

Exhibitor Handbook





An integral part of the Sunshine Coast region for the past 40 years, Queensland Garden Show (formerly Queensland Garden Expo) accommodates over 360 exhibitors, food courts, landscape displays, celebrity speakers and guests, entertainers and over 40,000 local, intra and interstate visitors. Recognised as the number one gardening event in Queensland, it provides real marketing opportunities for your business. Involvement from all aspects of the horticultural industry ensures we create colourful, educational and aesthetic exhibits, making certain the viewing public get value for their money, expert advice, and firsthand knowledge of the gardening industry.

Why participating in the Queensland Garden Show is a must...

With a highly successful track record, the QGS is a great opportunity to expose your products and services to your target market. Exhibiting at the QGS is more than an opportunity to just market a product. Direct sales are a strong consideration, and most exhibitors record strong after event sales, and in some cases up to 12 months later. You can promote and market your business to an anticipated 40,000 (or more) potential customers. Test market new ideas, new products, new trends and services and generate brand awareness for your business.

Other important facts you need to know which will be widely promoted prior to the Show:

- One portable ATM facility will be operating all day every day for people to obtain ready cash.
- Two major plant cloak rooms will be operating where people can leave purchased goods until they are ready to depart.
- A free shuttle bus runs from the Nambour Transit Centre to the Show (and return).
- QGS provides a free children's playground and activity area.

Queensland Garden Show offers a variety of opportunities to further promote your business and presence at the Show. These include possible advertising opportunities in our program magazine and a variety of sponsorship options. For further information call the Event Manager at the Show Office on 07 5441 4655 or email info@qldgardenshow.com.au.

Queensland Garden Show will be extensively promoted throughout Queensland and across Australia including*:

- Over 150 website event listings and links to our site.
- Email newsletters reaching over **18,000** past visitors.
- Mailouts to Garden Clubs and other specialty groups.
- National magazine advertising, television, radio, and newspaper advertising
- Static advertising, billboards, airports etc.
- Radio advertising in Brisbane and regional Queensland.
- POS Materials distributed to hundreds of outlets.
- Ongoing Social media updates and advertising.

* Subject to change

The QGS Committee (Sunshine Coast Branch of the Nursery & Garden Industry Qld) invites you to apply for a Retail Exhibition Site (undercover, marquee or outdoor) or a Landscape Display Site.

CONTACT DETAILS

Queensland Garden Show PO Box 239 Nambour Qld 4560

EVENT MANAGEMENT

Event Manager Marion Beazley Phone: 07 5441 4655 Email: <u>marion@qldgardenshow.com.au</u> Mobile: 0408 873 405

Show Co-OrdinatorChloe EasdalePhone:07 5441 4655Email:chloe@qldgardenshow.com.au

Promotions & AdvertisingKristen VautierPhone:07 5441 4655Email:kristen@qldgardenshow.com.au

www.qldgardenshow.com.au

Queensland Garden Show is proudly presented by the Sunshine Coast Branch Nursery and Garden Industry Queensland















HOW TO BOOK YOUR SITE

Please read the following carefully

We will endeavour to give you your first site option, however, in some cases this may not be possible, and we will allocate from your second and third choices or suggest a site that may be more suitable for your product.

- Read all of the Exhibitor information carefully. You will be required to accept the conditions set out in this handbook in your application.
- Study the map in conjunction with the Site Price List which also has the site sizes. The layout is somewhat similar to last year, however, there have been some changes to site sizes and some site numbers may be different.
- Select your preferred site along with a 2nd and 3rd choice. Where possible, we will endeavour to allocate your first preference, however, in some cases, this may prove difficult. **Please note**: Sites are not available for single days of the event; bookings are for all three days.
- **Complete and submit your online application form** to reserve your preferred site. On receiving your application, the office will allocate a site for you and advise you of site allocation by email within 5 working days of receipt of this form.
- To confirm your site booking/s you will then need to pay a non-refundable deposit of \$200 (per site booked), within 2 weeks of being allocated a site. If you are booking multiple sites, you will need to pay a deposit for each site booked. Failure to do this may result in the site/s being reallocated.

YOUR SITE BOOKING IS NOT FULLY CONFIRMED UNTIL YOUR DEPOSIT IS RECEIVED.

