



ALTA

2024



27 - 31 May | Perth, Australia

EXHIBITOR MANUAL

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Key Dates and Deadlines

Ongoing	Promote your booth on LinkedIn and Twitter using #ALTA2024
ASAP	Apply for an Australian Visa
Monday, April 15	All exhibitors must register to attend the conference and exhibition. Employees of exhibiting organisations are not permitted to register as free visitors. As part of entitlements, a personalised discount code has been distributed to all confirmed sponsors & exhibitors.
Monday, April 15	Invite clients and contacts to book a free visitor pass .
Monday, April 15	Book hotel accommodation via this website
Thursday, April 25	Certificate of Currency – Please submit your certificate of currency for public liability insurance (minimum value \$10million AUD) to alta@encanta.com.au
Wednesday, April 17	Submit exhibitor order form to Advans (<u>ALL</u> exhibitors must submit)
May 22-24	All goods must arrive at the venue by 3 pm on Friday 24 May
Monday 3 June	Deadline for collection of goods after the exhibition

Exhibitor Materials (click to download)

[Exhibition builder Advans order form including fascia request](#)

[Advans 2024 Catalogue](#)

[Delivery and Collection Labels \(all exhibitor materials must display labels\)](#)

[Exhibition Floor Plan](#) (note ALTA reserves the right to alter the floorplan)

Exhibition Contacts

ALTA 2024 Event Manager 	Encanta Event Management Michelle Chong T: +61 (0) 8 9389 1488 M: +61 450 993 057 alta@encanta.com.au
Venue  PAN PACIFIC PERTH	Pan Pacific Perth Rachael Hughes T: +61 (0) 8 9224 7759 rachael.hughes@panpacific.com
Exhibition Contractor 	Advans Exhibition Services (Advans) Don Ainsworth T: +61 (0) 8 9451 8322 don@advanswa.com.au

Conference Overview

Venue

- Pan Pacific Perth, 207 Adelaide Terrace, Perth Australia
- The exhibition is held in the Golden Ballroom (floorplan on page 11)

Booth Fit out and Furnishing

- Furniture and audio visual equipment must be ordered directly from Advans using the [Exhibitor Order Form](#).

Setup and Teardown

- Setup and teardown times below.
- Advans will be onsite 2:00 - 4:00pm, Sunday 26 May to assist exhibitors with setup.

Exhibitor Support

- The ALTA 2024 event managers Encanta will be available at the registration desk for any assistance.

Functions

- Arrival coffee, morning tea, lunch and afternoon tea breaks are held in the Exhibition.
- The Welcome Reception (Monday 27 May), Conference Dinner (Tuesday 28 May) and Happy Hour (Thursday 30 May).

Parking

- Parking rate is \$10/hour. 4 – 24 hours is a flat rate of \$40.
- Valet parking is available for \$65 per day and includes multiple entries and exits.
- The public car park for the hotel is located on Hill Street, past the hotel driveway. The entrance to the car park is located underneath a blue P sign.
- Please note the car park has a maximum clearance height of 1.9 metres and subject to availability.
- For more information, please visit the Pan Pacific website [here](#).



Exhibition Hours

Bump-In		Sunday 26 May 2:00pm - 4:00pm
Exhibition Hours	Monday 27 May	8:00am - 7:30pm includes Welcome Reception
	Tuesday 28 May	8:00am – 3:40pm
	Wednesday 29 May	8:00am - 3:40pm
	Thursday 30 May	8:00am - 6:35pm includes Happy Hour
	Friday 31 May	8:00am - 3:40pm
Visitor Hours	Monday 27 May	9:00am – 11:00am 11:30am – 1:00pm 2:00pm – 3:30pm 4:00pm – 5:30pm
	Tuesday 28 May	9:00am – 10:30am 11:00am – 12:30pm 1:30pm – 3:00pm
	Wednesday 29 May	9:00am – 10:30am 11:00am – 12:30pm 1:30pm – 3:00pm
	Thursday 30 May	9:00am – 11:00am 11:30am – 1:00pm 2:00pm – 3:30pm
	Friday 31 May	9:00am – 10:30am 11:00am – 12:30pm 1:30pm – 3:00pm
Bump-Out	Friday 31 May	3:40pm (after afternoon tea, no earlier)

Booth Supply, Construction and Set up

Each Standard Booth Includes:

- Shell Scheme: 3 metres wide x 2 metres deep with 2400mm high walls.
- Walls: White PVC walls needing double sided tape or hook and loop Velcro.
- Company Name: Standard format on front fascia via [Exhibitor Order Form](#) (options available for additional cost).
- Light & Power: 2 x spotlights and one 1 x standard (5 amp) power supply.
- Venue Furniture: 1 x trestle table and 2 x venue chairs supplied.

Custom Booths

- Custom wall graphics package option available in [Exhibitor Order Form](#) or [contact Advans](#) to discuss options.

