

# HIMSS AUSTRALIA DIGITAL HEALTH SUMMIT 2019

**International Convention Centre Sydney**

**14 Darling Drive, Sydney, NSW 2000**

**PO Box Q965, QVB, NSW 1230, Australia**

**20 – 21 November 2019**

## **Exhibitor Service Manual**

Welcome to the HIMSS Australia Digital Health Summit 2019 Exhibitor's Service Manual. Here, you can find all the information you need, such as exhibition hours, rules & regulations, etc. to assist you in your planning for this event.

It is every exhibitor's responsibility to read this manual thoroughly and contact HIMSS if you should have any doubts.

Thank you.

***Events Manager***

Mr Soo Chee Sin (Mike)

[cssoo@himss.org](mailto:cssoo@himss.org)

+65 6664 1192

## DEADLINE CHECKLIST

Date Due	To Do	Done ✓
21 Oct 2019	Sponsorship released if 100% of sponsorship balance is not paid	
21 Oct 2019	Sponsor profile material due to <a href="mailto:cssoo@himss.org">cssoo@himss.org</a> to be included in onsite guide	
21 Oct 2019	Advertisement Artwork due to be included in onsite guide (If applicable)	
21 Oct 2019	Industry Speaking Session title, abstract, and speaker information due to be submitted to <a href="mailto:cssoo@himss.org">cssoo@himss.org</a> to be included in onsite guide. (Applicable only to sponsors of speaking session)	
21 Oct 2019	Speaking Session description due to be included in onsite guide (if applicable)	
21 Oct 2019	Register your staff for the conference	
20 Nov 2019	CXO Dialogue ( By Invitation only )	
21 Nov 2019	Set up from 06:00 – 08:00	
21 Nov 2019	HIMSS Australia Digital Health Summit Conference	

## CONTACT LIST

### CONFERENCE MANAGEMENT TEAM



## HIMSS Australia Digital Health Summit 2019

### Exhibit Booth & Sponsorship Sales

**Ms. Suhailah Ishak** *Manager, Business Development*

+65-6664 1182 | [sishak@himss.org](mailto:sishak@himss.org)

OR

**Ms. Jia Chyi Aw** *Asst Manager, Business Development*

+65-6664 1194 | [jaw@himss.org](mailto:jaw@himss.org)

### Sponsorship & Media Sales

**Ms. Erin Norman** *Asst Account Manager*

+65-6664 1190 | [enoorman@himss.org](mailto:enoorman@himss.org)

### Exhibit Services/Logistics/Production

**Mr. Soo Chee Sin (Mike)** *Events Manager*

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### Media/Press

**Ms. Shereen Woon** *Manager, Marketing and Strategic Partnerships*

+65-6664-1181 | [swoon@himss.org](mailto:swoon@himss.org)

OR

**Mr. Iylia Khan** *Asst Manager, Marketing Communications*

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### Partnership & Membership

**Mr. Sukhjit Singh** *Senior Manager, Community Engagement and Strategic Relations*

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OR

**Ms. Evelyn Wee** *Membership & Communities Executive*

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### Speaking Opportunities

**Ms. Khamini Radarkrishnan** *Executive, Content and Program*

+65-6664 1183 | [khamini@himss.org](mailto:khamini@himss.org)

**SHOW OFFICIAL CONTRACTOR**

**Official Freight Forwarder**



**Mr David Webster**

Business Events Manager – NSW  
Tel: +61 28394 8255  
Fax: +61 28394 8282  
Email: [David.Webster@moreton.net.au](mailto:David.Webster@moreton.net.au)

**Mr Brendan Gow**

General Manager - NSW  
Tel: +61 28755 8801  
Mobile: +61 447 795 545  
Email: [bgow@agility.com](mailto:bgow@agility.com)

**Booth rules and Regulations**

**1. No booth is allow to be build for this event**

You are only allow to install Pop up display and the structure must not exceed **2mL x 2.5mH**, a 1.8mL table with 2 chairs will be provided by the Veune.