- On receipt of your deposit, you will be issued a Tax Invoice for your site fee and any other extras that you
 have requested on your application form. The invoice will show the full site cost less your deposit the
 balance will be due for payment by May 5th, 2025. A statement will be sent to you prior to this date. An
 Early Bird Discount of 5% is available on the site fee component of your account, if paid in full before the
 3rd of March 2025, and this will be shown on your invoice.
- Payments can be made to the Queensland Garden Show by direct deposit to our bank account or by credit card. Please email a copy of your remittance to the office if you are paying by direct deposit.

BANKING DETAILS

Qld Garden Show Westpac BSB: 034 093 Account No: 221 165

If paying via direct deposit please ensure that you clearly identify your deposit with your **company name**, **invoice number** or **site number** so that we can correctly allocate your payment.

Deposit to be paid (\$200 per site booked).	Within 2 weeks of receipt of site allocation
Payment due in full (if claiming Early Bird discount)	3 March, 2025
Food/beverage stall applications close	17 February 2025
Payment due in full	5 May, 2025
Copy of Public Liability Insurance (Certificate of Currency) to be supplied to Show (minimum \$20 million)	On application if valid for event dates or send once renewed prior to event.

IMPORTANT DATES

NO EXHIBITOR WILL BE PERMITTED TO OCCUPY THEIR ALLOCATED EXHIBITION SPACE OR COMMENCE WORK ON ANY DISPLAY STAND UNTIL ALL OUTSTANDING MONIES ARE PAID.

EXHIBITION OPTIONS

OPTION 1 RETAIL UNDERCOVER SITE

Two major undercover locations are the James Carolyn Pavilion and the Ray Grace Pavilion. Only greenstock products are permitted in the James Carolyn and Ray Grace Pavilions and all site holders must be members of the Nursery and Garden Industry. **Site Nos. 263 – 317.**

OPTION 2 RETAIL UNDERCOVER MARQUEE SITE

There are several undercover marquee sites available. Two major Central Marquees hold approximately 44 retail sites with three site sizes available. These marquees are fully floored and are situated in the center of the oval complex. Another retail undercover marquees option is located on the oval adjacent to the central marquees.

OPTION 3 RETAIL OUTDOOR SITE

All outdoor areas including the main oval, avenues and specified locations are classed as outdoor retail sites. These are various sizes and are price weighted according to services available and location to main traffic areas (see price list for sizes and prices). Please note: Marquees are not supplied for these sites.

OPTION 4 RETAIL PREMIUM MARQUEE SITE

These sites are situated along Tea Tree Terrace and the site price includes a white pagoda marquee, flooring, and electrical connections. They are in a high traffic, high presence area of the showgrounds and sell extremely quickly.

OPTION 5 FOOD VENDOR SITES

Food and beverage sites are available to food vendors who maintain a high-quality product. All food vending sites will be allocated from applications received and assessed by the Show committee (see Food Vendor Site details - under information & conditions).

OPTION 6 LANDSCAPE DISPLAY SITE

These sites are available to landscapers, garden designers, retailers, and nurseries to showcase their businesses and talents. They are not Retail sites therefore sales are not allowed from these areas. The Landscape Garden Displays are once again a focus in 2025 (see Landscape Display Site – under information & conditions).

Only products that are specified on your application form will be allowed to be displayed and sold on your site. Other products will not be allowed to be displayed or sold on your site without prior permission from the organiser's.

Site Selection

When selecting your site preference(s) please nominate your first, second and third choices on the application form. We will endeavour to give you your first choice, however, this is not always possible. Remember, similar products may surround your site choice. If your first three choices are unavailable the coordinator will contact you and advise of the remaining unallocated sites available. If you are not familiar with the QGS layout, we can suggest areas that will be best suited to your product.

Exhibitor Operating Hours

Exhibitors are expected to be on site prior to opening time each day and man their site for the duration of the opening hours. Failure to open and man your site for the **entire duration** of the event may result in future site applications being **declined**.

Trading Times

Friday 11th8am - 4pmSaturday 12th8am - 4pmSunday 13th8am - 4pm

All Exhibitors and Food Stalls are required to be open for trade during these hours and are <u>NOT</u> to close or pack up early at the end of the day, especially Sunday.

We still have patrons on site who have paid an entry fee and expect the event to be fully operational.

