

SOUTH WEST DISABILITY EXPO

Exhibitor Manual



TABLE OF CONTENT

WELCOME TO THE EXPO	3
Expo Opening Hours.....	3
Venue	3
Official Opening Ceremony & Stage.....	3
Key Contacts.....	4
Emergency Contact On-site.....	4
Cancellation Policy.....	4
Terms and Conditions.....	4
BOOTH & SIGNAGE MEASUREMENTS.....	5
OFFICIAL SUPPLIERS.....	7
FOOD AND SAMPLING	8
MOVE-IN / MOVE-OUT (MIMO) LOGISTICS	9
EXHIBITOR PARKING	12
EXHIBITOR CHECK-LIST	13

WELCOME TO THE EXPO

The South West Disability Expo welcomes you as our Exhibition Partner!

This event aims to bring together your organisation and services with people with disability and the wider community in an inclusive and supportive environment. In this manual, you will find important information and dates regarding your participation as an exhibitor.

Expo Opening Hours

Friday 13th February 2026, 9am – 3pm

Saturday 14th February 2026, 9am – 3pm

Venue

Whitlam Leisure Centre, Liverpool NSW



Figure 1: Whitlam Leisure Centre

Official Opening Ceremony & Stage

Official opening ceremony: **11am – 12pm, Friday 13th February.**

Stage schedule run from 10am - 2:30pm each day at the stage area. We will monitor noise level and keep them to a minimum, but take into consideration when selecting your booth.

To apply for a speaking or performing spot, fill in [Speaker & Performer application form](#).

The stage spots are limited and exhibitors/ Sponsors are not guaranteed a spot. Please read the instructions on the front page of the form carefully to ensure a higher chance of success.

Final stage schedule will be published on [Expo Guide](#) and printed program.

Key Contacts

South West Disability Expo Enquiries	Expo Organiser (ImpactInstitute)	swde@impactinstitute.com.au	0499 553 394
ExpoNet Exhibitor Service Enquiries	Official Expo Builder	esd@exponet.com.au	02 9645 7070
Expo Freight Enquiries	Official Courier	admin@expofreight.com.au	0488 703 788

Emergency Contact On-site

Call **0455 038 737** or get to an expo staff at information booth ASAP.

Cancellation Policy

A credit note will be issued for the full value of the booking if cancellation is made 2 months prior to the expo date. The credit note can be applied to new booking for an event run by the organiser within the next 18 months. Otherwise, no credit applies and 100% of the booking fee will be forfeited refund. All cancellations must be requested formally via email.

Terms and Conditions

Exhibitors must read our [Terms and Conditions](#). Exhibitors are deemed to have accepted our T&C when a payment to the booking invoice is made.

Scam Alert

Be wary of unsolicited third-party offering you the attendee list/contact for the Expo. This is a SCAM. Do not engage in any way with these companies. We do not sell or share attendee lists to any third parties, exhibitors or sponsors.

