



GOLD COAST
**SENIORS
EXPO**

EXHIBITOR **MANUAL**



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WELCOME TO THE EXPO

The Gold Coast Seniors Expo welcomes you as our Exhibition Partner!

This unique event is designed to help you promote your organisation, bringing together service providers and specialist businesses with consumers and their families, case-workers, teachers and carers in a way that ensures your product or service is seen by those who need to know what you offer. **Our aim is to enhance the lives of seniors people in a positive and encouraging way.**

In this manual, you will find important information and dates regarding your participation as an exhibitor.

Covid Safe Event

The event organisers will continually be guided by State Government regulations and restrictions at the time of the event in order to ensure our Expo operates as a COVIDSafe event. This manual includes general information in regard to the event, however there will be specific instructions for the operation of this event under COVIDSafe conditions that will affect all event operations. The Covid Safety Plan is currently with QLD Health for review. By Exhibitors can view our [COVIDSafe Information Guide](#) by clicking the link. It will be your responsibility to familiarise yourself with both the Covid Safety Plan and COVIDSafe Information Guide and ensure that all staff are aware of, and abide by the requirements.

To assist you in preparation here are some things you can place as part of the COVID Safety Plan:

- There are strict capacity limits within the venue. As a result the number of exhibitors within the venue at any one time will be tightly controlled
- Moving in and moving out processes will be different, with limits on things such as the number of people in the loading docks etc
- There is a maximum of two staff allowed on any standard exhibitor booth at any one time (larger booths are permitted more staff)
- You will need to scan in AND scan out each time you move into or out off the building
- There will be mandatory health screening questionnaires for all exhibitors, contractors, volunteers and staff, as well as for attendees
- There will be directional flow operating in the venue to assist with social distancing
- Hand sanitisers will be located within the exhibiton hall, there will be extra general cleaning and seating area for the outside food vans will be space to assist with social distancing
- A range of screens and COVID safe equipment can be hired through ExpoNet

PLEASE NOTE THIS LIST IS NOT EXHAUSTIVE AND YOU SHOULD READ THE COVID Safety Plan prior to the event.



Expo Hours

Booths must be occupied by a minimum of two people **at all times** during the operating hours (listed below) over both days. In the case of an emergency where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible.

Tuesday 15th June 2021 – 9am – 3pm

Wednesday 16th June 2021 – 9am – 3pm

Venue

Gold Coast Event Centre

Gold Coast Turf Club

Racecourse Drive, Bundall QLD

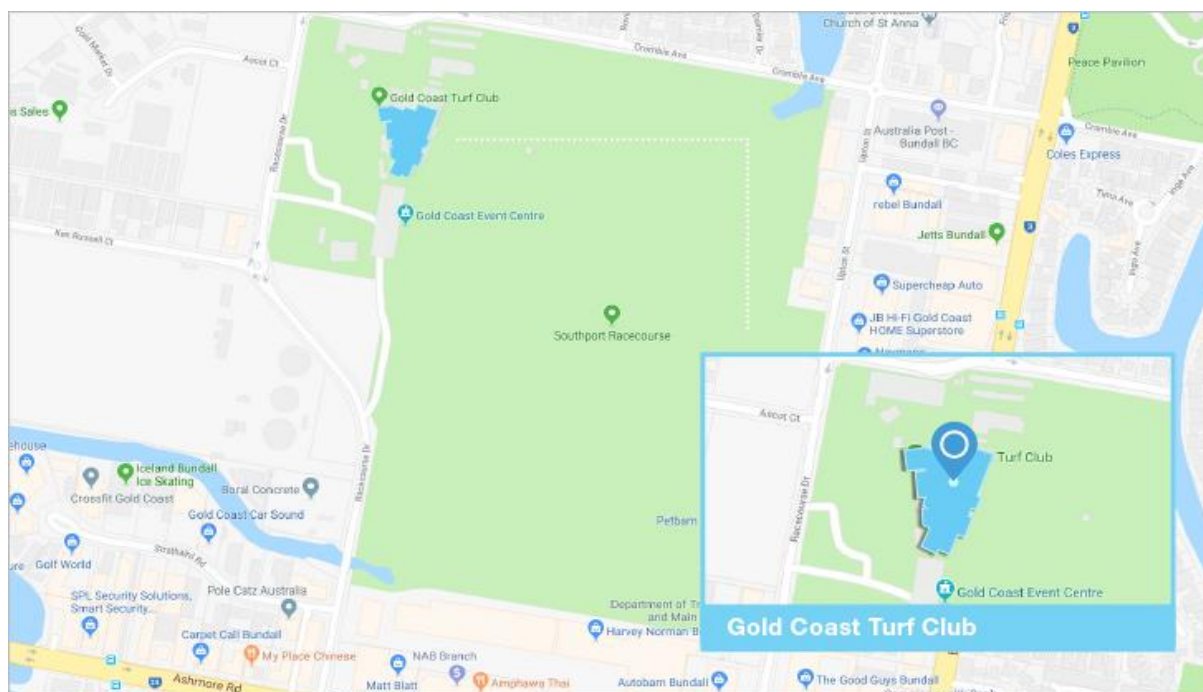


Figure 1: Gold Coast Event Centre, Gold Coast Turf Club

Key Contacts

Events Manager	Mathew Botten	mathew.botten@socialimpact.institute	0455 038 737
Event Sales	Clare McWilliams	clare.mcwilliams@socialimpact.institute	02 9025 9317
Customer Service Coordinator	Natalie Osorio	natalie.osorio@socialimpact.institute	02 9025 9302
Events Assistant	Chauntelle Merrett	events@socialimpact.institute	0499 553 394
Gold Coast Disability Expo	Enquiries	gcde@socialimpact.institute	02 9025 9392



Events Director	Kathryn Carey	kathryn.carey@socialimpact.institute	0418 969 149
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EXHIBITOR CHECK-LIST

ITEM	DUE DATE
Pay invoice and read terms and conditions <i>Please note: only fully paid exhibitors may access their exhibition booth</i>	BY INVOICE DUE DATE
Upload your Public Liability Certificate in the exhibitor portal	IMMEDIATELY
Download Expo collateral	IMMEDIATELY
Install email signature and web banner	IMMEDIATELY
Prepare flyers, signage and lead forms for your booth	IMMEDIATELY
Booth allocations start <i>Please note: only fully paid exhibitors will be allocated a booth space</i>	MARCH
Book your move-in time – Opens 4th May	21 st May
Book your Exhibitor Staff Passes	21 st May
Log into ExpoNet portal and complete required forms Open Date – 8th April	24 th May
Submit Food and Sampling Approval Form to the Organiser gcse@socialimpact.institute <i>(refer to food and sampling section for details)</i>	21 st May

Promote the Event

Internally, you can do your part to promote the Expo by distributing notice of your attendance in the following ways:

1. By promoting the event on your events page, website and blog
2. By liking the **Gold Coast Seniors Expo Facebook** page, sharing our stories and tagging us in your posts **@goldcoastseniorsexpo**
3. Share the **Gold Coast Seniors Expo event on your facebook page**
4. By sending a reminder via social media four, two, and one week out, as well as the day before Expo
5. By emailing your client networks two to four weeks out
6. By emailing/communicating with your employees, **so that they can share details with their clients and encourage them to come along**





Expo Collateral

To access the following downloads, please [click here](#):

Important Documents

- Exhibitor Manual
- Exhibitor Call
- Venue Emergency Evacuation Map
- Expo COVIDSafe Plan
- Exhibitor Checklist
- Terms & Conditions
- Booth Allocation Procedure

ExpoNet Documents

- ExpoNet Exhibitor Catalogue
- ExpoNet Custo, Booth Brochure
- ExpoNet COVIDSafe Catalogue

Digital Assets

- Email Signature
- Web Banner
- Logo
- Flyer



Things to remember during the event:

- Booths must be occupied at all times between the operating hours listed over both days. A minimum of two people must occupy the booth at all times. In case of emergency, where you have to leave your booth unoccupied, please notify an Expo staff member as soon as possible via Reception.
- All staff who will be present at the booth must pre-register their attendance.
- All electrical equipment, including power boards and cables, **MUST** have a current electrical safety check tag. Only one power board per booth is allowed – no piggy backing of boards or double adapters.
- Exhibitors are not permitted to hand out collateral beyond the boundary of their booth.
- Exhibitors are not to block walkways or set up signs or equipment beyond the boundary of their booth.
- Exhibitors are not permitted to offer or serve food or beverages to the public due to venue guidelines and health and safety regulations unless a permit has been granted by City of Gold Coast and submitted to organisers (Social Impact Institute Pty Ltd) by the **21st May**. Samples are permitted, providing approval has been sought and granted by the organisers and a council permit has been granted and submitted to the organisers (Social Impact Institute Pty Ltd) prior to the **21st May 2021**. Confectionery items may be submitted for the direct approval of the organiser (Social Impact Institute Pty Ltd) providing they are packaged with a detailed ingredient list & not readily available to children or person's who require care.
- All competitions or raffles run by exhibitors must have clear, fair and accessible terms and conditions and the appropriate permit, sought from the QLD Office of Gaming & Liquor Regulation. [Click here](#) for more information.
- Tea and coffee vouchers will be found inside your exhibitor packs. Lunch can be purchased at the Expo Café.
- **NON-SMOKING:** All Gold Coast Seniors Expo areas are smoke-free.
- In case of emergency, where you are no longer able to attend the Expo, please contact **02 9025 9392** or **0455 038 737** immediately. Please note that no refunds will be given.

CANCELLATION POLICY

All cancellations must be submitted formally via email. In the event that the organisers receive a request for cancellation prior to 2 months before the event date, a credit note will be issued for the full value of the booking. The credit note can be applied to any future booking for an event run by the organiser within the next 18 months. In the event of a cancellation within two months of the nominated event, no credit applies and 100% of the booking fee will be forfeited refund.

**Please refer the Terms and Conditions on pages 26-30 for further information.*



SELECTING YOUR BOOTH SET-UP

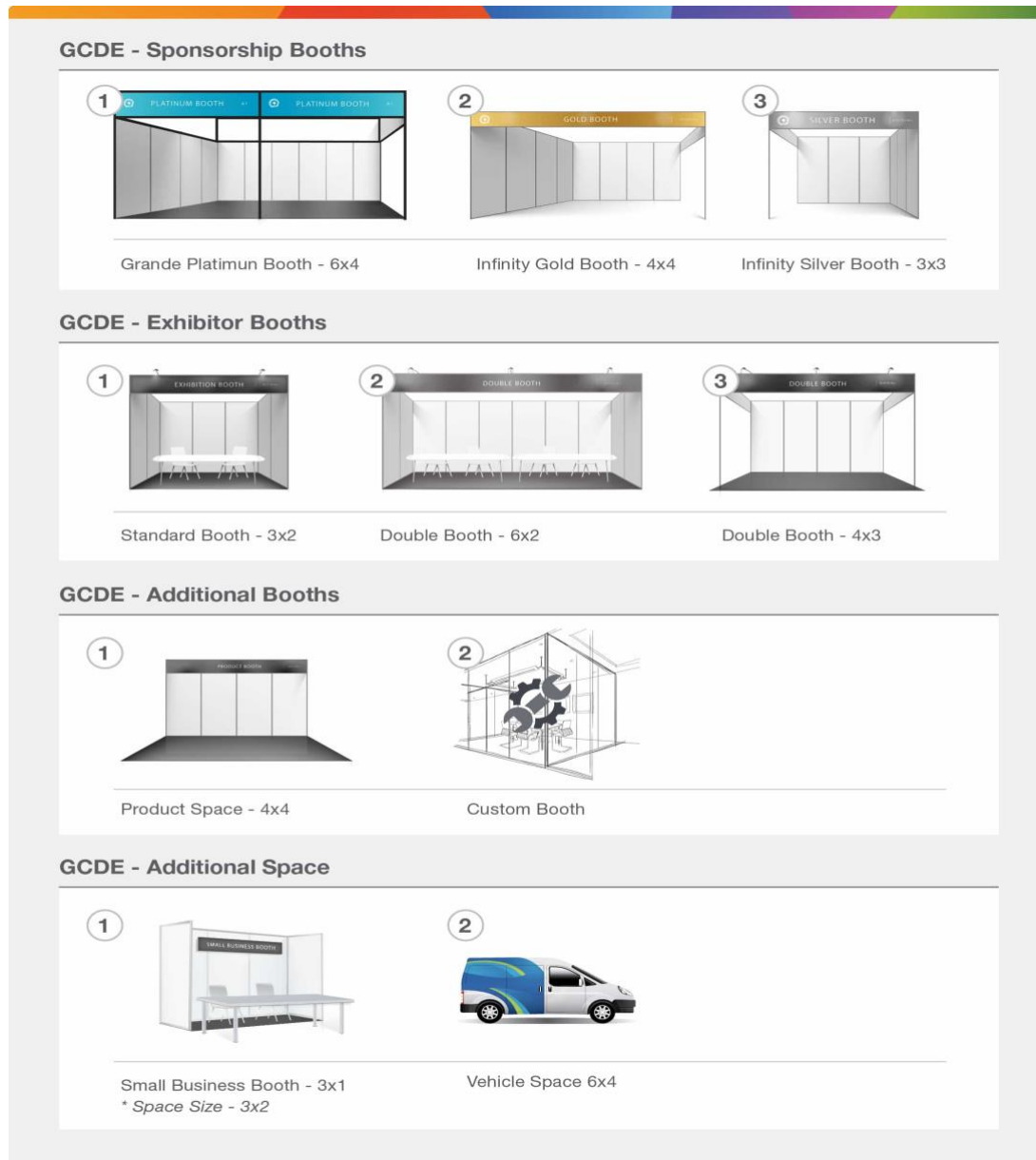


Figure 2: Selection of booth or vehicle options

Each Individual booth set up will vary depending on the type of exhibitor booth you have selected. The full range of exhibitor booths available and a list detailing all the items included for each selection can be found via the website – www.goldcoastseniorsexpo.com.au

We strongly recommend exhibitors maximise their booth and presence at the expo by considering the 5 steps detailed in the 'How to Maximise you booth and Presence'.