Booth Supplies

- Booth furniture and fittings must be hired directly from Advans using the [Exhibitor Order Form](#). Options and pricing available from the [Booth Supplies Catalogue](#).
- Exhibitors are not permitted to supply their own electrical work, extension leads and/ or power adapters.
- Complimentary Wi-Fi is provided in the exhibition. For wired internet, please contact the venue.

Care and Cleaning of Booths and Venue

- Pan Pacific staff will be on hand to remove rubbish during set up and teardown.
- Exhibitors are responsible for the upkeep and cleaning within their booth. Cleaners will vacuum the aisles of the exhibition each morning prior to the exhibition opening. Pan Pacific will not clean within the booth.
- Pan Pacific does not permit any item to be nailed, screwed, stapled, or adhered by use of gaffer, double sided tape, blue tack or other adhesive to any wall, door or other surface, any alteration or addition to the structure, fittings, decoration, seating or furnishings.

Exhibition Terms and Conditions

Exhibition

- ALTA reserves the right to alter the floor plan to the benefit of exhibitors and delegates, as we see fit.
- No exhibitor shall erect any sign, stand, wall or obstruction, which interferes with an adjoining exhibitor.

Security

- Whilst every reasonable precaution is taken for the protection and security of exhibited articles, ALTA, Pan Pacific, and Advans cannot be held responsible for the safety, loss or damage of any exhibit or other property or any other person under any circumstances whatsoever.
- The exhibitor is responsible for the safety of her/his products, displays and stands at all times during set-up and teardown as well during the opening hours.

Insurance

- It is each exhibitor's responsibility to insure themselves against loss or damage for any equipment, fittings, products or materials that are brought onto the premises. ALTA, Pan Pacific, and Advans are not responsible for and are to be released from any liability regarding loss, damage, or theft of any delivered/stored items.
- ALTA, Pan Pacific, and Advans will not be responsible for any loss, damage or injury that may occur to the company's representatives or property from any cause whatsoever prior, during and after the exhibition.
- Exhibitors are required to hold current Public Liability Insurance with a minimum cover of A\$10,000,000.

Prohibited Items

- Pan Pacific will not permit any naked flames, explosives, fuel, ammunition, firearms or inflammable liquid acetylene gas or explosive oils, compounds, or substances to be brought into or used on the premises without proper containment and security, and prior approval from the Pan Pacific Event Manager.
- Failure to advise of the proposed use of smoke machines or pyrotechnics in advance will lead to the refusal of use and may lead to additional costs being on-charged to the client for any fire brigade charges incurred by Pan Pacific.

Provision of Food and Beverage

- Exhibitors are not permitted to supply their own food or beverage unless prior approval has been attained by Pan Pacific Perth.

Registration

Complimentary and Additional Delegates

- **Exhibitors must register to take up the associated complimentary registration.** Additional exhibitor delegates receive discounted registration fees.
- Encanta will send through discount codes once your sponsorship/exhibition is confirmed.
- [Online registration](#) select registration category Exhibitor/Sponsor, then registration type Complimentary Delegate or Additional Delegate as appropriate.
- Includes attendance at technical sessions, access passwords for online papers, electronic proceedings, daily catering, associated networking function/s, satchel, and attendee list.
- Excludes the conference dinner, which is an additional cost for all participants.

Booth Support Staff

- Each booth receives one (1) complimentary booth support staff registration. Additional booth support staff must register individually at the advertised rate and wear the correct lanyard at all times.
- [Online registration](#) select registration category Exhibitor/Sponsor, then registration type Complimentary Booth Support Staff or Additional Booth Support Staff as appropriate.
- Includes daily catering, associated networking function/s, satchel, and attendee list.
- Excludes attendance at technical sessions, online papers, electronic proceedings, and conference dinner.
- **Booth support staff are not permitted to attend as free visitors.**

Accommodation and Travel

Accommodation

- Discount rates available at the exhibition venue. Booking is [online](#) via the website.

Australian Visa

All visitors to Australia must have a valid visa. You will receive a confirmation letter following registration, which is normally sufficient for the Visa application, however a letter of invitation will be provided on request.

Visitors and guests

- **Booth support staff are not permitted to attend as free visitors.**
- The exhibition is open to visitors not attending the conference free of charge during visitor hours

(excludes lunches and cocktail functions). Lunch and function tickets may be purchased separately for your guests.

- Visitors will be identified by a name badge and will not wear lanyards. Visitors must register via the website or at the registration desk at the event with a business card.