BOOTH & SIGNAGE MEASUREMENTS

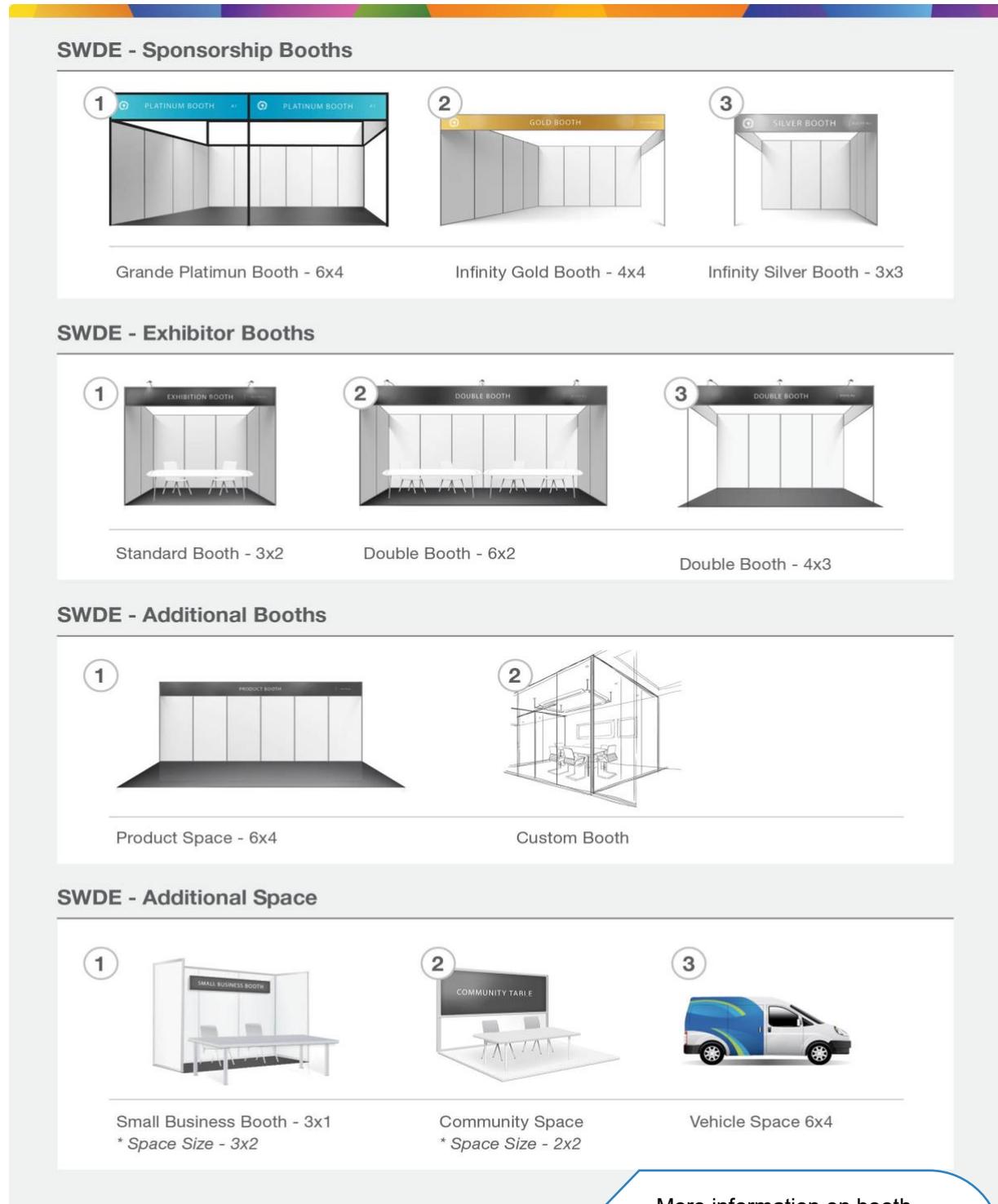


Figure 2: Selection of booth or vehicle options

More information on booth options & inclusions can be found [here](#).



Signage you order and bring on your own must be within internal measurements.

E.g., to fit in a 3m x 3m booth you should only bring a signage up to the dimensions of 2880W x 2480H on either side.

Standard - 3x2 Option



Artwork Dimensions

- ① Side wall: 1910W x 2480H ② Back wall: 2880W x 2480H

Double - 4x2 Option



Artwork Dimensions

- ① Side wall: 1910W x 2480H ② Back wall: 3880W x 2480H

Double - 6x2 Option



Artwork Dimensions

- ① Side wall: 1910W x 2480H ② Back wall: 5855W x 2480H

Tips & Reminder

- Use ExpoNet to order upgrades and signages if needed.
- Get approval first for custom build booth before you lock in contractor.

Standard - 3x3 Option



Artwork Dimensions

- ① All wall: 2880W x 2480H

Double - 4x3 Option



Artwork Dimensions

- ① Side wall: 2880W x 2480H ② Back wall: 3880W x 2480H x 2480H

Tips & Reminder

- All collaterals, furniture and signage must be placed and distributed ONLY within the boundary of your allocated booth/space.
- Exhibitors must not promote yourself outside your designated booth/space.

