

## **FREIGHT AND STORAGE**

GEL Events are the official supplier of Reed Gift Fairs freight. Please complete [Task 10 in the Exhibitor Hub](#) to book GEL Events for your freight transportation. GEL Events will also be managing the loading dock at the fair and all freight arrival times need to be booked via [Task 9 in the Exhibitor Hub](#).

Once your freight reaches the loading dock, Reed Gift Fairs provides free materials handling and storage for exhibitor product freight. For example: boxes, pallets, cages and crates used for transporting exhibitor's products to be displayed on their stand. Any boxes, pallets, cages or crates used for the purposes of transporting and packing materials for building the stand itself are NOT part of this free service. The FAQs below contain answers to common questions regarding this service, if you need any further information please contact **Brayden Rath** [brayden@gelevents.com.au](mailto:brayden@gelevents.com.au).

## **FREIGHT AND STORAGE FAQs**

**Is there a cost for the storage of freight?** All storage of exhibitor products, crates, cages and pallets is a free service provided by Reed Gift Fairs.

**Is there a cost for the materials handling (forklift service) of freight?**

All movement of exhibitor's product from the loading dock to the stand and from the stand to the loading dock, including loading and unloading of trucks and into storage is a free service provided by Reed Gift Fairs.

**Who is responsible for my freight?**

All care is taken in the movements of this storage but the responsibility and condition of these goods will be placed on the exhibitor so please make sure to take care when packing your freight.

**Can my stand build crates be stored by Reed Gift Fairs?**

Crates for stand build material will not be stored as part of this free service. Your stand contractor will need to request a quote on the storage of these goods at the per cubic metre rate.

**How do I arrange for my freight to be moved/stored during move in?**

When you have completed your set up please see GEL Events at the Customer Service desk located on the show floor to arrange the labelling and storage of your freight.

**May I have access to my freight during show?**

Unfortunately for security reasons all freight is stored in a secure location and will not be accessible until the end of the fair.

**When will my freight be returned during move out?**

Move out and the return of freight will commence once all visitors have left the venue and all exhibitors are wearing their high visibility vests and enclosed shoes.

**Stands built by a stand contractor**

Exhibitors who have engaged a stand contractor to build their stand, must ensure that your stand builder has made arrangements for the materials handling and storage of all stand build materials, crates, cages, pallets and boxes as this will not be provided by Reed Gift Fairs.

**Stands constructed by the exhibitor**

The same policy applies, but we recognise that some exhibitor products and stand materials are brought onsite together in either one large crate or in numerous crates and pallets. RX Global Operations staff will review self-built stands and will charge a 50% ratio as a storage fee for these crates.

**How can you best manage this process?**

RX (Reed Exhibitions) Global Operations staff will be discussing this with all self-build exhibitors during the Fair. If you believe that you use less than 50% of your crates as stand material storage please advise them at this time. Separate product packing materials from stand-build packing materials and label them accordingly. Labels will be available on site from GEL Events. Control the amount of materials you bring on site. Use a service provider recommended by RX so your stand is built prior to your arrival.