

FREIGHT MANUAL



Freight Forwarders & Loading Dock Management – GEL EVENT LOGISTICS

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Organisers Office - AUSTRALIAN GIFT & HOMEWARES ASSOCIATION (AGHA)



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Ph Toll Free	1300 441 384	Sales Enquiries	sales@agha.com.au
Phone	02 9763 3222	Marketing Enquiries	marketing@agha.com.au
Fax	02 9746 9955	Accounts Enquiries	accounts@agha.com.au
Website	www.agha.com.au		

Venue – Sydney Showgrounds (SSG)

Venue Address	1 Showground Road, Sydney Olympic Park NSW, 2127	Fax	02 9704 1337
Delivery Address	Gate 13 – off Australia Avenue Loading Dock Sydney Showground, Sydney	Email	venueservices@sydneyshowground.com.au
Phone	02 9704 1256		

ACCESS DATES AND TIMES

MOVE IN

Tuesday 13th February	8:00am - 6:00pm	Early Access for Dome Exhibitors Only
Wednesday 14th February	8:00am - 6:00pm	Early Access for Dome & Hall 2-4 Exhibitors & Freight Deliveries
Thursday 15th February	8:00am - 9:00pm	Exhibitor Access and Freight Deliveries
Friday 16th February	8:00am - 6:00pm	Exhibitor Access and Freight Deliveries

MOVE OUT

Tuesday 20th February	3:00pm - 9:00pm	Move Out
Wednesday 21st February	7:00am - 2:00pm	Move Out & Freight Collection

Any freight NOT collected by 2.00pm on Wednesday 21st February 2024 will be taken to GEL EVENT LOGISTICS depot and charged at the exhibitor's expense.

FREIGHT COMPANY RESPONSIBILITY

1. Know your clients:
 - a. stand number,
 - b. stand name and
 - c. contact details for both delivery and collection.
2. Confirm with you client that you can deliver without a signature, as not all exhibitors will be onsite when you deliver their freight OR alternatively, delivery when you know the client will be onsite.
3. A copy of the delivery freight label is below for your information. This is provided to ALL exhibitors. Make sure the information is provided on the freight when you collect it.
4. Please ensure you only deliver and collect as per the times above as outside of these hours may result in non-delivery/collection. If in doubt, please contact GEL.
5. Please ensure the client(s) has the correct paperwork required for collection i.e., Con Notes.

FREIGHT LABELS

[CLICK HERE](#) to download the AGHA Freight Labels TO and FROM the Sydney Showground.

HOW CAN YOU MAKE DELIVERIES EASIER?

1. Provide a 'one point of contact' from your freight company for us to liaise with regarding your freight.
2. Consolidate your freight into one (or multiple) vehicles and not have numerous vehicles requiring access to the dock on numerous occasions.
3. Prior to the Fair advise GEL Events of the quantity of freight you have for our Fair. Once we know this information, we can manage the freight delivery onsite by:
 - a. Offering you space on the dock/floor for distribution of your freight to your clients.
 - b. Depending on quantity and timing, potentially provide some labour for assistance in managing your freight.
 - c. Depending on the quantity, potentially provide early access for delivery.
4. For multiple client freight deliveries, it would be a requirement for your freight company to have a representative onsite to manage the delivery from your client(s) perspective.
5. In any case, please ensure that only AGHA Gift Fair freight is consolidated in the delivery. Any other delivery to the venue for other events will not be managed onsite within our space.

HOW CAN YOU MAKE COLLECTIONS EASIER?

1. Provide a 'one point of contact' from your freight company for us to liaise with regarding your freight.
2. Prior to the Fair closing, advise GEL Events of the quantity of freight you have for collection at our Fair. Once we know this information, we can manage the freight collection onsite by:
 - a. Offering you space on the dock/floor for consolidation of your client's freight.
 - b. Depending on quantity and timing, potentially provide some labour for assistance in managing your freight collection.
 - c. Depending on the quantity, potentially extend access times for collection.

3. For multiple client freight collection, it would be a requirement for your freight company to have a representative onsite to manage the collection from your client's perspective.

ACCESS TO THE LOADING DOCK

Access to the loading dock is via Gate 13 – off Australia Avenue.

- Traffic on the dock flows in one direction. Whilst driving on the loading dock, please turn on your hazard lights and drive slowly, looking out for pedestrians and other vehicles.
- A 30-minute unload limit applied to all vehicles on the loading dock. If additional time is required, please organise this prior to move-in by advising in your Stand Information Form.
- Any person wishing to gain access to the venue outside the scheduled hours must seek approval from the venue through the event organiser at least 24 hours in advance.
- There is no parking on the loading dock at any time during move in and move out of the exhibition.
- The venue and event security are responsible for allowing access to the loading dock and into the Exhibitor Halls.
- By law, the venue is required to maintain clear access for egress from all emergency exit doors leading onto the loading dock.
- There will be holding lane where vehicles can wait for loading dock access when required. All drivers must stay within their vehicles whilst in the holding lane.
- Children 14 years and under as well as animals are not permitted on the loading dock or onsite at any time during the move-in and move-out period.

There may be delays in accessing the loading dock due to the scale of the event and the amount of freight delivered and collected during move-in and move-out. Please be patient with this process. There may be delays in accessing the loading dock due to the scale of the event and the amount of freight delivered and collected during move-in and move-out. Please be patient with this process.

Once you advise us of your delivery requirements, we can manage your access to the dock and potentially expedite drop off and/or collection.

LOADING DOCK MAP

Download the Sydney Showground Loading Dock by [CLICKING HERE](#).

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 to GEL Events depot at an additional cost to the exhibitor for transport and storage.

Exhibitors with abandoned freight will receive a phone call from AGHA or GEL before this happens explaining that the freight has not been collected. In turn, they will no doubt contact their account representative from your freight company. 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.

In the past, reasons for abandoned freight has been due to external freight companies turning up late onsite after 2.00pm, not wanting to wait for access on to the loading dock or turning up without having a consignment note(s) for a client. If you are providing services to exhibitors for freight collection, please ensure they have the correct paperwork and/or a consignment note.

By working with us on your multiple deliveries/collections and taking on board suggestions within this document, we can certainly ensure a smoother process in terms of access on the loading dock and delivery/collection of your client's freight.

Any item(s) left behind that is not labelled will be deemed as rubbish and disposed of.

FREIGHT & LOGISTICS

GEL Event Logistics is the appointed contractor for the option of transportation of exhibitor freight and onsite logistics.

GEL also manage the loading dock and all incoming and outgoing freight for the exhibition at the venue. This includes all exhibitor self-appointed freight companies, couriers and private vehicles. To ensure a smooth move-in/move-out for all exhibitors, it is beneficial that you liaise with GEL on your freight deliveries/collections, as the more movements they are aware of the better they can manage the logistics of the loading dock.

AGHA and GEL do not take any responsibility for any lost, stolen or damaged freight.