

# IMPORTANT EXHIBITOR INFORMATION



23<sup>rd</sup> - 25<sup>th</sup> May 2025

**MACKAY SHOWGROUNDS**

Milton Street, Mackay QLD 4740



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# Pre-Event Considerations and Must Do's

## EXHIBITOR PASSES AND SECURITY

Exhibitor passes are issued individually to each person from your company when they arrive to check in at the event site office. Each Exhibitor is allocated a limited number of free passes, strictly for adult staff members working on your site. Additional passes may be pre-ordered at \$5.00 each. Replacement passes may be re-issued on site and will incur a \$10.00 administration fee per pass.

Exhibitor Passes are a security item for the protection of all Exhibitors and their belongings. Exhibitor Passes help to prevent unauthorised persons from entering the venue outside of the opening hours. Exhibitor passes are NOT TRANSFERABLE to other staff parties and photographic ID checks may be made at random to ensure the pass relates to the holder. Any pass found to be held by a person not identified as the registered holder of the pass will be denied access and the pass confiscated.

**NO CHILDREN PERMITTED** (16 years and under) within the venue during set-up or bump-out. Exhibitors requiring access for children during the opening hours of the event will be required to report to the Site Office. Entry into the event precinct will be granted to children via the Exhibitor Gate when accompanied by a registered Exhibitor.

**All Exhibitors arriving or leaving the event precinct during the set-up dates, event days and bump-out MUST be wearing their Exhibitor Pass.**

**CONTRACTORS** - those you engage to deliver stock etc. to the event - will receive a Temporary Contractor Pass when they arrive at the Mackay Showgrounds

**PLEASE NOTE:** CONTRACTOR passes are only valid on set-up and bump-out. CONTRACTORS are only those you need to go on site.

## DELIVERIES

### Accepted after Wednesday 21<sup>st</sup> May 2025

Deliveries during set-up and event days can be made to the Site Office when the Exhibitor has completed the necessary **Pre-Event Information Form** located in the Exhibitor Portal. Completing this form authorises Australian Events to sign for and accept delivery of goods. The Exhibitor is responsible for collecting the goods from the Site Office.

**No deliveries accepted at the event venue prior to Wednesday, 21<sup>st</sup> May 2025.**

### Delivery Label Template:

ATTN: Australian Events (accepting on behalf of COMPANY NAME)

Mackay Showgrounds, Milton Street

Mackay, QLD 4740

## Exhibitor Set-Up Times and Information

**Tuesday 20<sup>th</sup> May 2025 - Strictly By appointment ONLY**

**Wednesday 21<sup>st</sup> May 2025 - 8:00am to 5:00pm**

**Thursday 22<sup>nd</sup> May 2025 - 8:00am to 5:30pm**

**PLEASE NOTE Set-up is not available on Friday Mornings, failure to follow will incur a \$300 late fee.**

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.

**Children 16 years and younger are ONLY permitted within the venue during public opening hours.**

### RECOMMENDED WEIGHTS FOR MARQUEES

**3m x 3m Marquee:** 4 x 40kg Weights required for High Wind Conditions

**3m x 6m Marquee:** 6 x 40kg Weights required for High Wind Conditions

## Arriving on Site at Set-Up

**EXHIBITOR ACCESS IS VIA MACKAY SHOWGROUNDS, 21 MILTON STREET, MACKAY, QUEENSLAND, 4740.**

All Exhibitors are requested to check in at the event site office when they first arrive at the venue. Once checked in, Exhibitors will be issued an individual exhibitor pass for all persons present at the time of arrival. Please ensure that **ALL STAFF** and **CONTRACTORS** have photographic ID to enable the process to complete as quickly as possible.

Exhibitors will then be shown to their sites. All sites must be assembled and ready to trade by 5:30pm on the Thursday of the final set-up dates.

**PLEASE NOTE:** There is no vehicle access on the Friday of the event days and **NO ACCESS** to the venue outside the Exhibitor set-up times without prior written approval.

