicians and trades people who work in the venue are required to adhere to all relevant Australian Standards, perform their tasks within set Industry Codes of Practice and hold all necessary licenses. Apprentices must be always supervised.

All contractors, service technicians, trades people and exhibitors' staff are to wear visible identification tags whilst in the venue.

All contractors, tradespeople and organiser staff are to always wear high visibility safety vests whilst in the Exhibition Hall and loading dock area during move in and move out of all exhibitions. All high visibility vests must comply with Australian Standards.

## General Information

### Car Parking

Refer to Crown Conference Centre Exhibitor Manual attached

### Directions and Public Transport

Refer to Crown Conference Centre Exhibitor Manual attached

### Photography

An official photographer will be appointed by the Conference Secretariat. If you would like to make an appointment for the photographer to take some photos of your stand, please contact Dianne Minards via email; [dianne.minards@ava.com.au](mailto:dianne.minards@ava.com.au) for further details.

### Public Attendance

The general public will NOT be allowed to attend the Conference. However, if they wish to enter the exhibition, they can register as an exhibition only attendee, prices start from \$95.00 per day for AVA Members.

Representatives from non-exhibiting veterinary industry companies are not allowed to sell or promote their goods or services within the Conference or Exhibition. If you are aware of someone selling or promoting their goods or services, please advise the conference staff at your earliest convenience.

### WI-FI

Free wireless internet is provided by the venue and can be accessed throughout the convention centre. The service is suitable for checking emails and basic web browsing; however, connections are not guaranteed due to the varying number of users connected at the one time.

#### Personal Wi-Fi on your stand

If you would like to organise faster or a more secure connection, then we suggest you purchase dedicated Wi-Fi connection from the venue. For more information regarding the Crown Events and Conference Internet Service packages contact [event\\_sales@crownmelbourne.com.au](mailto:event_sales@crownmelbourne.com.au)