**2. Contractor Regulations**

i. Contractors/Exhibitors must dismantle all pop up structure and the venues should be returned to the venue totally empty and clean no later than **20:00, on 21 Nov 2019**.

ii. The Exhibitor is responsible to communicate all terms and conditions stipulated in this agreement, and will be directly held responsible to the venue in case of breach of any terms.

iii. HIMSS and ICC Sydney is not responsible for any damage or loss to the exhibitors, contractors or their employees.

iv. Contractors/Exhibitors must obtain HIMSS and ICC Sydney's written approval for any technical work, such as lighting, audio, decoration etc., or moving and/or changing the venue's furniture or decoration, either inside or outside the venues.

v. All items used by contractors/Exhibitor for decoration must be made of certified fire-retardant material, as per the regulations of the local civilian defence.

vi. Contractors/Exhibitors must maintain no damage to the floors, carpets, venues' walls and ceilings, and must cover the floors with using plastic sheeting and/or carpet to protect these assets before entering the venues with any equipment or decoration.

vii.. Contractors/Exhibitors must disguise all cables in the venues, especially along the guests' corridors.

ix. Exhibitors & Contractors must keep the venue assets clean at all times. All set-up and dismantling trash **ARE NOT ALLOW** to be disposed in the loading bay area or around the venue premises.

xi. No poster or banners to be put on the walls without a written approval from HIMSS and the venue Management.

xii. All empty boxes or unused equipment must be remove before the show start. It is strictly prohibited to store any empty boxes or unused equipment at random around the venue premises.

### **3. On-site Storage**

No storage space will be provided on-site, direct arrangement should be made with the venue In-house Freight Forwarder; exhibitors are not allowed to store any items within the exhibition halls. The organizer reserves the right to remove/dispose of any cartons, cases and/or packing materials left in the exhibition halls. Any cost incurred will be borne by the exhibitor.

For **Shipping information**, please contact the venue In-house Freight Forwarder, Agility; contact is at below.

#### **Mr Brendan Gow**

General Manager-NSW

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**m:** +61 447 795 545

**ipt:** 8612 8801

**[bgow@agility.com](mailto:bgow@agility.com)**

## **General Rules and Regulations**

HIMSS is committed to the success of all exhibiting companies. Our intent is to have a professional and balanced marketplace during The HIMSS Australia Digital Health Summit. Therefore, all exhibitors are expected to adhere to all rules and regulations stated in this service manual and on the back of your exhibit space contract. Objectionable activity will be reviewed by The HIMSS management and may be ceased or changed at any time during the course of the event.

### **Building Regulations**

No nails or screws shall be driven or holes drilled in the floors, walls, doors, pillars or other parts of the structure of the venue or any part of the building.

### **Demonstrations & Marketing Activities**

Exhibitor demonstrations and all marketing/promotional activities must be conducted within the confines of your table space area. Demonstrations should not obstruct the aisles nor prevent access to nearby table space. Any activity that results in the obstruction of aisles, or prevents ready access to nearby exhibitors' area, or produces sound levels that exceed 75 decibels. Distribution of pamphlets, brochures, etc. must take place within your space area only.

### **Direct Selling**

Exhibitors are required to remain in their own space area during exhibit hours. Solicitation outside your space in any way is strictly prohibited. Orders may be taken during the normal activity on the event floor but retail sales are not permitted.

### **Subletting**

Exhibitors may not assign, sublet, or share their display space with another business or firm unless approval has been obtained in writing from HIMSS. Exhibitors must show goods or services manufactured or dealt in by them in the regular course of business. Should an article of a non-exhibiting firm be required for operation or demonstration in an exhibitor's display, identification of such article shall be limited to the usual and regular nameplates, imprint, or trademark under which same is sold in the general course of business.

### **Sound/Noise**

The use of megaphones, loudspeakers, or public address systems by exhibitors is prohibited. Live music is prohibited in the exhibit area. HIMSS reserves the right to determine at what point sound constitutes interference with other exhibitors and it must be discontinued.

### **Compressed Gas and Inflatables**

Use of compressed gas or any inflatables is not allowed by HIMSS at the HIMSS Australia Digital Health Summit 2019.

### **Move-out/Dismantling**

No move-out or dismantling is permitted before **17:45, on 21 Nov 2019**.

*\*Hall hours may be subjected to changes.*

### **Unpaid Booth Balances**

Final space payment is due no later than 21 Oct 2019. On 22 Oct 2019, unpaid display spaces will be released. If your badges are denied due to your failure to pay the balance on your display area, HIMSS cannot be held responsible.

### **Children**

No persons under the age of 18 are allowed on show floor at any time.

### **Smoking**

Smoking is not permitted by the venue during set-up, show days or tear down.