## Public Opening Hours

**Friday 23<sup>rd</sup> May 2025 - 8:30am to 4:00pm**

Exhibitor access from 7:00am to 4:15pm

**Saturday 24<sup>th</sup> May 2025 - 8:30am to 5:00pm**

Exhibitor access from 7:00am to 5:15pm

**Sunday 25<sup>th</sup> May 2025 - 8:30am to 4:00pm**

Exhibitor access from 7:00am to 6:00pm

## Marketing Support

We have partnered with **CARAVEL MEDIA**, if you are wanting to book a media marketing campaign that aligns with the 2025 Mackay Outdoor Adventure plus Home & Lifestyle Expo. Please contact Seamus Roche - [seamus@caravelmedia.com.au](mailto:seamus@caravelmedia.com.au) or **0401 913 666**.

## Forms and Tools

Australian Events have created an Exhibitor Portal for exhibitors to find exhibitor information, marketing tools and form links.



**EXHIBITOR PORTAL**  
Click or scan here

## Workplace Health and Safety

All Exhibitors must **WEAR HIGH VISIBILITY VESTS AND CLOSED-IN SHOES** during setup and bump-out. Children 16 years and younger are not permitted within the venue during setup and bump-out. High Visibility Vest can also be purchased from the onsite office at a cost of \$12.00.

## Other Important Information

There is **NO camping** available at this venue.

**NO smoking, vaping or e-cigarettes permitted** - This is a smoking free event and smoking laws apply.

**NO alcohol is permitted** to be brought into the precinct due to venue licensing restrictions.

**NO helium balloons** are permitted at this venue.

**As an exhibitor, you are to trade at all times when the expo is open to the public.**

## Equipment Hire

We have partnered with **UNDERWOOD PARTY HIRE** for the 2025 Mackay Outdoor Adventure plus Home & Lifestyle Expo. If you require any equipment hire or signage, contact Amy Harris, [info@underwoodpartyhire.com.au](mailto:info@underwoodpartyhire.com.au) or **07 4035 4513**.

## Forklift Use

Australian Events will have a 2.5t standard forklift at the event to lift pallets and/or equipment from delivery trucks during bump-in and reload during bump-out. For simple unload and reload ONLY, the service is provided for free. If extended use of the forklift is required, a minimum charge of \$60.00 and other costs will apply. This payment must be made on site. If in doubt, check with our onsite supervisor at the event or phone our office and talk to our logistics team prior to the event.

## Exhibitor Parking

All Exhibitors are requested to park in the provided exhibitor parking areas as directed by traffic controllers. Access to the venue is via the main entrance to the Mackay Showgrounds. By entering through the Exhibitor entrances, you will assist with the security of the event and gain access with the least amount of fuss. No Exhibitor access will be available through the public entrance gates.

## No Peg Zones

Please note that the venue has some **NO PEG ZONES** due to underground power, hardstand areas, water, and drainage systems, so please **DO NOT** hit any pegs, stakes, screws, or pickets into the ground without first checking with the on site staff. Any damage caused will be at the exhibitor's own expense. We thank you for your assistance.

## Power Access

**POWER MAY BE ORDERED UP TO 3 WEEKS PRIOR TO THE EVENT, LATE ORDERS INCUR A \$50.00 SURCHARGE ON TOP OF STANDARD FEE.**

If you require power and did not order it, please see the staff at the event site office.

Power is only supplied to your site between 7:30am and half an hour after public closing time.

Power is **NOT AVAILABLE** during set-up or bump-out. 24-hour power access is not available without prior written approval. All electrical items must be tagged with an electrical compliance certificate.

**PLEASE NOTE:** Kettles, coffee machines and heaters are not permitted on site. Some power at this venue may be supplied by generators.

## Rubbish Removal

All boxes, packaging, pallets, rubbish etc. **MUST** be removed from your site prior to the event opening time.

All rubbish **MUST** be removed from the venue by 10:00am on the Monday after the event days.

In the event that Australian Events are forced to remove your rubbish, **YOU WILL BE CHARGED** for the labour and disposal costs. A minimum charge of \$120.00 will apply.

## Public Liability Documentation

We require a copy of **EVERY** Exhibitor's Insurance; without this you will not be permitted on site. You will be required to email your copy to [reception@australianevents.com.au](mailto:reception@australianevents.com.au). As per our Terms and Conditions, make sure you have public liability insurance that covers you for a minimum of \$20 million. You have the option to pay a fee of \$165.00 to have Australian Events insurance cover you for this show.

