

Natural Therapies Expo & Festival

Exhibitor Terms & Conditions – 2026

1. Application & Acceptance

All applications are subject to approval by Natural Therapies Expo & Festival. The organiser reserves the right to accept or decline any application without providing a reason.

Exhibitors may only trade under the business name and offering approved in their application. Any deviation may result in immediate removal without refund.

2. Products, Services & Regulatory Compliance

Exhibitors must ensure that all goods, devices, remedies, services and therapeutic offerings comply with all Australian laws and regulatory requirements, including registration with the Therapeutic Goods Administration (TGA) where applicable.

Products and services must accurately match the descriptions provided in the exhibitor application. The organiser may require the removal of any product or service deemed unsafe, misleading, inappropriate, or inconsistent with the values or purpose of the Expo.

3. Communication & Responsiveness

All correspondence relating to the Expo will be conducted **exclusively via email**.

Due to a chronic neurological voice condition, the organiser is unable to communicate via phone calls. Exhibitors agree to respect this limitation.

Exhibitors must actively monitor their inbox and respond promptly to all organiser communications. Failure to respond within a reasonable timeframe may result in delayed confirmation, stall reallocation, or cancellation of participation.

Official contact email:

contact@naturaltherapiesexpoandfestival.com.au - Contact name: Jen

4. Payments, Payment Plans & Invoicing

Invoices are issued electronically. Payment in full is required within 7 business days unless a written payment plan is approved.

Where a payment plan is selected, exhibitors accept full responsibility for ensuring all installments are paid in full and on time. Missed or late payments may result in cancellation of the booking and forfeiture of all monies paid. No reminders will be issued.

5. Cancellation by Exhibitor

Cancellations must be submitted in writing via email.

- Cancellations more than 30 days prior to the event incur a \$50 administration fee.
- Cancellations within 30 days of the event are non-refundable.

6. Event Changes – Force Majeure

The organiser reserves the right to postpone, amend or cancel the event due to circumstances beyond reasonable control including government restrictions, pandemics, natural disasters, or venue unavailability. No liability will be accepted for resulting losses.

7. Site Conditions, Stall Allocation & Non-Transferability

This is an indoor event with limited powered sites. Stall positions are allocated at the organiser's discretion.

Bookings are not transferable. Exhibitors may not sell, gift, swap or assign their stall to another party without written approval.

8. Access, Setup & Pack-Down

Bump-in is between 8:00am and 9:30am. All exhibitors must be fully set up by 9:30am and ready to trade by 10:00am.

No exhibitor may pack down prior to 4:00pm. Late arrivals or early departures may forfeit their space without refund.

9. Electrical Safety & Fire Policy

Powered stalls incur a \$10 service fee. All electrical equipment must be tested and tagged within the previous 12 months.

No open flames are permitted, including candles, burners, incense, smudging materials or charcoal discs. Only LED or battery-operated alternatives may be used.

10. Code of Conduct, Sensory Impact & Respect

Exhibitors must conduct themselves in a professional, respectful and ethical manner at all times.

Noise, scent, music, diffusers or other sensory elements must not interfere with neighbouring stalls. The organiser may request immediate removal of any disruptive element.

11. Storage, Transport Equipment & Walkway Safety

All storage containers, boxes, trolleys, transport equipment and packaging materials must be packed neatly and kept **out of sight** at all times.

The space in and around each exhibitor's stall must remain clear and safe for the movement of exhibitors, attendees and staff. Walkways must not be obstructed under any circumstances.

Failure to maintain a safe and accessible area may result in immediate corrective action or removal of items without notice.

12. Stall Sharing, Collaboration & Sub-Letting

Exhibitors are approved as individual businesses only.

Exhibitors must not **share, co-host, collaborate, sub-let, split, join, merge, feature, display on behalf of, sell on behalf of, accommodate, seat, host, promote or represent** any other individual, business, author, practitioner or product within their allocated space without prior written approval from the organiser.

This includes (but is not limited to) informal arrangements described as "sharing a table", "having a guest", "just displaying", "helping a friend", "co-promoting", or "book signings".

Any unauthorised person or business may be removed immediately without refund.

13. Insurance, Indemnity & Liability

All exhibitors must hold **public liability insurance with minimum \$10 million coverage**, valid on **30 August 2026**, and provide a certificate of currency prior to the event.

Exhibitors indemnify the organiser against all claims, losses or damages arising from participation.

14. Rubbish Removal & Venue Respect

All exhibitors are responsible for removing all waste, packaging and materials at the conclusion of the event. Failure to leave the venue in a clean condition may result in exclusion from future expos.

15. Marketing Usage Rights

By participating, exhibitors grant the organiser permission to use photographs, videos, logos and stall images for marketing and promotional purposes.

16. Digital Acceptance

Submission of an exhibitor application and payment constitutes acceptance of these Terms & Conditions. Physical signatures are not required.