

UNIVERSITIES AUSTRALIA CONFERENCE 2020

NATIONAL CONVENTION CENTRE CANBERRA
25-27 FEBRUARY 2020

EXHIBITOR MANUAL

THE EXHIBITION PACKAGE

The exhibition is a vibrant and energetic feature of the Universities Australia conference. The exhibition will be held in the Exhibition Hall which will also be the location for the welcome reception and where all conference catering will be served throughout the conference. This has been designed to maximise exposure and opportunities for contact between delegates and exhibitors.

Inclusions:

- two complimentary exhibitor registrations*;
- your logo displayed on the conference website and the conference phone app;
- your company logo listed in the conference handbook and a 100 word profile included in the conference app;
- access to the delegate list one week prior to the conference in accordance with privacy laws (name, title and organisation);
- corporate signage on booth fascia;
- booth walls (as per the floor plan) which come as white melamine panels
- 2 x 150 watt track lighting for 3m x 3m booths and 4 x 150 watt track lighting for 6m x 3m booths; and
- 1 double outlet, 4 amp capacity power point.
- please note furniture is not part of this package and can be arranged separately through SBX

Please note: Exhibitor registrations include all catering, and access to the Australian Awards for University Teaching and welcome reception on Tuesday 25 February 2020. Exhibitor registrations do NOT provide access to the conference sessions, National Press Club Address, breakfast address or the conference dinner

Tickets to attend these events can be purchased separately:

- National Press Club lunch (\$95)
- Conference dinner (\$160)
- Conference breakfast (\$50)

Additional exhibitor staff registrations can be purchased for \$450 (excl. GST). This fee includes:

- the Australian Awards for University Teaching;
- the welcome reception;
- morning tea, lunch and afternoon tea for the duration of the Conference; and
- name badge.

The official exhibition supplier for the 2020 conference is SBX. They will be able to assist you with any design requirements, furniture hire, audio visual and electrical requirements as well as graphics and signage. <https://www.sbx.biz/>

ADDITIONAL REQUIREMENTS

Please note that no furniture is included with your booth.

Any custom booth designs that are not sourced from SBX need approval from the National Convention Centre. This can be done through SBX who are the conference exhibition supplier and will liaise on your behalf.

For any additional services, such as furniture, audio visual equipment, and additional power, please contact Kerry Marshall, SBX via phone 02 6239 1028 or email kerry@sbx.biz

If you wish to arrange the following:

- stand cleaning;
- car parking;
- dedicated phone line;
- dedicated internet (wireless or cabled);
- equipment hire; and
- additional audio visual equipment.

Please complete the booking forms attached at the end of this document and forward to the National Convention Centre.

Complimentary wi-fi will be available during the conference and exhibitors are welcome to use this. However, if you prefer a dedicated line, please arrange this directly with the National Convention Centre.

BUMP IN

Exhibitors will have access to the exhibition area (Exhibition Hall, National Convention Centre, Canberra) from 3.30pm on Tuesday 25 February 2020 to set up their booth. Booth set up **must** be completed by 5.30pm in preparation for the welcome reception to be held from 6pm.

Unpacking within the exhibition area must take place in your booth and not in the aisles or at another exhibition booth. Please ensure that aisles are kept clear at all times. Fire exits must not be utilised under any circumstances for storage.

BUMP OUT

Exhibitors are asked not to dismantle your booth until after 3pm Thursday 27 February 2020.

Each exhibitor is responsible for making their own arrangements with a local or interstate courier or freight company regarding the return of their goods. Universities Australia will not accept any responsibility for these arrangements.

Please note the following:

- All items are to be removed from the exhibition hall by 6pm on Thursday 27 February 2020.
- Any items that remain on the premises after this time will be discarded.
- Please ensure that completed consignment notes are attached to each box or item for prompt courier collection. The venue and organisers are not able to sign the goods declaration/customs form. It is the sole responsibility of each exhibitor to arrange a courier for any items to be collected

CAR PARKING

No vehicles are to be left at the loading dock. Vehicles are required to be unloaded and then moved to the car park. There is paid parking available underneath the National Convention Centre for 480 cars, with internal lift access. The entrance height of the car park is 1.9m and daily parking rates start at \$19.50 per day.

CATERING

All catering for conference delegates will be served in the exhibition area. Exhibitors will be served ten minutes prior to official meal breaks.