## Assistance at the Event

If you have any issues at the event that need to be resolved or need clarification, please visit the event site office and inform the event managers.

## Exhibitor Bump-Out Times and Information

All Exhibitors may remove stock and displays from the venue after the close of the event and when the Operations Manager or authorised staff member declares it safe to start bump-out and to allow vehicle access. Do not pack up early, no stock or vehicles will be allowed to be removed from the venue until after the close of the event.

**Sunday 25<sup>th</sup> May 2025 - 4:15pm to 6:00pm**

**Monday 26<sup>th</sup> May 2025 - 7:00am to 10:00am**

### **FOR LARGE OUTDOOR SITES ONLY**

**Monday 26<sup>th</sup> May 2025 - 7:00am to 4:00pm**

**Tuesday 27<sup>th</sup> May 2025 - Strictly By Appointment Only**

Large outdoor sites All stock, displays and vehicles must be completely removed from the venue by 4:00pm on the Monday after the Event Days. Stock left on site after 4:00pm on the Monday after the Event Days may incur additional rental fees unless appropriate arrangements have been made with the Site Office.

### **PAGODA SITES AND SMALL OUTDOOR SITES**

Pagoda sites are reminded to remove all displays from pagodas by 6:00pm on the final event day, being Sunday. Contractors will be removing pagodas from the venue Monday morning and reserve the right to move displays that hinder their access.

All stock, displays and vehicles must be completely removed from the venue by 10:00am on the Monday after the Event Days.