No trading to the general public is permitted outside the above hours, <u>especially Thursday 10th</u>. Any exhibitor found trading outside of hours may be asked to cease trading for the remainder of the event.

Exhibitor Passes

Included in your site are a number of free passes based on the total cost of your site fee.

\$000 to \$640 2 passes included in site fee \$641 to \$1,3504 passes included in site fee \$1,351 to \$2,050 6 passes included in site fee \$2,051 and over 8 passes included in site fee

Exhibitor Passes will be available for collection from the Exhibitor Registration Office at Nambour Showgrounds in the week prior to the Show. On arrival exhibitors are required to check in with the organiser's prior to set up.

A limited number of additional Exhibitor passes are available to be purchased for extra staff members. Additional passes will be sold at the following prices:

PASSES PURCHASED	PASSES PURCHASED
PRIOR JUNE 16	AFTER JUNE 16 (AND DURING BUMP IN)
3 Day Exhibitor Pass \$35	3 Day Exhibitor Pass \$45
1 Day Exhibitor Pass \$20	1 Day Exhibitor Pass \$20

It is the responsibility of all site holders to ensure all staff working on their sites have in their possession their passes prior to the commencement of the event. Exhibitor wristbands **MUST** be worn or an entry fee of \$25.00 will be charged. QGS will not refund any monies to exhibitors who are required to purchase tickets to gain entry to the show during opening hours. It is the responsibility of exhibitors to ensure all their staff have the correct entry passes and are aware of car parking locations and all other conditions of exhibition.

Payments due - Site Prices

Please use the Site Price List to determine your site fee. Unsecured site bookings can only be held for a very limited time – so please ensure your deposit is forwarded promptly to secure your booking. The Queensland Garden Show Committee has the absolute discretion to accept or reject any application and the committee's decision shall be final. The balance of your site fee will be due by May 5th, 2025 (except if claiming the early bird discount). All prices quoted include G.S.T.

All exhibitors must ensure that payments for space rental and service costs are paid in accordance with the terms and conditions of the signed exhibition agreement. Non-compliance of agreed payment terms and conditions may result in forfeiting your exhibition space.

Early Payment Discount

A 5% discount off the site fee component of your account (this does not include other items like hay, electricity or car passes etc.) is offered to site holders. In order to receive this early bird discount, you must pay your total account by 3rd March 2025. This will be shown on your Tax Invoice.

Car Parking and Entry

On arrival exhibitors are required to check in with the Show organiser's prior to set up.

Exhibitor parking is located behind the stables area. During the opening days of the event this area will only be able to be accessed from Crusher Park Drive. All exhibitors and staff must enter this way. Exhibitors will not be able to park in areas designated for the general public and will be asked to move on if they attempt to do so. <u>On</u> entering you will be required to display your car parking pass and have your exhibitor wristbands on to gain entry.

There will be one Car Pass per site included in the site fee. You may also purchase one additional exhibitor car pass per site booked. These passes will be charged at \$20 for a 3 Day pass or \$7 per 1 Day pass. Further details regarding entry to the Exhibitor Car Park will be supplied via email newsletter prior to the event.

IT IS ALSO THE RESPONSIBILITY OF ALL SITE HOLDERS TO ENSURE THAT ALL STAFF WORKING FOR THEM ARE AWARE OF EXHIBITOR PARKING AND ENTRY REGULATIONS.

Electricity

If an electricity connection is required for your site, it is necessary to indicate this on your application form and give **accurate details** of the equipment that will be used. Indication of electricity connection must be advised no later than 3 weeks prior to the event. Sites requiring electricity after this may be declined or incur an additional surcharge.

A fee of \$130 for the initial connection and \$50 for any additional connection is charged to cover the cost of installation and usage. Food sites and some other equipment sites may be required to pay an additional charge. Premium Pagoda Marquee sites include a single electricity connection, and no further fee is applicable. Some sites on the Northern end of the oval do not have access to electricity (see site price list for details). Site holders are required to provide their own 10 meter tagged lead. All electrical equipment to be used should meet all current safety standards. Queensland Garden Show reserves the right to move sites if electricity requirements are not compatible with site positions.

Only exhibitors who have requested power on their application forms can access electricity at the direction of our onsite electrician. Electricity supply will be cut off from 9am on Monday July 14th.

