



## COVID-19 SAFETY MEASURES & COVID-19 EXHIBITOR POLICY

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Retail Festival Group is taking every care to ensure the safety of all exhibitors, staff and guests in relation to the coronavirus pandemic.

Changes to operational health and safety procedures have been introduced, in accordance with state and federal Government guidelines. These measures may change or be altered at any time at the discretion of the organiser based on the current circumstances and Government advice at the time.

Melbourne Retail Festival will see the introduction of new COVID-19 event safety procedures for exhibitors, staff and guests. These procedures will cover the following:

- Personal Protective Equipment (PPE)
- Hygiene and sanitation regimes
- Additional cleaning measures
- Staff training and education
- Risk assessments
- Contact tracing
- Social distancing
- Floor plan and event layout changes introduced to enable exhibitors and guests to comply with any social distancing requirements that may exist.

All exhibitors and guests will receive an electronic copy of the procedures and guidelines prior to the event.

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### EXHIBITOR POLICY UPDATE: TAKING EFFECT FROM AUGUST 2020 ONWARDS

The following policy update has been implemented to protect exhibitors in the scenario that COVID-19 related issues continue and lead to the cancellation or postponement of any Melbourne Retail Festival event.

In the scenario that any Melbourne Retail Festival event is cancelled or postponed due to COVID-19 or related issues, exhibitors will be offered a full credit of all monies paid towards any future event held by Retail Festival Group. Exhibitor participation will automatically be rolled over to the rescheduled event. Exhibitors will have the option of requesting a credit note for future use if the rescheduled event dates are not suitable.

Exhibitors that voluntarily withdraw from any event (or the rescheduled event if applicable) due to COVID-19 related issues, may at the discretion of the organiser be offered a credit towards any future event hosted by Retail Festival Group. Written notification of exhibitor withdrawal must be received by the organiser at least 45 days prior to the event to be deemed eligible for a credit to be issued.

Retail Festival Group is only responsible for exhibitor participation fees (stand costs) and is not responsible for the reimbursement of public liability insurance charges, travel expenses, accommodation or any other associated event participation costs.

Please check with any other service providers or furniture hire companies prior to purchase in regards to their refund policies as the organiser is only responsible for monies paid directly to the organiser for event participation.

The policies outlined in this document are subject to change without notice.

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