



## **Exhibitor, Stall Holder, and Sponsor Terms of Service, Policy and Procedures**

Every exhibitor, stall holder and sponsor must read and comply with the terms & conditions, policy and procedures as considered below;

### **GENERAL CONDITIONS**

1. The stall booked can be cancelled and a refund will be paid subject to the deduction of a 10 percent service charge. The refund will only be approved when the cancellation occurs within 3 days from the date of payment. Following this, the cancelled exhibit/stall charges will not be refunded as the funds are consumed in the expenditures of the event. Refunds will not be issued for bookings made 40 days before the event date regardless of the 3 days policy.
2. Wrong or misleading declarations concerning the description of the exhibit/stall will lead to the exclusion of the exhibit/stall and the loss of the charges paid for that exhibit/stall.
3. Exhibit/stall must be used only by the person whose name/s is registered on the exhibit/stall or booking application form.
4. Exhibit/stall ARE NOT ALLOWED to hold a fundraising of any kind without prior consent from the organiser.
5. Exhibit/stall allocation will be the responsibility of the organiser and may not be disclosed prior to the event unless exhibit/stall is allocated under major sponsorship or prime location.
6. Exhibitor/stallholder is not permitted to relocate the exhibit/stall or be replaced by another exhibitor/stallholder unless the organiser relocated or replaced the stall with the agreement of all parties concerned.
7. Entry to the venue for exhibitor/stall holder is open from 7.00am. A stall holder who fails to arrive by 9.00am the latest and without prior notification and consent from the Stall Coordinator will be denied entry.
8. If an exhibitor/stallholder fails to appear at the given bump-in time, the organiser has the discretion to cancel the exhibit/stall. In this occurrence, the stall charges will not be refundable. Moreover, the organiser can utilise the same exhibit/stall in any manner they deem fit.
9. The exhibitor/stallholder will have access to the basic facilities such as the public toilets, security & firefighting services. It is the responsibility of the exhibitor/stallholder to become acquainted with the nearest fire exits of the premises.



10. The exhibitor/stallholder will be provided the facilities that they have paid for regarding their exhibit/stall type. Additional facilities can be provided subject to availability and the discretion of the organizer. Furthermore, the exhibitor/stallholder will be liable to pay upfront the due charges.
11. It is forbidden to attach any permanent items on the walls, for example, nails, hard glue or hard tape. Similarly, the exhibitor/stallholder cannot make any alteration or changes in the structure or act in such a way that an action would likely cause damage to the facility. The exhibitor/stallholder is liable for any damage caused by the exhibitor/stallholder to the premises, and is liable for the costs of repair.
12. In the case of an accident or any other incident which causes damage at the installations of the exhibit/stallion area, the person who is hiring the exhibit/stall is responsible and must bear the legal or financial consequences.
13. The exhibitor/stallholder must use their exhibit/stall without encroaching outside the allotted area on the alleys or the neighbouring exhibit/stall with their goods/services.

#### **HANDLING AND CLEARANCE OF STALL CONDITIONS**

14. Clearing and handling of the exhibit/stall is the responsibility of the exhibitor/stallholder.
15. It is the responsibility of the exhibitor/stallholder to clean their exhibit/stall area appropriately. The exhibitor/stallholder must therefore make sure that they have appropriate resources and required tools for cleaning the premises they occupied. If the area used by the exhibitor/stallholder is found unclean, management will request that they are to pay the cleaning charges or their bond will be forfeited.
16. The organiser is not responsible for any loss whatsoever incurred by an exhibitor/stallholder and it is the responsibility of the exhibitor/stallholder to look after their belongings and merchandise.

#### **SUBLETTING**

17. Subletting of the exhibit/stall is absolutely prohibited which means that the exhibitor/stallholder cannot sublet the exhibit/stall to the other person or share it with any other business or individual.



## **TECHNICAL GUIDELINE**

18. The exhibitor/stallholder is required to comply with instructions issued by the organiser regarding schedule for bump-in, set-up, dismantling and pack-up of the exhibit/stall.