CONFERENCE PROGRAM

The latest Conference information, including the updated conference program can be found on the conference website: <https://ua.eventsair.com/ua-conference-2020/>

DELIVERING TO THE VENUE

Deliveries to the National Convention Centre can only be accepted between 8am and 4pm on Friday 21 February and Monday 23 February 2020. No deliveries will be accepted prior to 21 February. Deliveries will not be accepted over the weekend.

Each item must be clearly labelled (refer to the delivery labels included at the end of this document). Any goods not properly labelled or delivered prior to Friday 21 February may not be accepted by the National Convention Centre.

Please note it must be communicated to your delivery company that the venue will not sign for deliveries on behalf of exhibitors. The National Convention Centre does not accept responsibility or liability for goods or equipment brought onsite as part of an event.

EXHIBITION HOURS

Tuesday 25 February

- 1430-1700: Exhibitor bump in
- 1800-1930: Welcome Reception

Wednesday 26 February

- 0700-1730: Exhibitor access to Exhibition Hall
- 0800-1700: Exhibition open (Conference day 1)

Thursday 28 February

- 0800-1500: Exhibition open (Conference)
- 1500-1600: Exhibitor bump out

LOADING DOCK ACCESS

Vehicle access to the exhibitor loading area (back of the Exhibition Hall) at the National Convention Centre is via Constitution Avenue. The height of the exhibitor loading dock is 3.9m. All goods must be removed from the venue within 24 hours.

NAME BADGES

Conference name badges must be worn at all times.

REGISTRATION DESK

The conference registration desk will be located in the main foyer of the National Convention Centre and will be open as follows:

- Tuesday 25 February 1600 – 1930
- Wednesday 26 February 0800 – 1730
- Thursday 27 February 0730 – 1600

STORAGE

There is limited storage available. To assist with your storage requirements we suggest you order cupboards/furniture for your stand. Please ensure that boxes and packing material are removed once your booth is setup

BEST BOOTH COMPETITION

To encourage you to think outside the square and make your booth as creative and welcoming as possible, there will be a 'Best Booth' competition to be judged by the delegates. The winner will be announced in a post conference newsletter.

KEY CONTACTS

Arminia Seferovic and/or John Nicholls, Events Team, Universities Australia
E: events@universitiesaustralia.edu.au
P: 02 6285 8100

Kerry Marshall, SBX
E: kerry@sbx.biz
P: 02 6239 1028

EXHIBITOR CHECKLIST

- Confirm the fascia name for your booth with Kerry Marshall, SBX by 28th January 2020, kerry@sbx.biz
- Send through your organisation's logo to Universities Australia Events at events@universitiesaustralia.edu.au for inclusion on the exhibitor page of the conference website and conference smart phone app as soon as possible but no later than 28 January 2020.
- Confirm the website URL that your logo should link back to on the conference website by sending it through to events@universitiesaustralia.edu.au.
- Send through a 100 word profile about your organisation/exhibition booth for inclusion in the conference smart phone app as soon as possible but no later than 28 January 2020.
- Register all exhibition staff. You can do this via <https://ua.eventsair.com/ua-conference-2020/exhibitor/Site/Register>
- Complete the delivery label/s for all exhibition items your organisation will be sending to the National Convention Centre (see attached).
- Arrange additional furniture required with Kerry Marshall, SBX, kerry@sbx.biz
- Arrange additional equipment such as internet and audio visual by sending completed booking forms to the National Convention Centre (see attached).
- Ensure public liability insurance is arranged.



Stand Cleaning Order Form

Exhibition/Conference Name: _____
 Event Date: _____ Stand Number: _____
 Contact Name on Day: _____
 Company Name: _____
 Address: _____
 Telephone: _____ Fax: _____
 Email: _____

If you require your stand to be vacuumed, mopped and dusted prior to the opening or at the conclusion of each day, a charge of **\$50.00 per hour applies**. Minimum of 1 hour applies. Please complete the table below:

Dates Required	Time	Cost per day
Total charges		\$

Please Note:

- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- The NCCC is responsible for the cleaning of public areas, foyers and exhibition aisles. These areas are cleaned and rubbish bins emptied on a regular basis by the NCCC staff. Care will be taken in the cleaning of exhibitor stands, however the Centre will not be held responsible for any damage to exhibitor or their contractor’s stand, furniture, product or signage.