Equipment Hire

The Queensland Garden Show preferred equipment supplier is **Excel Events**. They supply marquees, flooring etc., and can be contacted direct on **(07) 3217 3217**. If you require Excel's services, contact them no later than 3 weeks prior to the event or their services may not be attainable.

(Any request for additional equipment is a contract between Excel Events and you - the exhibitor – QLD Garden Show will not be liable for late deliveries, expenditure or problems related to damaged rented equipment).

Show Updates

Please ensure that we have your current email address and mobile phone number on file so that we can keep you informed of all the latest news and updates.

Insurance

Exhibitors are required to insure their exhibition site areas for public risk liability for a **minimum of \$20 million**. A copy of an insurance 'Certificate of Currency' showing the site holders Business name and address **MUST** be supplied to the office prior to June 26, 2025. Your insurance should be effective from the first day of bump- in to the final day of 'bump-out' being Monday 7th July 2025 to Monday 14th July 2025.

Food Vendor Sites

The Show is looking for unique and unusual food outlets to be situated in specially selected sites throughout the grounds. All food vendors must have their own van, stand or marquee, and must meet all Food Safety Standards under the Food Hygiene Regulations issued from the Department of Health. Food vendors will be required to complete the application form and include a copy of their food license. An electricity connection fee will be charged depending on location and requirements – this cost will be advised at time of booking. All applications must be accompanied by photos of the food outlet and price lists of food and beverages that will be served.

Delivery of Product to Showgrounds

To ensure timely delivery of products, please organise for product deliveries to arrive on Monday 7th or Tuesday 8th July. Please ensure your product is marked with your site number and Company name. Marking product with 'Queensland Garden Show' only is not adequate as staff will not know where to place your product when it arrives at the Showgrounds.

Below is a sample guide:

Exhibitor Name (name your site is booked under) Site # c/o - Queensland Garden Show Nambour Showgrounds Coronation Avenue Nambour QLD 4560 Ph: 07 5441 4655

The driver can then phone us on arrival (or just prior), and we will meet them at the gate and direct them to your site. A forklift can be arranged if required.

Retail Activity

Greenstock may only be sold by Nursery and Garden Industry members. All products, produce and greenstock must be sold at fair retail prices. No retail activity is allowed on display sites.

Myrtle Rust Legislation

The Qld Garden Show, in line with NGIA policy, requires that all nurseries bringing plants to the Show from the Myrtaceae Family have with them an NGIA Declaration that remains current until 14th July 2025 and provide a copy of this to the Office when they arrive to set up. Failure to comply may result in the confiscation of some greenstock. If you require a copy of the Declaration you can download it from NGIQ website <u>www.ngiq.asn.au</u>. Other non-nursery exhibitors bringing demonstration or display plants to the Show are asked to avoid bringing plants from the Myrtaceae Family.

Fire Ant Legislation

Site holders must comply with current fire ant legislation. Information on regulations, permits, management techniques when storing and moving potted plants and fire ant carriers can be found at www.daf.qld.gov.au/fireants. Please make a note to read carefully and supply certification if appropriate.

Landscape Display Sites

These sites are available to landscapers, garden designers, retailers, and nurseries to showcase their businesses and talents. They are not retail sites therefore sales are not allowed in these areas. Please contact the Event Manager to discuss suitability.

Media Notice

By entering the event you agree that your image may appear in group photographs or video that may be used in future marketing and media. If you do not wish for your image to appear, please advise the central information office.

Visitor Giveaways

The Qld Garden Show offers several incentives for visitors (your customers) to encourage them to attend the event. Exhibitors are discouraged from taking part in these as this will result in fewer of these items for visitors. This includes such incentives as the coffee cup plant refills and bucket giveaways or similar.

Competitions and Raffles

Competitions and raffles are not allowed within the exhibition area unless prior written permission has been obtained from the QLD Garden Show Committee. Under no circumstances can this activity be allowed unless authorised by the Show Committee.

Public Announcements

QGS employs an Announcer to advise visitors of lecture times, features, and facilities. Announcements for individual exhibitors cannot be made.

Distribution of Promotional Materials & Products

Promotional materials such as brochures, flyers, posters, product samples etc. may only be distributed from your designated site unless express written permission has been granted by QGS. The organising committee reserves the right to remove any exhibitor who does not comply.