Double - 6x3 Option



Artwork Dimensions

- ① Side wall: 2880W x 2480H ② Back wall: 5855W x 2480H

Figure 3: Signage Measurement Illustrations

OFFICIAL SUPPLIERS



Exhibitors must fill in our expo builder, ExpoNet's Online Exhibitor Kit (OEK) for you to:

- **Confirm Fascia name (within 30 characters, including space)**
- Order Audio-visual
- Review booth presentation and order upgrades
- Order furniture, signage, and additional items for your booth
- **Order test and tag service** for your own electrical equipment, including power boards and extension leads

Contact **02 9645 7070** or esd@exponet.com.au for assistance and enquiries.

IMPORTANT: All orders must be placed by 29th January 2026. 20% surcharge with a minimum of \$100 applies to late orders. Cartage placement and damage waiver charges also apply.



Book Freight Services by 3rd Feb 2026:

- New Users
 - Will get a **welcome email** with login details and a temporary password.
- Already Registered?
 - Log in to the **Expo Freight Portal**
 - Create New Booking Request for "South West Disability Expo 2026"
- After You Submit the request, staff from Expo Freight will contact you.

Click [Here](#) for detailed booking guide. Email admin@expofreight.com.au or call **0488 703 788** for assistance.

IMPORTANT: No early deliveries – freights are not accepted before the scheduled move-in time. **All freight must be removed by 5pm Saturday with no exceptions.**

FOOD AND SAMPLING

Food/ Beverage

- Exhibitors that want to serve food and/or beverages must complete **Health Business Registration Application Form** and email the confirmation of approval made by the Council to swde@impactinstitute.com.au by 29th January.
- Confirmation of approval by the event organiser and the venue will be confirmed and any charges applied by the venue must be paid before the expo dates.
- All preparation & distribution of food and/or beverage must adhere to all current health and safety regulations.

Sampling/ Confectionery

- Sampling and confectionery items must be pre-packaged with a detailed ingredient list and not made readily available to children or those who requires care.
- Email swde@ImpactInstitute.com.au by 29th January for approval.

Reminder: all unauthorised items will be disposed and the exhibitor will bear all costs related.

Example of EDM banner, downloadable from Expo Exhibitor Downloads Page:



MOVE-IN / MOVE-OUT (MIMO) LOGISTICS

Exhibitors must fill in the MIMO form by 29th January 2026.

Move in

- Plan well to have enough time!
- Move in is strictly between **3pm - 6pm** on Thursday, 12th February
- Additional move in time is given from 7am to 8:30am on Friday before expo opens
- **Custom-built booth must email to seek approval ASAP**
- Loading dock use must be booked via MIMO form
- Vehicles and loading dock use confirmation will be emailed after MIMO is closed

Information Booth

- Check in at information booth when your first arrive on Thursday
- Collect Exhibitor pack and lanyards
- Delivered items can be accessed after you check in
- Purchase safety vest - \$10ea

Loading Dock

- **Only exhibitors prebooked via MIMO form will have access to loading dock**
- Follow the time on loading dock confirmation email for smooth access
- A 15-minute unloading limit applies to all vehicles on the loading dock.
- No parking at the loading dock

Courier

- All items being delivered and courier details must be listed on the MIMO form
- Deliveries are only accepted 9am -5pm on Thursday 12th Feb
- All items must be collected from the venue by 5pm on Saturday 14th Feb
- Couriers must have their own equipment to unload/load their vehicles
- All items being delivered or collected must have clear labels
- It is the exhibitors' own responsibility to make sure all items are delivered correctly, event organiser or the venue will take no responsibility or sign possession of goods.

