
FREIGHT AND LOGISTICS INFORMATION

For more detailed information on any of the points below, please refer to the Exhibitor Manual.

GEL Events Logistics is the appointed contractor for the transportation of exhibitor freight and onsite logistics. GEL supply exhibitors with a door-to-stand freight service, providing peace of mind to exhibitors with complete tracking and email notification when the freight arrives onsite at the stand. GEL provide their customers with delivery labels, barcodes and consignment notes to attach to your freight and are the recommended freight provider. However, exhibitors may also choose to use their own providers if preferred.

All incoming and outgoing freight will be managed by GEL including all exhibitor self-appointed freight companies, couriers and private vehicles.

FREIGHT LABELS:

For deliveries of freight to and from the exhibition, please include and clearly display your consignment notes, and if you wish, the AGHA branded freight labels which are [available to download here](#).



AGHA does not take any responsibility for lost, stolen or damaged freight. To be covered for this please discuss with your insurance broker or seek advice from AGHA's Business Partner – Austbrokers ABS.

GEL EVENTS

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FORKLIFT SERVICES:

AGHA pay for forklift services from:

Wednesday 14th February during move-in and on

Tuesday 20th & Wednesday 21st February during move-out.

Forklift services are not provided by AGHA on:

Tuesday 13th February

If forklift service is required, you will be charged directly by GEL Events for any forklift requirements.

BOX AND PALLET STORAGE:

AGHA provide a service for you to store your empty boxes, pallets and crates during the fair. If storage is required, please visit GEL Events at the loading dock door during move in to collect your coloured stickers and plastic pallet covers when your storage is ready. Clearly print your company name and stand number on the coloured sticker and affix to each box.

Please note you will not be able to access storage during the fair so please do not store any valuables or anything you may need (this includes your safety vests).

The return of storage after the show can be a timely exercise. GEL will not commence storage return until all visitors have exited the halls and all exhibitors are wearing a safety vest and closed-toe shoes. Please be patient when boxes and pallets are being returned.

USING AN EXTERNAL FREIGHT COMPANY:

If you are not using GEL Events for freight transportation, choosing to use your own external freight company, please follow the below guidelines:

1. Ensure they are aware of the move-in and move-out schedule. If they don't collect your freight on time after the event, it will be classified as abandoned freight and will be taken back to the GEL depot at the exhibitor's expense. See '**Abandoned Freight**' below.
2. You must clearly display a consignment note on all pallets/crates to be collected and an emergency contact number. The truck driver must have a copy of the consignment notes for all items and correct information regarding your company, otherwise they will not be able to collect the items.
3. Use the AGHA delivery labels which are [available to download here](#).
4. Download the [Exhibitor Appointed Freight Manual here](#) and forward to your freight carrier to ensure correct procedures are followed concerning your freight delivery/collection.

ABANDONED FREIGHT:

Any freight that is left behind at the venue after 2.00pm on Wednesday 21st February is classified as abandoned freight. AGHA have a responsibility to get ALL freight off the floor by this time in order to have the space cleaned and handed back to the venue by a specific time, therefore, all abandoned freight is sent off-site to the GEL Events depot at an **additional cost to the exhibitor** for transport and storage. Exhibitors with abandoned freight will receive a phone call before this happens. Please ensure you have a contact number on your freight label of someone who will not be in transit at the time of move-out. Unfortunately, there is only so long we can wait until we need to make a call for the pallets/crates to be removed from the venue so if there is someone back in the office you can have as a contact, that is ideal.

In the past, reasons for abandoned freight have been due to external freight companies either turning up late onsite after 2.00pm OR turning up and not having a consignment note for a client. If you are using an external freight provider, please ensure they understand that a consignment note is required when collecting freight and that they **MUST** collect before 2.00pm Wednesday 21st February.

Any items left behind that is not labelled for pickup will be deemed as rubbish and disposed of. Waste removal costs will be on-charged to the exhibitor.