MAXIMISE YOUR BOOTH & PRESENCE

Plan

- Ensure you are completely ready and prepared for the two-day event.
- Keep in mind the size of your booth when preparing furniture and signage.
- Don't run out of promotional material – and proofread everything.
- Keep your booth focused and consistently branded across all items. Utilise the **upgrades** and design team available on **ExpoNet**.
- Highlight your product or brand and think of ways to make it stand out.
- Offer easy-to-use lead forms (digital is preferable), seating for attendees, and something to keep children entertained.
- Plan and document your move-in and daily schedules so that all staff know what is expected and nothing is missed. Make up a survival kit of pens, paper, chargers etc.

Design

- Use high-quality imagery. Let the professionals do their job – with your guidance.
- Keep the booth bright, simple and clean.
- Don't clutter the booth with too much content or distractions.
- Tell attendees what you do in the simplest way possible.
- Visualise how people will engage and view your booth and how it represents your brand, service or product.

Engage

- Smile and be as inviting and friendly as possible without being intrusive.
- Make them remember you. Branded merchandise that people can take with them is always a great idea.
- Know your pitch, your organisation and how to answer difficult questions. Prepare a communication plan.

Customer Experience

- Use social media as a medium for sharing what is happening at your booth in real-time & pre-expo.
- Serious clients do not want to wait for too long for information. When you have a client literally waiting for you, capitalise on that opportunity by having simple and effective Info or booking sheets ready to send.

Follow up

- Ensure you follow up with all contacts made during the Expo by email, phone and social media, preferably whilst at the Expo or immediately after.

Read more here:

- **Expo Guide**



BOOTH OPERATIONAL INFORMATION

The COVID-19 pandemic has changed many aspect of how our Expo operates, including how to function in and around your Booths. Personal interaction between Exhibitors and Attendees has been identified as a potential risk and as such, Social Impact Institute has implemented the following COVIDSafe measures to minimise the risk and ensure that we conduct a COVIDSafe event:

Number of people permitted per booth

With Exhibitor booths varying in size, so too does the number of Exhibitors and Visitors permitted at each booth. Covid Marshals will be roaming the venue to monitor the number of people per booth and also provide guidance where required. Below is the number of both Staff and Visitors permitted per booth;



- **Platinum Sponsor:**
6x Staff / 6x Visitors (2x groups 3persons)
- **Gold Sponsor / Product Space:**
4x Staff / 4x Visitors (2x groups 2persons)
- **Silver Sponsor:**
3x Staff / 3x Visitors (1x group 3persons)
- **Standard / Small Business
Community Space / Vehicle:**
2x Staff / 1x Visitor (1x group)

COVIDSafe Marshals

Exhibitors will have to nominate one **COVIDSafe Marshal** to be responsible in assuring exhibitor booth staff adhere to all COVIDSafe guidelines, such as the number of people permitted per booth, maintaining booth cleanliness and hygiene etc. Should the nominated COVIDSafe Marshal be unable to attend a shift, then that person is permitted to deputise the role to a colleague and as such, delegate ALL responsibilities of the COVIDSafe Marshal to the newly nominated staff member.

Exhibitors must nominate in advance, via the **MIMO form**, who in their organisation has been nominated to fulfill this role.

COVIDSafe Marshals will be identified by an **ORANGE lanyard**.



COVIDSafe Marshal Tasks:

Some of the tasks an Exhibitor COVIDSafe Marshal will be required to undertake will be:

- Ensure capped number of Exhibitor staff and Attendees are being adhered to.
- Wipe down all surfaces regularly, preferable between attendee visits.
- Have hand sanitiser readily available at booth
- Ensure minimal interaction with other exhibitors
- Monitor physical distancing at all times
- Provide guidance on aisle directional flow if required

Keeping a COVIDSafe Booth:

Exhibitors will be required to have appropriate amounts of alcohol-based hand sanitiser (at least 60% ethanol or 70% Isopropyl) at their booth. COVID Safety Marshals will be responsible for ensure all surfaces are wipe down between visitors and that the use of hand sanitiser is readily available. This is in addition to the hand sanatisers located throughout the venue.

COVIDSafe ExpoNet Catalogue:

ExpoNet is accredited as a COVIDSafe business, with revised policies and procedures in place to ensure the safe function of their business, operations and stakeholders. ExpoNet have developed a series of solutions, addressing health concerns, physical distancing; minimising touch-points; access to appropriate sanitisation; signage solutions plus more.

Click to access -> [COVIDSafe ExpoNet Catalogue](#)

COVIDSafe Information Guide:

A COVIDSafe Information Guide is available to any person/s who attend our Expo.

Click to access -> [COVIDSafe Information Guide](#)



OFFICIAL SUPPLIERS

ExpoNet, our exhibition build company, and Gold Coast Turf Club are the only official suppliers for the Gold Coast Disability Expo. Please be wary of third-party, uninvited contacts.

In the event that we engage a media partner, you will be notified in advance of the name of the organisation and the contact name of the person who may contact you.

SCAM ALERT: It is likely you will be approached by an unsolicited third-party offering you the attendee list for the Expo. **This is a SCAM!** Do not engage in anyway with these companies. Please contact and inform event organisers at your earliest convenience should this happen to you.

PLEASE NOTE – we do not sell or give out attendee lists to any third parties (except our official suppliers and only for the purpose of conducting the business of the Expo), exhibitors or sponsors.

Exhibitors who have paid their invoices will receive an email from ExpoNet inviting them to access the Online Exhibitor Kit, where you can finalise and view:

- Audio-visual setups
- Booth presentation and upgrades
- **Fascia signage and customisation (important)**
- Wall-mounted shelves and furniture
- Discounted upgrade packages

If you have any questions or need assistance using the Online Exhibitor Kit, please contact the Exhibitor Service Department on **02 9645 7070** or esd@exponet.com.au

Deadlines

ITEM	SUPPLIER	DUE DATE
Audio Visual Order Forms	ExpoNet	24th May
Additional Lighting and Power	ExpoNet	24th May
Fascia and Signage Confirmation	ExpoNet	24th May
Furniture Order Form	ExpoNet	24th May
Booth Modifications, Layout and Final Checklist	ExpoNet	24th May
Wall Mounted Shelves	ExpoNet	24th May

IMPORTANT: Please note that orders placed with ExpoNet after the **24th May** will incur a 20% surcharge on hire charges with a minimum of \$100. Cartage placement and damage waiver charges apply.