## **DAMAGE/COMPENSATION**

19. The exhibitor/stallholder is liable for payment of compensation for any bodily harm, damage of fixtures, facility, and other's belongings at the premises. The organiser has the right to:

- a. To recover from the exhibitor/stallholder compensation for losses/ damages caused to the property or impose reasonable penalty for any wilful contravention of the terms and participation.
- b. To postpone, curtail, extend, or abandon the exhibit/stall or close some or all sections of it temporarily or permanently in unforeseen circumstances.
- c. To photograph or video film the interior of any exhibit/stallion and to use this for promotional work.
- d. To refuse permission to any exhibitor/stallholder to clear their exhibit/stall or to retain the exhibit/stall or other merchandise if any problem occurs during the event.

20. The exhibitor/stallholder is only allowed to showcase the items approved on your application. For example, if you have a clothing exhibit/stall, you should only have those items on the exhibit/stall. The organiser has the right to close/remove items from your stall if you are found placing additional unspecified classes of items.

21. An exhibitor/stallholder is responsible for any insurance required for their merchandise to be operated on their exhibit/stall.

## **ADDITIONAL CONDITIONS FOR SPECIFIC TYPE OF EXHIBIT FOOD & COSMETICS STALLS**

22. The following additional Terms and Conditions apply to food and cosmetics stallholders.

23. Food stall is required to meet the Public Health Regulations for which Safe and Hygienic Practice Guidelines apply.



24. If you do not have a food license or have not notified to your local Council, you are required to notify your participation (of your stall) in the event by lodging a food business notification form for temporary food exhibit/stall to your local Council. You can also lodge this form online by visiting your local council websites. Further to this, you will need to comply with all the conditions & procedures of related local food exhibit/stall requirements.
25. In the case of the food stall where cooking is to take place, it is required that a floor covering is set up by the stallholder to ensure no oil falls onto the ground surface. Any oil spill will result in forfeiture of bond.
26. The cooking food stall will need plastic covering for the benches as food preparation cannot take place on wooden bench tops.
27. Food Stall must bring with them the waste oil bins. Any waste oil poured onto the floor or down drains is not permitted and post event cleaning charges may apply.
28. Cooking Food Stall should have a roof and food items must be covered, therefore, a covered area will be provided to Cooking Food Stall and the stallholder must place their food materials within the exhibit/stall premises.
29. Under the provisions of the *Food Act 2001* and *Food Regulation 2002*, all food stalls are required to sell safe and suitable food. Failure to comply with the Act can result in the issue of fines by Council's Health Inspectors.
30. Food stallholders must ensure that only **HALAL** products are sold from their stalls. Please contact to the organiser if you are not sure about whether food/product is halal or not.
31. All food and cosmetics stalls **MUST** read, understand, and comply with the General Halal Guidelines provided.
32. Allocation of the food stall is done by the organiser in accordance with the appropriate grouping of food themes, infrastructure, equipment, and power requirements. The allocation of sites by the management will be final and at its absolute discretion.
33. Food stallholder is responsible for waste and recycling collection and must dispose their rubbish in the bins shown by management.
34. Food stallholder is responsible to look after their catering equipment, property and other. If the situation arises where anything is missing or lost, the organiser will not be responsible.





35. A Food stallholder is responsible for any insurance in relation to the property of the food operator or any third party in the food stall.
36. Proper food preparation safety procedures must be used, required food temperature must be observed and all hygienic manners must be followed.
37. The Food stalls that require food preparation, must ensure that preparation is being conducted in a temperature controlled, hygienic and safe manner.
38. All equipment to be used in the food stall is to be safe and in good working order, with protective shields, and covers in place.
39. A food stall must have competent staff for food handling and staff must be present all the time during the running of the stall.
40. A food stall used area must be left in a clean and tidy condition on departure, and all applicants must agree to cooperate to keep the food stall area in a clean condition. Fines will apply if a stall area and its surroundings are left untidy.
41. Food Stall must read and comply with Food Safety Standards.
42. The organiser is entitled to shut down the stall immediately in case of non-compliance with food safety or Halal requirements/General Halal Guidelines without any refund of the stall fee.
43. 'Health and Hygiene Responsibilities for Food Business' guideline may be provided to you on demand and is also available on the website of SA Health.

#### **HENNA & FACE PAINTING STALL**

44. Each stallholder will be given a stall number prior to the event.
45. A stallholder should bring your own table cover for decoration.
46. Only one henna designer will be permitted to work on each exhibit/stall.
47. A Stallholder is not allowed to sell Henna or bring any other person for henna painting.