Signage

Signage can only be erected within the boundaries of your site and **MUST** relate entirely to the product you are displaying and selling – no other signage will be allowed to be erected. (For example, no political endorsements or political causes, fundraising or awareness campaign signage). Any signage must be of a reasonable size and not impinge on the aspect of surrounding sites. QGS reserves the right to request the removal of any inappropriate signage.

Technical Requirements

You will be expected to notify the Qld Garden Show organisers if you plan on setting up your own PA system to use on your site, at any time throughout the 3 days of the event.

Vehicles

Vehicles, including bicycles, skateboards and roller blades are not allowed within the exhibition area during public opening times, unless accompanied by a coordinator or nominee. Vehicles are discouraged from being driven or parked on the oval grass. All vehicles must be removed from the exhibition area while the exhibition is open to the public. During set up move your vehicle out of the way as soon as you have unloaded to allow others to move in. The Showgrounds is extremely busy during set up and vehicles have been damaged when left in high traffic areas.

Vehicles are not permitted to be used as part of your site display. During set up and pack down vehicles must not exceed 10km per hour.

Dogs

The Queensland Garden Show has a NO DOGS policy for our visitors and expects the same of all exhibitors.

Security

Queensland Garden Show will provide security for the showgrounds from 5.00pm to 7.30am each night, from the evening of Monday 7th July to the morning of Tuesday 14th July. While all care is taken, the Qld Garden Show accepts no responsibility for loss or damage of product and/or equipment. Security will consist of up to 4 guards with their dogs and back to base police communication.

Alcohol

Alcohol consumption is only permitted inside the Food Court Licensed Area during public opening times.

Camping

Camping is not permitted anywhere within the showgrounds complex.

Refund Policy

The deposit to secure a site is non-refundable. This is necessary to cover administration and re-booking costs. Refunds of payments over \$200 will be made for site bookings cancelled prior to 6th May 2025. No refunds on site deposits or site payments will be given to any exhibitor after this date (if the event is proceeding).

Waste Management

Stallholders are asked to minimise non-recyclable waste. Please flatten all cardboard boxes for collection and place in an orderly pile next to bins. Please take discarded styrofoam packaging home with you so you can reuse it. **Food Stalls:** Please refer to our Recycling Guidelines

Wet Event

The Queensland Garden Show will proceed regardless of the weather and site refunds will only be given in exceptional circumstances and at the organiser's discretion. The organisers may need to relocate exhibitors during a wet event however every endeavour will be made to ensure site allocation is satisfactory.

WORKPLACE HEALTH AND SAFETY

Workplace Health and Safety Act together with all State and Local Government regulations apply and it is the responsibility of exhibitors to comply with all such regulations.

All people on site during set up and pack down are required to wear hi-vis. A limited number of vests will be available for sale from the Info Office.

All electrical equipment should be tagged and tested and should meet all current safety standards.

Construction is going on constantly during set up with numerous trucks, bobcats and forklifts moving around the grounds. <u>If you must bring children with you, please ensure they are under constant supervision and always in immediate evesight</u>.

The venue is not open to members of the general public during this time so if you notice any unauthorised activity, please report it to the Information Office immediately.

QUALITY & CONDITIONS OF DISPLAY

The Queensland Garden Show Committee reserves the right to refuse an application or evict any exhibitor whose display of goods or services is not likely to be, in the opinion of the Queensland Garden Show Committee, compatible with the general character and objectives of the exhibition. Applications for exhibition space at the Show will be assessed against the following – not necessarily in order of importance:

- Relevance of the product/service/display to the Qld Garden Show
- The impact of your display design to the visitor
- Past performance and level of presentation demonstrated by the applicant
- The likely educational value of the product/service/display

IMPORTANT DATES / TIMES

Exhibitor Set Up Times

Monday	Tuesday	Wednesday	Thursday
7 July 2025	8 July 2025	9 July 2025	10 July 2025
7.00am – 5.00pm	7.00am – 5.00pm	7.00am – 5.00pm	7.00am – 5.00pm

Show Opening Days / Hours

Friday 11 July 2025	Saturday 12 July 2025	Sunday 13 July 2025		
8:00am – 4:00pm	8:00am – 4:00pm	8:00am – 4:00pm		
EXHIBITOR GATES OPEN 6AM ON EVENT DAYS				
It is a condition of trade that your Exhibit/ Food Stall is open and staffed during these hours.				
Closing and packing up early is a breach of our terms and conditions and will be a factor considered by the selection committee for future events.				