### **Food & Beverage**

ICC Sydney is appointed as the sole catering provider at the HIMSS Australia Digital Health Summit. Any unauthorized food and beverage are not allowed at the event unless prior approval is given by the venue.

### **Property**

All persons, including the Delegates, Exhibitors, Sub-contractors and their personnel, who bring property; equipment and/or goods into the Hotel do so at their sole risk and expense. HIMSS and ICC Sydney do not accept them into its charge or responsibility.

HIMSS or ICC Sydney is not responsible or liable for:

- a. any theft, loss, deterioration or other damage in respect of any goods, property or equipment brought into or onto the Hotel and/or the Venue; and/or
- b. The safekeeping of any property in or on the Hotel and/or the Venue whether or not the property is deposited with the Venue.

## **EXHIBITION SCHEDULE**

### **Exhibitor Badge Registration Hours:**

Thursday, 21 Nov 2019                      08:00 – 16:00

### **Exhibit Hall Hours:**

Thursday, 21 Nov 2019                      09:00 – 17:45

*\*Hall hours may be subjected to changes.*

### **Exhibitor Move-In Schedule:**

Thursday, 21 Nov 2019                      06:00 – 08:00

### **Exhibitor Move-Out Schedule:**

Thursday, 21 Nov 2019                      17:45 – 20:00

**IMPORTANT:** No packing of equipment or dismantling of exhibits is permitted until the exhibition closes at 17:30 Thursday, 21 Nov 2019

## **FAQs**

**Q. What are the show dates for HIMSS Australia Digital Health Summit 2019?**

**A.** 21 Nov 2019

**Q. What are scheduled exhibition hours for set up, opening and breakdown?**

A.

Set up

Thursday, 21 Nov 2019            06:00 – 08:00

Exhibit Hall Hours:

Thursday, 21 Nov 2019            09:00 – 17:45

Exhibitor Move-Out Schedule:

Thursday, 21 Nov 2019            17:45 – 20:00

*\*Hall hours may be subjected to changes*

**Q. When are the education sessions?**

A. Thursday, 21 Nov 2019        14:00 – 18:30

**Q. When does exhibitor badge registration open online?**

A.: The Badges Registration is opened. You will receive a separate email for Registration once the confirmation letter is send to you. You will be able to retrieve your badge at the registration desk located at Level 3 outside the Cockle Bay Ballroom.

**Q. What kind of attendees will be at this conference?**

A. Presenting and attending will be healthcare professionals, who have the buying power for their organizations- providers, payers, suppliers, policy-makers, and government officials. There will also be clinicians, directors, administrators, informatics professionals, and academicians.

**FAQs**

**Q. What is the expected attendance for HIMSS Australia Digital Health Summit 2019?**

A. We anticipate a strong participation of 300 delegates in 2019.

**Q. How do I submit payment?**

A. Credit Card - Please fax your invoice to Attn: Finance at +1-312-915-9209 and include the following information: name on credit card, credit card number, expiration date, amount authorized to charge, and signature of cardholder. Cheque - **To ensure that all cheque are received and accounted for, they should be mailed to the following address:**

HIMSS

6923 Eagle Way

Chicago, IL 60678-1692

**Please allow sufficient time for checks to be received and processed.**

**Q. Where can I locate marketing opportunities?**

A. To increase attendance and help your company gain more exposure at conference, the conference organizers offer several marketing opportunities for exhibitors. These include direct mail, print advertising, cross marketing and a public relations campaign. In addition to these, your company will be included in conference materials including the Onsite Guide and the conference web site for a complete list, contact your sales representative:

**Ms. Suhailah Ishak, +65-6664 1182 | [sishak@himss.org](mailto:sishak@himss.org)**

**Q. What if my company wants to hold an event in conjunction with HIMSS Australia Digital Health Summit 2019?**

A. If you wish to hold an event in conjunction with HIMSS Australia Digital Health Summit 2019, please contact:

**Ms. Suhailah Ishak, +65-6664 1182 | [sishak@himss.org](mailto:sishak@himss.org)**

**Q: How do I become a corporate member?**

A. For information on becoming a corporate member, please contact:

**Ms. Suhailah Ishak, +65-6664 1182 | [sishak@himss.org](mailto:sishak@himss.org)**

**Q. What kind of currency do I use?**

A. The currency accepted in Australia is AUD Dollar  
US\$1 converts to approximately AUD\$1.39

**Q. What is the attire for the conference?**

A. Business wear.