FOOD AND SAMPLING

Food and Sampling Approvals

The supply of **any food and/or beverages** to the public by participants is not permitted due to venue guidelines and health and safety regulations unless a permit has been granted by the City of Gold Coast and submitted to the organisers (Social Impact Institute Pty Ltd) by **21st May**.

Samples will be permitted providing approval has been sought and granted by the organisers and a council permit has been granted and submitted to the organisers (Social Impact Institute Pty Ltd) prior to the **21st May 2021**. Confectionery items may be considered for direct approval, providing they are packaged with a detailed ingredient list and not readily available to children or person's who require care. Please submit your requests to the organisers (Social Impact Institute Pty Ltd) for approval at **gcse@socialimpact.institute**

Council Permits

All **exhibitors** supplying and displaying food as part of their exhibit will **be responsible for complying with relevant standards**, including registering as a temporary food premises with the City of Gold Coast. [CLICK HERE](#) to fill out the form to apply for a food business licence with City of Gold Coast. More information about temporary and mobile food premises within the City of City of Gold Coast can be found via this link.

Exhibitors are also responsible for determining the **food safety and handling requirements** for their products before an event. [CLICK HERE](#) to consult Council Knowledge Network Toolbox for more information and examples of foods that require a licence and food safety requirements.

When do you need a food business licence?

If you handle or prepare unpackaged food or beverage products you will require a licence. You do not need a licence for pre-packaged food, confectionary or whole fruit and vegetables.

If you have any questions or would like any advice on food and sampling approvals, please email **mathew.botten@socialimpact.institute** or call **02 9025 9315 / 0455 038 737**

COVID-19 Safe Food Handling and Service:

QLD Health recommends that people follow national guidelines for Food Handling and Service. All food businesses in Queensland are required to meet the requirements of the Food Standards Code. Workers are advised to follow health advice and stay home if you are sick

The best way to prevent the spread of COVID-19 and protect your business is through good hygiene practices. Businesses must adhere to existing requirements of the Food Act 2006. All food businesses must also ensure employees and customers practice social distancing, have a nominated staff member acting as the COVIDSafe Marshal for their booth and familiarise themselves with both the Covid Safe documents provided in manual.



MOVE-IN / MOVE-OUT LOGISTICS

To ensure a smooth exhibition build, all exhibitors and sponsors must adhere to the scheduled move-in times specified in the MIMO.

Move-In

Please ensure you give yourself sufficient time to set up! Move-in times must be strictly adhered to. This will ensure the Expo starts on time and all booths are prepared and ready for the 9am public opening. **All exhibitors must set up their booths on Monday 14th June from 3pm to 6pm.** You will have access to your booth for **final preparations and cleaning** on

Tuesday 15th June between 7am and 8am.

***IMPORTANT: The move-in/out (MIMO) form will be sent to the main contact who completed the booking form. The move-in/out form opens on the 21st May via email and closes on the 14th May – this form is compulsory for ALL exhibitors to complete.**

Registration

Exhibitor registration will open at 3pm, Monday 14th June in the foyer of Gold Coast Event Centre. On arrival, make your way to Registration where you can collect your Exhibitor Pack. Your pack will have information on how to move in, loading dock access, Exhibitor staff passes and tea/coffee vouchers. Make sure you plan how you will hand these out to staff as they arrive at the venue.

***Register all staff attending the Expo by 21st May via the MIMO form.**

Safety Information

Safety vests and enclosed shoes **must** be worn at all times during move-in / move-out in the event that the venue is still a build zone. You will not be permitted access to the venue without these items unless the site has been declared a non-build zone.

Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration for \$5.00 per vest.

Strictly no children under the age of 15 are permitted inside the Expo venue or loading dock during move-in or move-out. No alcohol is to be consumed in the halls or loading dock during move-in and move-out. No motor vehicles will be allowed on the Expo floor without prior permission.

Loading Dock

You must complete the Move-In Registration Form by 21st May if you require the use of the loading dock to unload large items. A 30-minute unloading limit applies to all vehicles on the loading dock. All small items and packages **must** be brought in through the main entrance to avoid congestion.



Third-Party Suppliers

If you plan to use **third-party suppliers** to deliver equipment, booth decals, signage etc onto the site during the MIMO period, please submit their details to event organisers (Social Impact Institute Pty Ltd) through the MIMO form and ensure they adhere to our time constraints and safety requirements. This does not apply if ExpoNet are supplying items for your booth as they are an authorised supplier.

It is the **sole responsibility** of the exhibitor to arrange freight deliveries and any costs associated with this. Please note: Event organisers (Social Impact Institute Pty Ltd) will not accept responsibility for goods delivered by couriers on behalf of exhibitors but will be onhand to accept delivery from couriers if required to do so. All items being delivered must be listed on your MIMO form.

Goods **must not** be sent to the venue before **9am or after 5pm on Monday 14th June** and all goods must be collected by the end of the official move-out time, no later than **5pm Wednesday 16th June**.

A limited amount of complimentary trolleys are available for exhibitors use during move in/move out. These are available on a first come, first serve basis. Please liaise with event organisers at registration on arrival for availability. We strongly recommend you bring your own trolley.

Move-Out

All Exhibitors will be able to pack up their booths on Wednesday, 16th June **strictly between 3pm and 5pm**. **You are not permitted to leave your booth prior to 3pm on Wednesday 16th June**. All booths must be presentable and open for business right up until 3pm.

Move-out cannot officially start until all visitors and children have left the building. This normally takes approximately 5-10 minutes from close of the Expo. Please be patient during this time and mindful of each other, ExpoNet and our attendees leaving the premises.
Trolleys must not be used until after 3pm.

Stands will be dismantled by ExpoNet on Wednesday from **3:30pm onwards**, which means that all exhibitors **must** move out on Wednesday afternoon & remove all their personal items, collateral and anything hired from third-party suppliers by **5pm on Wednesday**. If you remain in the building after 3.00pm, **you will be asked to wear a safety vest and you must have closed in shoes on**.

Please remove all signage, posters, blue-tac, Velcro, collateral, paperwork and rubbish. All left-over coffee vouchers and exhibitor packs can be binned. Please also take the Exhibitor lanyards with you. **All hired items from ExpoNet** can be left within the booth for pick-up and dismantling.

***Anything left on site after 6pm on Wednesday will be deemed rubbish and removed by the venue cleaners. Rubbish removal fees may apply.**



Exhibitor Parking During Move-In / Move-Out

A drop-off zone will operate at the entrance of the Gold Coast Event Centre between 3pm and 5pm Monday, 14th June. Exhibitors may use the drop-off zone for loading and unloading purposes only. After loading or unloading goods, vehicles must leave immediately. Any vehicle stationed at the drop-off zone for longer than 15 minutes will be directed to park in the allocated parking areas.