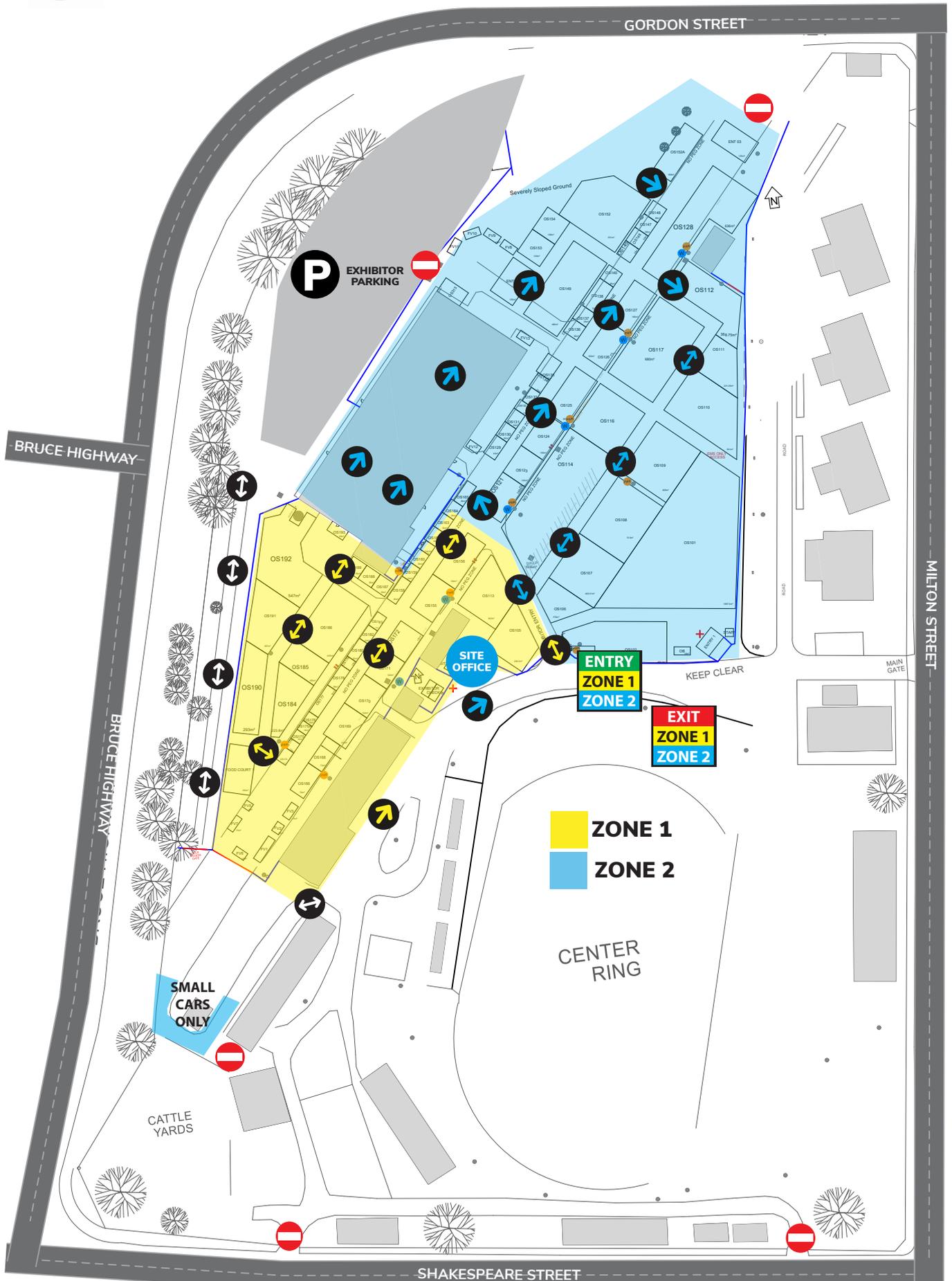
**SECURITY WILL CEASE AT 8:00AM THE TUESDAY FOLLOWING THE EVENT DAYS.**

**DO NOT PACK UP EARLY**, no stock or vehicles will be allowed to be removed from the venue until after the close of the event.

All exhibitors must **WEAR EXHIBITOR PASS, HIGH VISIBILITY VEST AND CLOSED-IN SHOES** during set-up and bump-out.

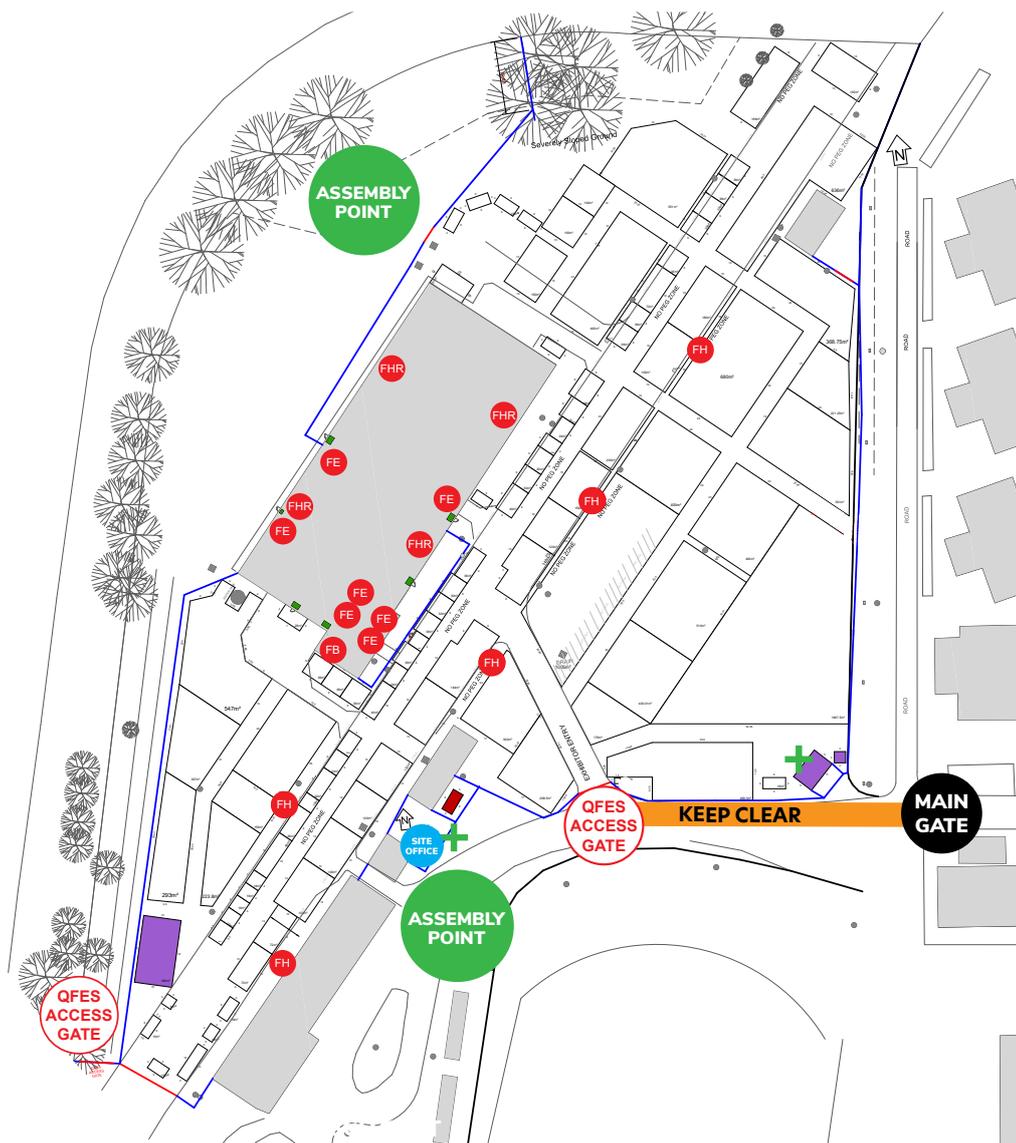
**NO CHILDREN PERMITTED** within the venue during set-up or bump-out.