3rd Party Supplier

- Must provide 3rd party supplier's details and details of the works they'll carry in the MIMO form (suppliers other than official partners Expo Freight or ExpoNet)
- Must submit all required documents for approval ASAP
- It is the exhibitor's responsibility to make sure 3rd party supplier understand and follow all expo rules and requirements when operating on site

Move Out

- **Move out is 3-5pm on Saturday 15th Feb only, no early pack up**
- Give attendees 5-10 mins to leave before you proceed to the door
- Loading dock won't open until all attendees and children have left the venue
- Do not bring in trolley or use trolley on expo floor before 3pm
- Return your laryard to the volunteers at exit door
- Leave items hired from ExpoNet inside the booth
- Remove all other items and large rubbish from booth
- **Unauthorised items and large rubbish left after 5pm will be disposed and disposal fees apply**

Safety Information

- **Safety vests and enclosed shoes must be worn during move-in / move-out**
- **No children under 15 are allowed in the venue during move-in / move-out**
- **No alcohol allowed during move-in / move-out and any time at loading dock**
- **Display vehicles must follow safety requirements and be pre-approved**

FINAL Reminders

- Register all staff detail via MIMO
- Do not leave you booth unattended before expo closes
- Contact expo staff first if you must leave early
- Do not distribute or promote outside your booth
- Do not block walkways or emergency exits
- Always follow safety requirements, check out the evacuation plan
- **Make sure all electrical equipment are up to safety standard and use no piggy backing or double adapters**
- No smoking or vapouring
- No unauthorised food or beverage, including sampling and confectionery are allowed, cost of disposal will be charged if found
- Competitions or raffles run by exhibitors must have clear, fair and accessible terms and conditions and the appropriate permit. [CLICK HERE](#)
- **NO helium Balloons are allowed in the venue at any time**

EXHIBITOR PARKING

- Whitlam Leisure Centre provides parking free of charge, shared with the general public.
- For move-in on Thursday, you can park as close as you can. On Friday and Saturday, exhibitors should ONLY park in P3 located at the rear of the venue.
- Accessibility Parking are only available to permit holders.
- Pick up/drop off zone is located close to the front entrance.
- Please follow instructions of the traffic controller and Expo staff.



Figure 4: South West Exhibitor Parking Map

EXHIBITOR CHECK-LIST

Can you tick all the following?

Pay invoice and choose your booth

- Pay your invoice before due date
- Choose your booth once full payment is confirmed

Send your Public Liability Certificate

- Email certificate to us SAP
- Validity: must expire post expo dates, the sum of insured no less than \$10M

Complete Move-in/Move-out (MIMO) Form by 29th JAN 2026

- Provide organisation details for expo guide and program
- Book in loading dock/courier/ third party contractors
- Notify us on food & beverage distribution and sampling
- Provide on-site staff information

Complete ExpoNet Online Exhibitor Kit (OEK) Form by 29th JAN 2026

- Confirm fascia name
- Order additional booth upgrades/ signage / furniture
- Test & Tag your electrical equipment

Engage with Courier to deliver your booth decors and expo collaterals

- Order from our partner Expo Freight by 3rd FEB 2026, or
- Use your own and provide details in the MIMO

Seek approval of the following by email ASAP:

- Vehicles display
- Sell products
- Run competition/raffle in your booth
- Give out food/beverage
- Bring in 3rd party contractor for booth decoration, or build a customised booth

Download Expo collateral via Exhibitor Downloads

- Share with all staff who will be attending the expo
- Download and install marketing assets

Promote your attendance before and at the expo

- Like *South West Disability Expo Facebook*
- Tag us in your posts *@southwestdisabilityexpo*
- Share and Like *South West Disability Expo event page*
- Post reminders on social media about your attendance
- Send mailout to your clients to spread the words

Prepare flyers, collaterals, signage and lead forms for your booth

- Check measurements before ordering signage
- Prepare enough collaterals to cover the two days
- Prepare lead form, preferably both digital and printed, with easy-read ver.
- **DO NOT USE helium Balloons for décor, will be disposed once found**

Prepare move-in plan, daily schedule, and survival kits for all your staff

- Must wear safety vest and enclosed shoes during move in and move out
- Must check in first at the information desk before you move in
- Bring essentials like trolleys, screwdrivers, scissors, Velcro tap, etc
- Bring electrical equipment with current tag, or order test and tag service from ExpoNet
- Have at least two staff in your booth at all times

Haven't found an answer to your question? Check out the [A-Z additional Information](#).