For loading and unloading of large items, exhibitors may use the loading dock. All items being delivered must be listed on the MIMO form.

Gold Coast Turf Club provides parking free of charge in their public car park. **For move-in on Monday, 14th June, you will have access to the members car park (P1). On Tuesday and Wednesday, you must park in the public car park P2. Refer to map below.**



Figure 3: Gold Coast event parking map



Covid Safety During MIMO:

Before entering the venue **ALL Exhibitors** (Staff / Volunteers included) must submit their completed Covid Safe Screening Questionnaire and register via the Registration Desk located in the front foyer of the venue. To access this form please [CLICK HERE](#).

All state government Covid Safe regulations at the time of the event must be adhered to throughout the Move In and Move Out process. This includes

- Social Distancing
- Masks (if required)
- Hygiene
- Appropriate staff numbers per square metre (according to state government requirements at time of expo)
- download the **COVIDSafe app** and most importantly
- **STAY AT HOME** if you are feeling unwell, especially if you are suffering from cold or flu-like symptoms.



A – Z ADDITIONAL INFO

Accessibility and facilities

The Gold Coast Turf Club are committed to providing suitable access for all guests. Entrance into the expo has ramp access, accessible restrooms are available, floor coverings are low pile commercial carpet are wheelchairs / walkers / prams friendly. Double doors ensure easy access and provisions is made for all service dogs.

Audio Visual

ExpoNet stock an excellent range of audio-visual equipment. Please refer to the Online Exhibitor Kit or contact their Exhibitor Service Department on **02 9645 7070** or esd@exponet.com.au

Balloons

The use of helium balloons is not allowed at the Gold Coast Seniors Expo.

Cleaning

Cleaning within booths is the responsibility of each exhibitor. Cleaning staff will be permitted into the exhibition hall under security supervision at the close of each Expo day for common spaces only. It is the requirement of all exhibitors to leave their sites rubbish-free and in good, clean condition. Rubbish, including hard rubbish, will not be cleared and is the sole responsibility of the exhibitor to break down and dispose of. All rubbish **MUST** be taken offsite by the exhibitor as there are no waste disposal facilities available onsite.

Clear Aisles

All aisles throughout the exhibition hall are nominated clearways. These aisles must be kept clear of all product and rubbish at all times, including stand building materials, to allow easy access for emergency vehicles and traffic. You must keep your product, packaging and other items on your stand. Items left in the aisles will be removed or you will be asked to move them back into your allotted space. *Please also refer to Fire Awareness for further information regarding clear aisles.*

Couriers and Deliveries

We do not provide any courier services and recommend pre-booking this prior to arriving. If you plan to courier items to the venue, we will only accept deliveries at Registration between 9am – 5pm on Monday, 25th May. For move-out, instruct couriers to collect from reception before 5pm Wednesday, 16th June, unless the items require to be collected from the loading dock. Please let us know if you're planning on having any items couriered to or from the event by completing the Move-In Registration Form (MIMO).



COVID Safety Plan

The event organisers will continually be guided by State Government regulations and restrictions at the time of the event in order to ensure our Expo operates as a COVIDSafe event. Our event Covid Safety Plan is currently being reviewed. This will be available once approved by QLD Health.

Conditions of Entry

As part of this plan we have an event specific Conditions of Entry. To view these conditions please click the link: [CONDITIONS OF ENTRY](#)

Distribution of Promotional Material

The distribution of promotional material such as brochures, catalogues, leaflets and pamphlets is restricted to your booth space only. Distribution is not permitted in common areas and public areas within and surrounding Gold Coast Turf Club. This includes catering areas, entry and exit doors, stage and all general areas. **Gold Coast Turf Club or the organisers may evict any persons involved in ambush marketing or hawking.**

NOTE: Please bring it to the attention of the Organiser should you suspect any hawkers to be active during our expo. Ideally, take a photo so we can more easily identify the individual in question.

Emergency

In case of an emergency, where you are no longer able to attend the Expo, please contact 02 9025 9392 or 0455 038 737 immediately. Please note that there are no refunds for abandoned booths or last-minute cancellations.

Emergency evacuation

Review the Gold Coast Turf Club emergency evacuation procedures [here](#).

Exhibition Booth Build and Supplier

ExpoNet is the official exhibition builder and supplier. Exponet have a large range of useful products and services including signage, audiovisual, furniture, electrical services plus more. For those wanting to personalise their booth to make a greater impact, Exponet are also able to custom build your booth.



Fire Awareness

Please ensure you do not:

- block corridors or walkways
- block or congest emergency exits
- block the access route to an emergency exit
- obscure or cover emergency exit signs
- store equipment or any other item in the fire stairs
- block open fire or smoke doors or any doors leading to fire stairs

Report all incidents or near misses to the event organisers at registration immediately or call **0455 038 737**.

First Aid

In the event of an accident or emergency, please contact the event organisers at Registration immediately or on **0455 038 737** and proceed directly to the **First Aid** table for assistance, where qualified staff will be on site on both Tuesday and Wednesday from 9am-3pm.

Forklifts

Forklift services can be acquired from the venue but will fees apply. If you need access to forklifts, please ensure you advise event organiser well in advance, during the MIMO form or prior via written email. Event organisers will then be able to provide a quote and invoice accordingly. Once payment has been made, forklift services will then be scheduled.

Furniture

Furniture can be upgraded or hired through ExpoNet and can be a good way to create your own footprint for the expo. ExpoNet will also assist you with Fascia, Power and Lighting service and Furniture/Booth upgrades options.

Invoice Balance / Payment

Exhibitors need to ensure that their invoice for their booth, floor space or any other services are settled in accordance to the Terms and Conditions of the agreement. Exhibitors will not be permitted to move in, build, occupy space or access services until these terms are met and full payment of the invoice has been received.

Insurance and Liability

All exhibitors must have their own Public Liability Insurance to the value of AUS10 million and a Certificate of Currency provided to the organisers prior to the expo. Exhibitors will not be granted access to the expo if their Certificate of Currency is not forthcoming. Please see our expo terms and condition for further information relating to this.



Lost and Found

All lost and found property must be reported to first to the registration desk located at the entrance to the venue. Lost property may be collected at reception upon proof of ID, for the duration of the event. Once the event has concluded, all lost and found items will be left with the venue where it will remain for up to 24 hours. Beyond this timeframe, all lost and found items may be lodged as lost property with the police.