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: Mastercard Visa American Express Diners card

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre Canberra to process authorised charges to the above credit card

Please Return to:
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com

*Visa, MasterCard and American Express payments incur a merchant service fee of 1.5%, Diners and JCB payments incur a merchant service fee of 3% which will be added to the total amount payable.
 Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.*



Car Park Order Form

Exhibition/Conference Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Dates Required	Number of Tickets	Type of Ticket	Price	Total Cost
		Single exit	@ \$19.50 per day	\$
		Single exit	@ \$19.50 per day	\$
		Single exit	@ \$19.50 per day	\$
		Multi exit	@ \$23.00 per day	\$
		Multi exit	@ \$23.00 per day	\$
		Weekend exit	@ \$6.00 per day	\$
		Weekend Multi exit	@ \$12.00 per day	\$
Total charges				\$

Please Note:

- If your vehicle is larger than 1.9m high and/or has a trailer, please contact the Centre to discuss other parking arrangements
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)
- Prices may be subject to change at the discretion of the NCCC Management

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: Mastercard Visa American Express Diners card

Card holder name: _____ Signature: _____

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Audio Visual Order Form

Exhibition/Conference Name: _____
 Name: _____
 Event Date: _____ Stand Number: _____
 Contact Name on Day: _____
 Company Name: _____
 Address: _____
 Telephone: _____ Fax: _____
 Email: _____

For a complete range of Audio Visual equipment please contact Event Staging Manager, Daniel Adams on 02 6276 5217 or email: daniel.adams@encore-anzpac.com

Data Display Equipment	Quantity	Each Day	Delivery and Set up fee	Number of days	Cost
Sony 46in LCD Screen & Stand		\$385.00	\$212.00		\$
T430 Lenovo Laptop		\$230.00	\$43.00		\$
LG 24in LCD Monitor		\$99.00	\$43.00		\$
Total Charges					\$

Encore Event Technologies office is located on the ground floor of the NCCC, staff are available to provide recommendations or if technical difficulties arise throughout your event. For outside business hours please contact the NCCC on 61 2 6276 5200.

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Limited stock of plasma screens and stands are available on site
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a \$40 late fee charge
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are exclusive of GST (Goods and Services Tax)
- Prices maybe subject to change at the discretion of the Management

Payment – Please complete your payment online directly with Encore Event Technologies

Access the website via www.encore-anzpac.com then click Payments tab and follow the prompts to complete your payment online.

Please Return to:
National Convention Centre Canberra
PO Box 1013
Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com

Phone Line Order Form

Exhibition/Conference Name: _____

Name: _____

Event Date: _____ Stand Number: _____

Contact Name on Day: _____

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____

Item	Price/Per Unit	Quantity	Total
Digital Telephone line with handset (line access through PABX by dialling "0")	\$150.00 *plus call costs		
Analogue Phone/fax line (line access through PABX by dialling "0")	\$150.00 *plus call costs		
ISDN (3 x 128 kbit/s lines available)	\$200.00 *plus call costs		
Eftpos lines (no in dial capabilities) (Require "0" dial set up in Eftpos machine prior to arrival)	\$150.00 *plus call costs		
Total Charges (incl GST)			\$

Please Note:

- You will need to provide a terminal adaptor/interface from the Network Terminator to your equipment (PC or equivalent) for ISDN lines
- All equipment is on a hire basis and prices include hire, installation, removal, insurance and GST. The cost for all telephone lines is for the line only, (This does not include configuration of PC)
- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: Mastercard Visa American Express Diners card

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre Canberra to process authorised charges to the above credit card

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National Convention Centre Canberra
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Civic Square ACT 2608
Email: nccc.exhibitor@ihg.com

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 Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.*



Internet Order Form

Exhibition/Conference Name: _____
 Name: _____
 Event Date: _____ Stand Number: _____
 Contact Name on Day: _____
 Company Name: _____
 Address: _____
 Telephone: _____ Fax: _____
 Email: _____

Broadband Wi-Fi Internet Code (Multi User)	One Day	Additional Days	Data Allowance	Total Days Required	Cost
10Mbps Internet Connection	\$150.00	\$100.00	Unlimited data		
20Mbps Internet Connection	\$200.00	\$125.00	Unlimited data		
30Mbps Internet Connection	\$250.00	\$150.00	Unlimited data		
Cabled internet set up fee	\$70.00	NA	One time installation charge		

- **A cable set up fee is required with all cabled internet requests**
- **A cabled or multi user internet connection will conclude at end of time limit.**
- **A wireless internet connection will allow you to log in and out by shutting down the web browser, giving you the specified amount of access time and can be accessed by multiuser**
- **If faster speed is required, please check with the NCCC**

Please Note:

- All exhibitors requests must be ordered 10 days prior to the start of an event to allow time for installation and delivery
- Pre-payment must accompany this form for goods/services to be provided
- Exhibitor/Conference requests ordered less than 10 days prior to the start of an event will incur a 20% late surcharge fee
- All orders will be processed once payment and forms have been received. A tax invoice will be issued once the goods and service have been delivered
- No refunds will be given if the service is cancelled within 3 days prior to the event or the service is not used
- All prices quoted are inclusive of GST (Goods and Services Tax)

Payment Details

Credit Card Number: _____ Expiry Date: _____

Credit Card Type: Mastercard Visa American Express Diners card

Card holder name: _____ Signature: _____

I hereby authorise the National Convention Centre Canberra to process authorised charges to the above credit card

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Payments made in cash, by company cheque, or by direct deposit do not incur a service fee.



Delivery Docket

Deliver To:
NATIONAL CONVENTION CENTRE CANBERRA
LOADING DOCK
31 CONSTITUTION AVEUNE
CANBERRA ACT 2601

COMPANY NAME: _____

EVENT NAME: _____

DATE OF EVENT: _____

FUNCTION ROOM: _____ STAND NUMBER: _____

SENDER'S CONTACT NAME: _____

Person sending the goods to the venue

SENDER'S CONTACT PHONE NUMBER: _____

RECEIVER'S CONTACT NAME: _____

Receiver Contact for all other deliveries should be the person the items need to be given to by venue staff