Exhibitors are expected to be on site prior to opening time each day and man their site for the duration of the opening hours. Failure to open and man your site during the duration of the Show may result in future site applications being declined.

Exhibitor Bump Out Times

Sunday	Monday
13 July 2025	14 July 2025
4.15pm – 6.00pm	6.00am – 3.00pm

Bump out will commence on Sunday afternoon after the close of business. No vehicles will be allowed onto the grounds for bump out until after 4:15pm. You will have until 3pm on Monday 14 July 2025 to complete your bump out. **Security will not be available after this time.** Any exhibitors located within hire marquees are asked to complete pack up prior to 12pm, after this time our contractors will commence their bump out. Qld Garden Show will not take any responsibility for stock or equipment left on the grounds after this time and may arrange for removal at the owners' cost. The Showgrounds is a very busy venue, and it is essential for us to promptly clear the venue.



EXHIBITOR INFORMATION DURING SET UP

Please consider others by doing the following....

- During set up please be considerate of other exhibitors by not driving oversites and staying to marked laneways.
- All people on site during set up and pack down are required to wear hi-vis. A limited number of vests will be available for sale from the Show Info Office.
- Please move vehicles out of the way as soon as you have unloaded to allow others to move in. Vehicles left unattended in high traffic areas are in danger of being damaged.
- Always be aware of the safety of others around you.
- PLEASE LEAVE YOUR DOG AT HOME. We have a NO DOGS policy for both exhibitors and visitors.
- CHILDREN ON SITE: Construction is going on constantly during set up with numerous trucks, bobcats
 and forklifts moving around the grounds. If you must bring children with you, please ensure they
 are under constant supervision and always in immediate eyesight. Skateboards, scooters,
 bicycles etc. are not permitted on site. There is no safe area for ball games. The venue is not open to
 members of the general public during this time so if you notice any unauthorised activity, please report
 it to the Information Office immediately.
- **RECYCLING** please leave flattened cardboard in a tidy pile near wheelie bins for collection.
- **NO SELLING TO GENERAL PUBLIC PRIOR TO EVENT COMMENCING**. If you notice this occurring during set up, please report it immediately to Show Staff.

IMPORTANT INFORMATION DURING THE EVENT / PACK UP

- You can access your site to restock before and after opening times, however all vehicles must be removed to exhibitor parking by 7.30am.
- Exhibitors can only access the Exhibitor Parking area through Crusher Park (same as last year). Maps
 will be enclosed in your exhibitor pack. There will be no access for exhibitors to the visitor car park
 areas.
- Gates to the Exhibitor Car Park will be open at 6.00am.
- Please ensure that you have the **correct wristband on, and car pass displayed** before approaching the gate to avoid holding others up. If you do not have the correct pass, you will be charged, and we do not refund these charges.
- All sites must be manned for all opening hours. Exhibitors who fail to do so may be excluded from future events.
- Safety and amenity for everyone is priority. If you become aware of an unsafe area, please inform the Information Office as soon as possible.
- Bump out cannot commence until after 4.15pm Sunday when gates close. We understand everyone is in a hurry to get home but please be considerate of others and the safety of all.

IT IS YOUR RESPONSIBILITY TO ENSURE THAT EVERYONE WORKING ON YOUR SITE ARE AWARE OF THESE THINGS.

EXAMPLE PACKING LABEL

An editable version of this packing label can be found on our website

Click here to access editable packing slip

Your Company Name

Address:

Your Company Address City, State, Postcode Phone number Ship to:

Queensland Garden Show Nambour Showgrounds Coronation Avenue Nambour QLD 4560 **Ph: 07 5441 4655**

NAME OF EXHIBIT (name your site is booked under) SITE #

NUMBER OF PALLETS / ITEMS	DESCRIPTION OF PRODUCT
	NUMBER OF PALLETS / ITEMS

NOTE TO DRIVER: – ON ARRIVAL AT SHOWGROUNDS PLEASE PHONE (07) 5441 4655 AND SHOW STAFF WILL ASSIST WITH PLACEMENT OF PRODUCT.