Motor Vehicles

Motor vehicles (including Electric and hybrid cars) that come on-site for display at events must adhere to the safety guidelines below:

- Vehicles in exhibitions cannot be started and run without prior permission from the venue and/or organisers
- Flooring must be protected by drip trays under each vehicle
- Under no circumstances is fuel to be decanted or vehicles filled in the Loading Docks or within the venue
- Ignition keys are not to be left in the vehicle and are to be strictly controlled by the exhibitor during the exhibition
- Every car must have at least 1 x 2.3kg, A:B:(E) dry powder extinguishers mounted in a prominent location in accordance with relevant Australian Standards
- All vehicle bump in/out must be discussed with the event organiser
- The motor vehicle fuel filter cap must be either sealed or secured to prevent the easy removal of the fuel cap by unauthorised persons

Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions:

- LPG powered motor vehicles must have their systems fitted in accordance with relevant Australian Standards for LPG gas fuel systems for vehicle engines.

Parking

Gold Coast Turf Club provides parking free of charge in their public car park. **For move-in on Monday, 14th June, you will have access to the members car park (P1). On Tuesday and Wednesday, you MUST park in the public car park (P2).** Refer to Figure 3: Gold Coast event parking map

Non-Smoking

All Gold Coast Seniors Expo areas are smoke-free. Thank you for your cooperation.



Refreshments: tea and coffee

Tea and coffee vouchers will be provided by the organisers and can be redeemed at the coffee cart both inside and outside of the venue. Lunch is at the exhibitor's expense.

Registration Desk

The registration desk will be located at the main entrance of the Gold Coast Turf Club. Please note time and service below for when staff will be attending to the registration desk:

- Monday 14th June: **9am – 5pm** for couriers only
- Monday 14th June: **3pm – 6pm** for exhibitor move in
- Tuesday 15th June: **7am – 8am** for final exhibitor set up
- Tuesday 15th June: **9am – 3pm** for Attendee access
- Wednesday 16th June: **8.30am – 9am** for exhibitor entry
- Wednesday 16th June: **9am – 3pm** for attendee access
- Wednesday 16th June: **3pm – 5pm** for move out and couriers

Rubbish

The venue is quite limited for space so please contact the organisers ASAP if you think you may have an issue with storage.

It is the requirement of the exhibitor to leave their sites rubbish-free and in good, clean condition. Rubbish, including hard rubbish, will not be cleared and is the responsibility of the exhibitor to break down and dispose of. All rubbish is to be taken offsite by the exhibitor as there are no waste disposal facilities available on site. If rubbish is left on your stand, a minimum rubbish removal fee of \$200 will be charged. All sites, booths and hire equipment are to be left in their original condition at the end of the Expo or excess charges may apply.

Safety Information

Safety vests and enclosed shoes **must be worn** at all times during move-in/move-out in the event that the venue is still a build zone. You will not be permitted access to the venue without these items unless the site has been declared a non-build zone.

Please bring your own safety vests. If you do not own a safety vest you can purchase them at registration for \$5.00 per vest.

Strictly no children under the age of 15 are permitted inside the Expo venue or loading dock during move-in or move-out. **No alcohol** is to be consumed in the halls or loading dock during move-in and move-out. **No motor vehicles** will be allowed on the Expo floor without prior permission and a booked time.



Security

Security will only be on hand to monitor the premises after hours. If you have any security concerns please bring them to the attention of the event staff immediately.

Exhibitors are responsible for the security of their space. To best avoid any security concerns, please ensure 2x staff members are at your booth at all times during the event hours of 9am – 3pm.

We advise exhibitors to not leave any valuables or personal items unattended within the venue or in open view within your vehicle whilst it is parked.

Staff Catering

The Expo Cafés located outside will be operational during Expo hours only (8:30am – 2:30pm). Lunch is at the exhibitor's expense.

Storage

Storage is not permitted on the loading dock, exits, service area or aisles of the Expo. It is recommended that exhibitors consider their storage needs, packing of materials and freight-forwarding materials for the duration of the Expo. Exhibitors may not leave any boxes and packaging material in the Expo display area during the event.

Third-Party Suppliers

If you plan to bring a third-party supplier to deliver equipment, booth decals, signage etc onto the site during move-in/move-out, please let us know who your third-party supplier(s) is and what they are supplying via the MIMO Form and ensure they follow all safety procedures and times.

Goods must not be sent to the loading dock before the scheduled times for the move-in of your event and all goods must be collected by the end of the official move-out time.

Test and Tagging

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.

Third-Party Suppliers

If you plan to bring a third-party supplier to deliver equipment, booth decals, signage etc onto the site during move-in/move-out, please let us know who your third-party supplier(s) is and what they are supplying via the MIMO Form and ensure they follow all safety procedures and times.

Goods must not be sent to the loading dock before the scheduled times for the move-in of your event and all goods must be collected by the end of the official move-out time.



Trolleys

We strongly recommend you bring your own trolley to transport items to and from your booth.

Limited trolleys for transporting items from loading dock to stands will be available on a first-in, first-served basis and are located at Registration. You will be required to leave a security deposit, which will be refunded upon return of the trolley. We recommend you bring your own trolley.

Wired and Wireless Internet

Free general use of Wi-Fi is available to all within the Exhibition Hall. This internet is generally suitable to basic internet browsing and access to emails. If fast speeds and downloads are vital to conducting business at your booth, Gold Coast Event Centre strongly recommends you bring your own 4G hotspot device.



TERMS & CONDITIONS

1. Definitions

- 1.1 Exhibitor – means any organisation who intends to exhibit, promote or offer their products or services in either a physical booth space or via a hosted service.
- 1.2 Organiser – means Social Impact Institute.
- 1.3 Participant – means any exhibitor or engaged speaker or performer.
- 1.4 Website – means any website owned or operated by the organiser, including but not limited to Social Impact Institute's company website, event websites, hosted services website, online ordering store.
- 1.5 Social Media – means any social media accounts operated by the organiser, including but not limited to Facebook, Instagram, LinkedIn, twitter.
- 1.6 Hosted Services – means a virtual event.
- 1.7 Term – means the time between payment of the invoice and the end of the event period as defined in the relevant event manual.
- 1.8 Social Impact Institute - means Social Impact Institute Pty Ltd and Social Impact Events Pty Ltd.