RECEIVER'S CONTACT PHONE NUMBER: _____

PALLET: _____ OF: _____

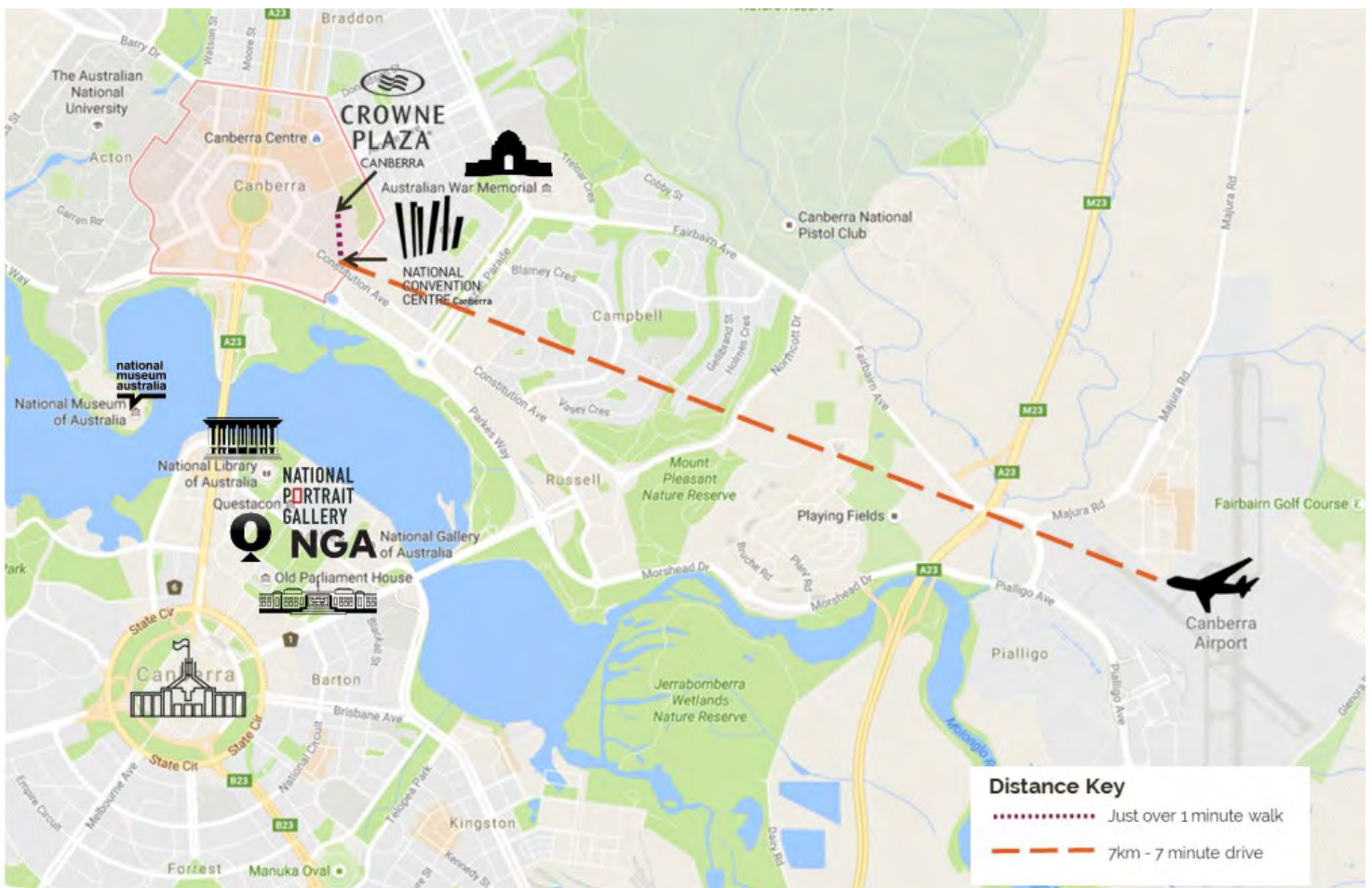
ITEM: _____ OF: _____

DESCRIPTION OF GOODS (Please Circle):

- Organiser Goods (Deliver to Registration Desk)
- Satchel Materials (Deliver to Registration Desk)
- Exhibition Goods (Deliver to Exhibitor Stand)

**PLEASE AFFIX THIS LABEL TO ANY MATERIALS BEING SENT TO THE
NATIONAL CONVENTION CENTRE CANBERRA**
**Goods will only be accepted between the hours of 8am and 4pm,
Monday – Friday, from two (2) working days prior to the event**
All deliveries to be delivered to the Loading Dock

Location Map

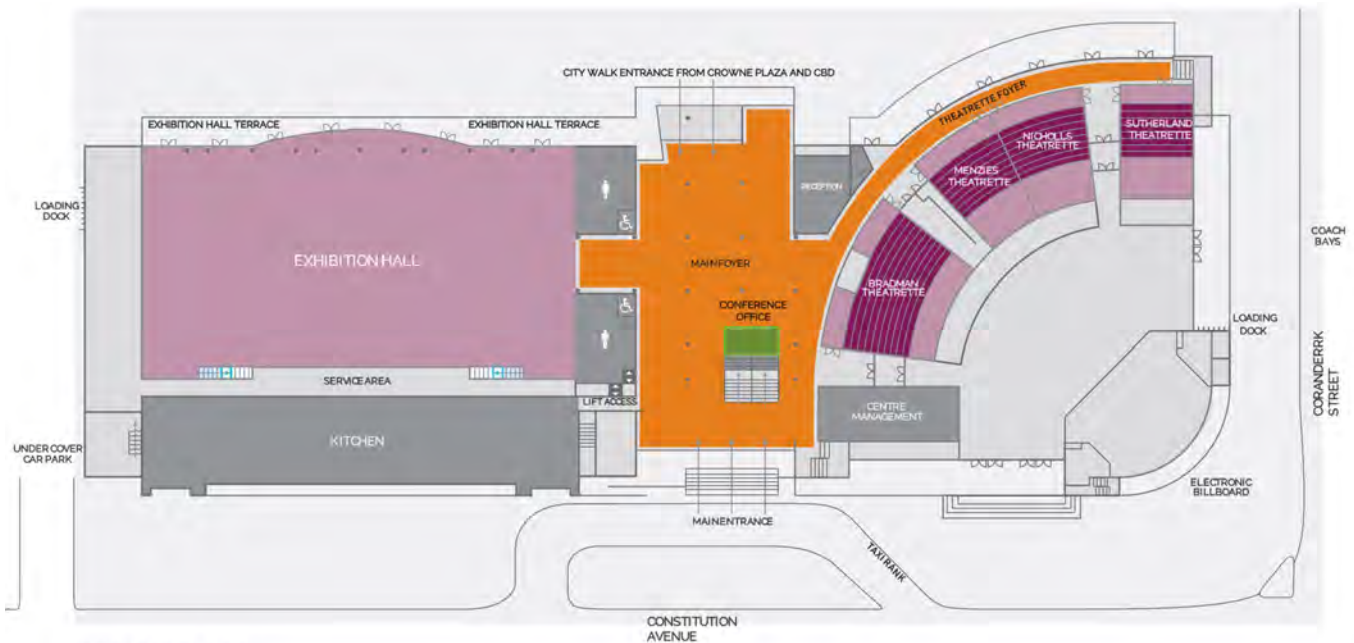


Floor Plan

FLOOR PLANS



FIRST FLOOR



GROUND FLOOR