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12-14 MARCH 2016

MELBOURNE CONVENTION
& EXHIBITION CENTRE

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact with service questions about exhibiting or my exhibitor / sponsorship entitlements?

Please refer to the Exhibitor Centre for the answer to most questions you will have in regard to exhibiting. Any questions you have about your entitlements, please don't hesitate to contact our Operations Executive:

Shannon Terry

Operations Executive

P: 07 5510 5100

E: shannon@nationalmedia.com.au | supershowexhibitor@nationalmedia.com.au

Q. How do I obtain Exhibitor passes for the staff that will be working on our stand for the duration of the show?

Passes are allocated per the amount of square meters purchased at the show.

Shell Scheme Exhibitors 3x exhibit passes per 9sqm of space or less

6x exhibit passes per 18sqm of space

Space Only Exhibitors 3x exhibit passes per 9sqm of space or less

6x exhibit passes per 18sqm of space

Requests for additional passes will be at the discretion of the Operations Executive. Please call or email to discuss.

If people from your company are 'visiting' the stand (i.e. not working the stand) during the show, they will need to purchase tickets via Lüp (ticket sellers).

Q. When will our staff get their Exhibitor Passes?

Exhibitor passes can be collected from Information Point, located in the foyer. Space Only exhibitors passes will be available for collection on Thursday 10th March 2016. All other exhibitors will be able to collect their passes from the Information point located in the foyer, from Friday 11th March 2016.

Q. Can I change the details on my Exhibitor Profile, including my company's exhibiting name?

Yes, you will need to send a quick email to our exhibitor help desk to make changes to your original submission.

Q. What is my stand number?

For details of your stand number and size, please refer to your original booking agreement or send a quick email request to the Operations Executive.

Q. What does it cost to serve sample food/drinks at the show?

There is **NO** fee from the venue if you are serving samples of food/drinks at the show. You must however complete and return the venues 'Food & Beverage Sampling Form' available from the Exhibitor Centre.

Q. What does it cost to sell food/drinks at the show?

There are certain fees depending on HOW you are selling your food/drinks at the show:

Pre-packed/Not for immediate consumption

If you are selling pre-packaged goods NOT for immediate consumption onsite, then there is **NO fee** from the venue to sell these products. Pre-packaged goods constitute wrapped/sealed product/s. There IS however a fee from the Melbourne City Council to operate a 'Temporary Food Outlet' – see details & form here; https://streatrader.health.vic.gov.au/public_site

Direct Consumption

If you are selling food for **direct onsite consumption** there is a **fee of \$160p/day per 9sqm**. This is a fee charged by the venue to all exhibitors that are selling food/drinks during the show. National Media will invoice the consumption charge to the exhibitor at the conclusion of the show. You will also need to pay any applicable fees for operating a 'Temporary Food Outlet' by the Melbourne City Council [https://streatrader.health.vic.gov.au/public_site E](https://streatrader.health.vic.gov.au/public_site_E)

Exhibitors who plan to sell food & drinks in direct competition with the services provided by the venue will need to apply to the MCEC for approval. Those approved will be charged at a higher fee than non-direct competition exhibitors. MCEC will contact you to discuss your circumstances upon receipt of your application to sell. For Enquiries regarding the 'Temporary Food Outlet' application please contact the Melbourne City Council Ph: 03 9658 8858, email health@melbourne.vic.gov.au or visit their website [http://www.melbourne.vic.gov.au/enterprisemelbourne/industries/hospitality/Pages/Tempfoodpremises.aspx - apply](http://www.melbourne.vic.gov.au/enterprisemelbourne/industries/hospitality/Pages/Tempfoodpremises.aspx-apply)

Q. How do I arrange additional signage, lighting, power, shelving and furniture for my stand?

ExpoNet has been appointed Stand Contractor – the company who will build the exhibition and be able to assist you with additional services such as:

- Stand upgrades
- Custom built stands
- Stand & fascia signage
- Furniture / plant hire
- AV services
- Power / lighting

Please complete the relevant forms in the Order Forms section of the Exhibitor Centre. Alternatively, contact from ExpoNet directly on 02 9645 7000 or email esd@exponet.com.au to discuss your requirements.

Q. Is there storage available onsite, during and after the event and at what cost?

Yes there will be dry, cold & freezer storage available on site for a fee, during and after the event. Storage is limited and needs to be booked before the show. To book storage please complete the Storage form in the Exhibitor Centre, under compulsory forms, or contact Colin Smith, Ph: 03 9330 9099, email: cosmith@agility.com

Q. Are forklifts and trolleys available onsite?

Forklifts and trolleys will be provided by the Organiser during Bump-In and Bump-Out. If you require heavy duty forklifts and trolleys during Bump-In or Bump-Out, please contact Colin Smith, Ph: 03 9330 9099, email: cosmith@agility.com

Q. How do I arrange catering or a coffee machine on my stand?

Please contact the Exhibitor Services desk at the MEC on 03 9235 8110 or exservices@mcec.com.au for further details. You will find the venue account form in the Exhibitor Centre.

Q. Where is the Organiser's Office located?

The Organisers office will be located In the Exhibition Halls

Q. Can I get printing done onsite for delivery labels, presentation notes etc.?

No, there are no facilities onsite provided by the venue nor by the Organisers to print documents. You must come prepared with all of your printed goods. If you require something to be printed you will need to source an outside establishment to assist.

Q. Are children allowed on the show floor during set-up or pull-down?

Our OH&S policy strictly prohibits anyone under the age of 18 on the show floor during move-in or move-out. (No child-minding facilities are available).

Q. What marketing opportunities are available to exhibitors at The Natural & Organic Supershow?

Please refer to the Marketing Opportunities Section of the Exhibitor Centre for a list of opportunities available. The sooner you start your pre-event marketing, the more you will get out of your exhibiting experience.

Q. Can I send my exhibitor material to the venue earlier than the specified date?

No. If you need early delivery the Official Logistics Contractor will, at a fee, be able to take delivery of your goods and take them to the venue for you. Exhibitor deliveries that arrive prior to your move-in date **will be refused** by the venue.

- Exhibitors may carry small handheld goods through the front doors of the venue

If you need assistance or have questions regarding transport, please contact Colin Smith, Ph: 03 9330 9099, email: cosmith@agility.com Agility Logistics has been appointed the sole Logistics Contractor for The Natural & Organic Super Show. Agility Logistics can arrange all local, interstate and international transport services including delivery onto exhibitors' stands at the venue. Storage of early consignments, packing materials during the event, as well as storage after the event can be arranged.

Q. Are food and drinks included with the exhibitor passes?

No, but there are various outlets around the show to purchase food or drinks at.