2. General Terms and Conditions

- 2.1 Only exhibitors who have received an acceptance of their booking from the organisers and have paid in full by the invoice due date, or by the date agreed to by the organisers, may exhibit at the event(s) for which they have made an application.
- 2.2 The exhibitor is required to provide the organiser with current certificates for the required insurances listed in this agreement at the time they finalise their booking. The organiser has the right to reject the insurance on the grounds it does not meet the obligations contained herein or because the insurer is not acceptable to the organiser.
- 2.3 The organiser reserves the right to refuse applications to ensure that organisations are suitable for the event(s) and that there is a variety of exhibitors present.
- 2.4 The organiser shall be responsible only for the provision of the services specified on the application form and does not warrant to provide any other services.
- 2.5 **Liability.** To the maximum extent permitted by law, neither party will have any liability to the other for fines, penalties, taxes (except GST) and any exemplary, aggravated or punitive damages, liquidated damages or any indirect or consequential loss (including but not limited to loss of business, loss of revenue, loss of contract, loss of production, lost opportunity costs), legal costs and expenses (except reasonable legal costs awarded by a court) except where such losses are covered by an insurance policy held by the party.
- 2.6 **Cap on liability.** In the event of a dispute, the organiser's cap on liability shall be limited to the total amount paid by the exhibitor.
- 2.7 All event participants shall comply with all relevant Work Health & Safety legislation affecting their participation at all events.
- 2.8 **Term.** The term of engagement is set out in the relevant event manual.
- 2.9 All event participants must comply with all guidelines as set out in the relevant event manual and any other set of guidelines supplied to the participant during the term of engagement.
- 2.10 Except in relation to an agency purchasing on behalf of another organisation in an outsourced professional services model or where specifically approved, the organiser does not permit any party to rent, lease, or resell any physical or virtual exhibitor booth or space. In the event that an organisation uses an agency to procure a physical or virtual exhibition booth or space on its behalf, the exhibiting organisation remains responsible for complying with these terms and conditions and all instructions supplied during the term of engagement.
- 2.11 **Disclaimer.** We do not warrant that any event(s) hosted by the organiser is appropriate for any participant. It is the participant's responsibility to determine if an event or events is suitable for the business purpose intended. The placement of an order and payment of invoice shall be taken as acceptance that the participant has done its due diligence in this regard.



2.12 **Subcontractors.** The organiser may use subcontractors or third parties to deliver event(s).

2.13 Definitions are provided in Part 5 of these terms and conditions and form part of these terms and conditions.

3. Physical Events

3.1 The participant must have current public and product (if applicable) liability insurance cover with a limit of liability of no less than ten million dollars during all the dates of the nominated event(s) for which they have made an application (event dates can be found in the relevant event manual), including the day of move-in.

3.2 The participant shall take out all risks property insurance for all of its assets located at the site. The participant indemnifies the organiser, its agents, servants, contractors and employees from all actions, claims, demands, losses, damages, costs and expenses arising from the participant's use of the site, including but not limited to the foregoing against any loss, damage or injury from any cause whatsoever to the property or person caused or contributed to by the use of the site by the participant or any servant, agent or other person duly authorised by the participant whether such loss, damage or injury occurs on the site or not and whether caused by any act, omission, neglect, breach or default of the participant or any other person.

3.3 All property and equipment of the participant that is brought onto the nominated event site is at the risk of the participant and the participant hereby agrees to indemnify the organiser against any and all actions, claims, demands, losses, damages, costs or expenses in relation to any loss, damage, accident, claims or injury caused by such equipment and property whether to the organiser or third parties, however occasioned.

3.4 The organiser reserves the right to alter booth allocations at its discretion and will notify any exhibitors involved in these changes and accommodate them with a new location.

3.5 To comply with the Work, Health and Safety Act the participant is responsible for the creation and maintenance of a safe environment for both their workers and visitors including the use of safe and correct lifting procedures during booth setup, the safe and correct use of mechanical items or products and electrical equipment such as extension leads and power boards. Every piece of electrical equipment that is brought on-site must be tested and tagged in accordance with relevant Australian Standards prior to use and comply with the relevant Work Health and Safety Act 2011, the Electrical Safety Act and Advisory Standard.

3.6 Participant's, equipment and products must be occupied within the booth area only. If any personnel, equipment or products are deemed by the organisers to be obstructing the walkways, the participant will be asked to move them or have them removed permanently if this is not possible.

3.7 The participant's booths must be manned during both days of the event with at least 2 people. Should you need to leave the booth you must notify the organiser immediately.

3.8 The supply and sale of any food and beverages to the public by exhibitors may only be permitted with prior approval from both the venue and the organisers in accordance with the venue's guidelines, the nominated Exhibitor Manual and relevant Health & Safety regulations in the given state and local government area. Exhibitors must adhere to strict conditions and guidelines. Exhibitors will only be permitted to serve food and beverages once all permits and approvals are obtained by the exhibitor and submitted to the organiser for review, as highlighted in the relevant Exhibitor Manual. This includes confectionery items, and their distribution at the nominated event must follow the same approval process and meet all guidelines outlined in the nominated event Operations Manual. Permission from parents or carers is required before handing out any confectionery items to minors. The organiser takes no responsibility for allergic reactions, sickness, permanent injury or death resulting from confectionery, food or beverages distributed by exhibitors to attendees.

3.9 Exhibitor set-up and dismantling times are as indicated in the nominated event Exhibitor Manual and must be strictly adhered to. All vehicles must move-in according to their allocated booking time and information provided in the nominated event Exhibitor Manual due to strict access restrictions. Move-in after 8.00am on the day of the event is strictly not permitted. Exhibitors are not permitted to leave or pack up their booth prior to the nominated event closing time and the move-out time listed in the event Exhibitor Manual. No trolleys are permitted on the floor of the nominated event until the advertised closing time.

3.10 It is the requirement of the participant to leave the site rubbish free and in good, clean condition. All sites, booths and hire equipment is to be left in its original condition at the end of the nominated event or excess charges may apply.

3.11 The organiser reserves the right to use any photograph/video taken at any event held by the organiser, without the expressed written permission of those included within the photograph/video. The organiser may use the photograph/video in publications or other media material produced, used or contracted by the organiser including but not limited to: brochures, books, magazines, websites, social media. By participating in a Social Impact Institute event or by failing to notify in writing your desire to not have your photograph used, you are agreeing to release, defend, hold harmless and indemnify the organiser from any and all claims involving the use of your picture or likeness. To ensure privacy, images will not be identified using full names or personal identifying information without written approval from the photographed subject. A person who does not wish to have their image recorded should notify the photographer and/or contact info@socialimpact.institute in writing. Any person/organisation not affiliated with the organiser may not use, copy, alter or modify Social Impact Institute photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorised person from Social Impact Institute.



3.12 Exhibitors are permitted to take photographs and videography within their booth space to promote their organisation and presence at the event. Exhibitors are not permitted to interview members of the public, staff, volunteers, other exhibitors or performers outside their booth without permission of the organiser. Where videography or photography is taken of a specific individual or group, written permission must be sought from that individual or group prior to publication. Records of permission must be kept by the exhibitor and a copy given to the organisers. Where photography or videography is used in conjunction with the event branding, to promote the exhibitor or the event, written permission must be sought from the organiser prior to publishing.

4. Virtual Events

4.1 The organiser provides the participant a limited, non-exclusive, non-transferrable right during the term of the agreement to access and use hosted services for the purpose of participating at the event, as set out in the relevant event manual.