Delivery of Goods

Freight Forwarding / Transport / Logistics

- **Exhibitors are responsible for their own shipping and customs arrangements for deliveries to the venue and collections after the event.** Ensure your courier is aware that all charges are to be directed to your organisation.
- If you are shipping internationally and require assistance with freight forwarding and logistic, please contact Chris McNee at CS Express. Contact details below:
Chris McNee
CS Express
chris.mcnee@csexpress.com.au
+61 (0) 8 9355 2411

Delivery Instructions

- All items must be clearly labelled with the Delivery Label. Each item must be marked Box 1 of 4 etc.
- **Exhibitors who are also Sponsors:** If sending a combined delivery, please clearly mark each box as booth materials using the Delivery Label.
- **Please confirm with your courier by 3pm Friday 24 May 2024 that your items have been delivered.**
- **Notification of Deliveries:** Pan Pacific must be notified of any deliveries coming into the hotel, with full details of number of items and size. It is not acceptable for the hotel to receive large deliveries that have not been notified to the hotel contact. Notification is extremely important where deliveries equate to pallet size.
- **Couriers:** All couriers and transport drivers delivering and collecting goods on behalf of exhibitors should arrive with full knowledge of the company they are representing and the name of the event. All couriers should ensure that consignment notes are clearly signed by a hotel receiving person.
- **Point of Entry:** All goods other than light hand-held items are to be delivered to the loading dock of Pan Pacific Perth, entry from Hill St. Regardless of the entry point, all items are to be clearly marked as indicated above.
- **Dock Drop Off:** Parking is not permitted in the loading dock. Short stays are permitted only for the purpose of dropping off goods. Leaving goods unattended is done at the responsibility of the driver.
- **Dock Operation Hours:** The standard operating hours for receiving goods is 7:00am-3:30pm on Monday-Friday (excluding public holidays). Delivery outside these hours may be possible but only by prior arrangement with the hotel. **Deliveries cannot be made prior to Wednesday 22 May 2024.**
- **Dock Assistance:** If the dock is unattended, for assistance, please follow the instructions displayed on a notice sheet in conjunction with a phone pager system, located on the main wall. Hotel Receiving staff or Banquet Service staff will assist wherever possible with the receiving and transfer of goods, however they are not responsible for the goods until they are positioned safely on the dock itself. Under the Occupational Health and Safety Act, hotel staff are not obliged to assist with heavy loads that may cause injury. Pan Pacific reserves the right to refuse assistance if loads are deemed to be too heavy. This information must be passed onto transport or freight

companies that are delivering goods on behalf of our clients. They therefore must arrange for adequate manpower themselves.

- **Dock Specifications and Equipment**
 - Dock Height 1100mm
 - Hoist 3200 mm wide (1200 highest point)
 - Goods Trolleys 2 x heavy duty, 4 x medium duty
 - Pallet Jacks x 2
 - Trucks delivering large and/or heavy loads should ideally have a tilt tray or hydraulic hoist in order to facilitate ease of transfer of goods to the dock. Please note that the Hotel does not possess a forklift.
- **Security Doors, Corridor, and Lifts Specifications:** It should be noted that goods larger than a standard pallet width are not able to be transported from the dock to the Convention floor. From the dock, the route to the convention floor is immediately through a set of security doors (see section on Security Doors Access below), straight ahead then following this corridor to the end where three service lifts are located. All three lifts travel to the Convention (C) floor, located two floors above the lower ground floor.
 - Security Doors 1700mm wide, 2000mm high
 - Corridor 2050mm wide
 - Service Lift No 8 and No 10 1800mm wide x 2200mm deep x 2500mm high.
 - Service Lift No 9 1800mm wide x 2200mm deep x 3200mm high (the height of Lift No. 9 is 3200mm only in one section (inset) and is suitable for transporting very narrow items).
- **Security Doors Access:** The security doors leading into the back of house areas of the hotel (lower ground floor) from the dock are closed for security purposes. Receiving staff will enable access through these doors, or if unmanned, the appropriate staff can be paged using the telephone provided to open these doors.
- **Large Item Access:** Access for oversized items (larger than pallet size that cannot be broken down) is possible through a removable window on the convention floor facing Hill St. The exhibitor takes full responsibility for arrangements and must apply initially to the Perth City Council to arrange street closure and then with a transport company specialising in car hoists. Details can be issued by the Pan Pacific Event Manager upon request.

Collection of Goods

- It is the sole responsibility of the exhibitor to arrange a courier for any such items and to notify ALTA of the collection details. Collections must be accompanied by a consignment note which is to be supplied, completed and signed by the exhibitor and attached to the items.
- ALTA, Pan Pacific and Advans are not responsible for these arrangements and are unable to assist with packing boxes, booking couriers or providing consignment notes, and are **not permitted to sign consignment notes**.
- All items must be clearly labelled with the [Collection Label](#). Each item must be identified, e.g. Box 1 of 4.
- All items are to be removed on conclusion of the exhibition. Any items that remain on the premises will be discarded if not collected by **Monday 3 June 2024**.
- Where collection of goods is to occur at a later pre-arranged time, the goods will not be stored on the dock, for security reasons. Rather, they will be stored in a small storage area adjacent to the dock. To avoid courier frustration, the hotel should be notified in advance of the pick-up, so that the goods can be readily located for transfer. The courier should have prior knowledge of the goods he is collecting, such as the receiving organisation and the name of the event.

- Pan Pacific and ALTA will not take responsibility for any lost or damaged consignment notes or for any items left behind and/or not collected.

Program Overview

Detailed program of the conferences will be updated on the website soon. Stay tuned.

Exhibition Floorplan

The latest exhibition floorplan can be found [here](#).