# Bump-Out Traffic Flow - Mackay Showgrounds



# Evacuation Procedures - Mackay Showgrounds

<p><b>EVACUATION PROCEDURES</b></p> <ul style="list-style-type: none"> <li>➔ FOLLOW ALL INSTRUCTIONS GIVEN BY WARDENS OR FIRE OFFICERS.</li> <li>➔ LEAVE IMMEDIATELY BY THE NEAREST SAFE EXIT.</li> <li>➔ MOVE QUICKLY, DO NOT RUN.</li> <li>➔ IF POSSIBLE CLOSE DOORS BEHIND YOU.</li> <li>➔ REPORT TO YOUR DESIGNATED ASSEMBLY AREA.</li> <li>➔ ADVISE A WARDEN IMMEDIATELY IF YOU ARE AWARE OF PEOPLE TRAPPED IN THE BUILDING.</li> <li>➔ DO NOT LEAVE THE ASSEMBLY AREA UNTIL THE ALL-CLEAR IS GIVEN.</li> <li>➔ IF ANY INJURIES ARE SUSTAINED, NOTIFY A WARDEN.</li> </ul>	<p><b>SAFETY CONSIDERATIONS</b></p> <ul style="list-style-type: none"> <li><b>R</b> REMOVE PERSONS FROM IMMEDIATE DANGER.</li> <li><b>A</b> ALERT NEARBY STAFF AND MEMBERS OF THE PUBLIC AND DIAL 000.</li> <li><b>C</b> CONFINE FIRE AND SMOKE. CLOSE WINDOWS AND DOORS (IF SAFE). KEEP LOW, UNDER THE SMOKE.</li> <li><b>E</b> EXTINGUISH AND CONTROL THE FIRE (IF SAFE TO DO SO)</li> </ul>	<p><b>MAP KEY</b></p> <ul style="list-style-type: none"> <li><b>FH</b> FIRE HYDRANT</li> <li><b>FE</b> FIRE EXTINGUISHER</li> <li><b>QFES ACCESS GATE</b> QFES ACCESS ONLY</li> <li><b>+</b> FIRST AID</li> <li><b>ASSEMBLY POINT</b> ASSEMBLY POINT</li> <li><b>FHR</b> FIRE HOSE REEL</li> <li><b>SITE OFFICE</b> SITE OFFICE</li> </ul>
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## Australian Events Contact Details

- 📞 **Freecall 1800 671 588** During business hours (8:30am to 4:00pm) Monday to Friday (excluding public holidays)
- 📍 PO Box 307, Drayton North QLD 4350
- 🌐 **australianevents.com.au**

## Event Links

**MackayExpo.com.au**   **MackayExpo**   **MackayExpo**