4.2 The organiser will use commercially reasonable efforts to provide the web-based services described on its website(s) uninterrupted. The organiser will not be held liable if for any reason the hosted service is unable to be delivered due to, but not limited to, cybercrime or technical failure of the hosted service or any other technology or infrastructure used to deliver the hosted service.

4.3 It is the responsibility of the participant to ensure that their organisation is protected from cybercrime through an appropriate insurance policy in the event that any data stored in the hosted service is breached in any way.

4.4 The organiser will provide the participant with credentials to enable the participant to access and use the hosted service. The participant and all its authorised users must not make these credentials available to any third party. The participant is fully responsible for all access to the hosted services using the credentials provided by the organiser. The participant will use all reasonable efforts to prevent any unauthorised use of the hosted service. If the participant becomes aware of any breach in security they shall inform the organiser in writing. The participant will cooperate with the organiser with any actions required to prevent or terminate unauthorised use of the hosted service.

4.5 Subject to the organisers' [privacy policy](#), and these terms and conditions, the organiser grants the participant access to end user data collected on the hosted service, in accordance with the any relevant privacy laws or regulations relevant within Australia. The participant may only use end user data within the means that it is provided by the end user. The end user must give permission through the hosted service for the participant to use the data they provide in the manner in which it is provided.

4.6 The participant is solely responsible for verifying the accuracy and completeness of any content, written, visual or audio provided at the event.

4.7 The use of the hosted service is subject to all other conditions of these terms and conditions, with the exception of those terms and conditions which specifically relate to the physical events set out in section 3.

4.8 The participant agrees to NOT use the hosted service to:

- a. Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
- b. Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
- c. Stalk, threaten, or otherwise harass any person or entity.

4.9 Unauthorised or malicious use of the hosted platform may give rise to a criminal offence. The participant's use of the hosted platform is subject to the **Criminal Code Act 1995 parts 10.7 and 10.8 and the Cybercrime Act 2001**.

5. Cancellations, Payment Terms and Force Majeure

5.1 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if there is in the opinion of the organiser any infringement of any of the terms and conditions in this agreement.



- 5.2 The organiser reserves the right to cancel this booking agreement and retain any money paid or to recover any money not paid in relation thereto if the exhibitor does not occupy its space at the commencement of or does not login to the virtual event during the full period of the event.
- 5.3 Payment for your booth or sponsorship at your nominated event is expected by the due date on the invoice unless an extension has been approved by the organiser. Booths will not be guaranteed or allocated until payment is made in full.
- 5.4 It is a requirement that invoices for Early Bird Booths are paid by the due date, otherwise the invoice will be cancelled and reissued at the full rate.
- 5.5 If a payment remittance is not issued via email within 48 hours of an overdue notice sent out by the organisers, the organiser reserves the right to cancel the booking.
- 5.6 All cancellations must be submitted formally via email. In the event that the organisers receive a request for cancellation prior to 2 months before the event date, a credit note will be issued for the full value of the booking. The credit note can be applied to any future booking for an event run by the organiser within the next 18 months. In the event of a cancellation within two months of the nominated event, no credit applies and 100% of the booking fee will be forfeited. It is the responsibility of the Exhibitor to review this information and if unclear, contact the organiser to seek clarification.
- 5.7 **Force Majeure.** The organiser will not be liable for any delay or failure to perform as required by these terms and conditions as a result of any cause or concern beyond its reasonable control, provided that the organiser uses all commercially reasonable efforts to avoid non-performance. In the event that the organiser reschedules an event due to circumstances beyond its reasonable control then the exhibitor is entitled to a credit note, limited to the value of the booking, which can be applied towards a future or alternative event hosted by the organiser.

6. Website(s) and social media use

- 6.1 The use of any Social Impact Institute website(s) and/or social media is subject to the following general terms of use:
- 6.1.1 The content of the pages of the website(s) and/or social media are subject to change without notice.
- 6.1.2 The website(s) and/or social media use cookies to monitor browsing preferences and track statistics for Social Impact Institute's use. Personal information may be stored and used accordance with our [privacy policy](#):
- 6.1.3 The participants' use of any information or materials on the website(s) and/or social media is entirely at own risk, for which we shall not be liable.
- 6.1.4 The website(s) and information, whether provided by Social Impact Institute or a Third Party, is provided "AS IS" and on an "AS AVAILABLE" basis and we do not guarantee the accuracy, timeliness, completeness, performance or fitness for a particular purpose of the information on the website(s). No responsibility is accepted by or on behalf of Social Impact Institute for any errors, omissions, or inaccurate information on the site.
- 6.1.5 The participant agrees to NOT use the website(s) and/or social media to:
- a. Send junk e-mail, letters, unsolicited messages or advertisements (i.e. spam).
 - b. Misrepresent (by statement or by omission) your identity, credentials, affiliations or experience, or impersonate any person or entity.
 - c. Stalk, threaten, or otherwise harass any person or entity.
- 6.2 The website(s) and/or social media contain material which is owned by or licensed to Social Impact Institute. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with these Terms of Use, which forms part of these terms and conditions.
- 6.3 All information and content provided by the organiser, including information and content from clients and other Third Parties, all proprietary elements and aspects of the website(s) and any proprietary material generated or derived from the same (including design, text, images, photographs, illustrations, audio and video material, artwork, graphic material, databases, information, the compilation of all information and content on the site, the selection, sequence and "look and feel" and arrangement of items), are the exclusive property of, or licensed to, the organiser. These materials are referred to as "Social Impact Institute Materials". Except as expressly permitted in writing, you may not reproduce, modify, create derivative works from, display, perform, publish, distribute (including any electronic redistribution or database storage and retrieval), disseminate, broadcast or circulate to any third party (including on or via a third party website), or otherwise use, any Social Impact Institute Materials, in full, in part, in full text or in abstract. The participant or any user may not alter, delete or conceal any copyright, trademark or other notices contained on the website(s) or social media.



- 6.4 News and News Content distributed or displayed on the website(s) and/or social media may only be used for editorial use and its use must be related to the promotion of the relevant event for which the exhibitor has purchased a booth. When used in accordance with this clause, news and news content should not be altered in any way that alters the editorial integrity of essential nature of the content. Image source should be included when known. You may not use any content in any manner that is obscene, pornographic, defamatory, or otherwise objectionable. Except when otherwise formerly expressly permitted by Social Impact Institute, News and News Content may not be republished, saved, archived, copied, streamed or redistributed for any other purpose.
- 6.5 From time to time the website(s) and/or social media may include links to other websites. These links are provided for convenience to provide further information. They do not signify that we endorse the linked website(s) and/or social media. We have no responsibility for the content of linked website(s).
- 6.6 **Inquiries concerning the use of Social Impact Institute Materials, News and News Content, text, photos, images, video, audio and any other content, including permission to use outside these parameters, should be addressed to events@socialimpact.institute**