GENERAL

When does the exhibitor portal close?

Each event page has a deadlines box at the top of the page listing both the parking cut off date and the portal close date.

Am I able to order services after the website closes or on site?

You are able to order, however we cannot guarantee availability of all services. Additionally, a late order surcharge of 15% of the total order will be charged. To place a late order please contact the Venue Services team.

How do I pay for my services?

Sydney Showground only accepts payments via credit card or bank transfer. If you are ordering your services via the exhibitor portal payment must be made via credit card.

Do I have to pay for my services upfront?

Yes, all Venue Service orders must be paid prior to the event move in date. Any account, which have not paid prior to the event move in date, will not receive their services until payment is received.

When do I receive my Tax Invoice?

A Service Order Confirmation will be sent after purchasing your order. A Tax Invoice will be sent via email post event.

INTERNET AND WI-FI

How do I access the free Wi-Fi?

Free Wi-Fi is available throughout the Dome and Halls, to access the free Wi-Fi please scan nearby Wi-Fi locations on your device and select Sydney Showground. A webpage should appear shortly after where you will have to either create an account or enter account information, if previously created. The Wi-Fi speed is uncapped.

Do I need to purchase Wi-Fi?

If internet connectivity is vital or is going to be used to take payment, Sydney Showground strongly recommends purchasing reliable internet service.

When will I be sent my Wi-fi Log In details?

In the week leading up to the event an email will be sent to the address that placed the initial order. The email will contain the log in and network details as well as square device connection details.

How do I know if my device is compatible with the connection I have purchased?

In order to understand if your device is compatible with connections available, please view the Internet and Wi-Fi Terms and Conditions.

PARKING

I have ordered parking, what is next?

Once you order your discounted parking, you will receive a service order confirmation email. During the week leading up to the event, you will receive another email with details about your assigned parking station and additional parking instructions. Please follow the directions in that email to find out where to collect your passes and how to enter your allocated parking station.

What does the parking ticket look like?

The parking pass is a physical ticket, not an online barcode or digital document. You will need to collect your pre-paid parking pass at the Venue Services desk upon arrival at the event, as outlined in the instructions received in the email. This parking pass will then be used to enter and/or exit the car park at your allocated parking station.

How will I know where I will be parking?

Exhibitors who have purchased pre-paid parking passes will receive an email during the week before bump-in. This email will include a map of Sydney Olympic Park, details of your assigned parking station, parking instructions, information on how to collect your parking passes, and the operational hours of the Venue Services Desk.

Which parking station have I been assigned?

Parking passes are provided on behalf of the Sydney Olympic Park Authority, which assigns parking stations for all events within the precinct. Depending on the type of parking pass purchased, parking availability, and proximity to the event, you may be assigned to P1, P6, P5, or Truck Pods B or C. For more information about parking in the area, please visit https://www.sydneyolympicpark.com.au/Parking/

What is the exhibitor rate for parking?

Exhibitors at Sydney Showground are entitled to exclusive exhibitor parking rates and differ depending on the type required. For exhibitor parking rates please view the Parking Tab on the Exhibitor Portal.

I can't collect my parking passes during the event move in period; can I get my parking passes emailed to me?

Parking passes are physical tickets that must be collected from the Venue Services desk during operational hours on the event move-in dates. If you are unable to collect your parking passes during this period, please contact the Venue Services Team.

How do I ensure I get to park in the car park I want?

If you wish to ensure you park in a certain location, you will need to book via the Sydney Olympic Park Website. However, there will be no discount available.

FOOD AND BEVERAGE

What happens when I reach the 100-cup limit on my barista service?

When the number of cups approaches the limit of 100, the barista on stand will notify the nominated on-site contact. Once the 100 cups have been served, service will conclude. If additional cups are required, the on-site contact or the individual who placed the order must contact Venue Services or the Food & Beverage Duty Manager to arrange for the purchase of extra cups.

Can I bring in an external supplier for catering at my exhibitor stand?

Sydney Showground is the sole provider of food and beverages on-site, meaning external suppliers or caterers are not permitted. Exhibitors who wish to sample or sell food or beverage products at their stand must complete the Sampling & Selling form, obtain approval, and pay any required fees before arrival. For inquiries, contact the Venue Services team.

What is a catering debit card?

Catering Debit Cards are pre-loaded cards of varying values available for use at Sydney Showground outlets. Any remaining amount on the Catering Debit Card will be refunded post event.

Can I host a function as part of the event?

Functions are approved on application in consultation with the event organizers and Sydney Showground. Please contact the Venue Services team for more information.

What are the coffee machine requirements?

The following must be set up on your stand no later then MIDDAY the day before your coffee package is operational. Unfortunately, if bench, fridge and power are not available at this time Sydney Showground cannot guarantee set up of your stand.

Sydney Showground does NOT provide power. It is the exhibitor's responsibility to arrange power supply with their stand builder.

- The following is required: 1x15amp and 2x10amp power connection. Power outlets are to be located directly under the coffee cart.

Hire does not include a table or bench for the machine or refrigeration for the milk

- Minimum weight requirement 100kg and dimensions of W: 700mm x L: 1300mm x H: 900mm
- 950mm with a single tier level surface for the bench or table

It is the exhibitors responsibility to provide a small, under bench refrigeration to be placed directly under the espresso for the milk.

The cart must be placed within your allocated stand floor space with suitable queuing area and workspace surrounding the cart.

If I order alcohol for my stand, an I required to hire staff from Sydney Showground to serve?

If you intend to serve alcohol on your stand, you may do so provided you comply with all NSW liquor regulations. Alcohol service must be conducted by staff holding a current NSW RSA (Responsible Service of Alcohol) certification, and appropriate RSA measures must be implemented on your stand. This includes displaying approved signage from the Office of Liquor and Gaming, and providing copies of all RSA competency cards and certificates for your serving staff. These documents, along with an RSA logbook for recording any incidents, must be submitted to Sydney Showground prior to your event move-in date. Alternatively, you may choose to engage Sydney Showground's RSA certified staff to manage alcohol service for your stand. Please note that all alcohol must be ordered through Sydney Showground and cannot be brought onsite independently.

SAMPLING AND SELLING

What permits do I need to be able to sample or sell items at Sydney Showground?

A step in the approvals process is obtaining a Temporary Food Outlet Permit form the City of Paramatta. In additional applicants must submit Allergen Statement, Kitchen Licence as well as ensure that operations comply with WHS Act, Parramatta Council, Food Safety Legislation and Sydney Showground guidelines. To apply for a Temporary Food Outlet please visit https://www.cityofparramatta.nsw.gov.au/business/funding-and-support/businessservices/temporary-food-outlet-registration

If I intend on providing food and/or beverage samples at Sydney Showground, are there any permits that I must gain?

All exhibitors wishing to sample or sell food or beverage products on their stand must complete the Sampling and Selling form, gain approval and pay the appropriate fees prior to arriving onsite.

For more information, please view the Sampling and Selling Guidelines or contact the Venue Service team.

Can I sample or sell alcohol on my stand?

The Royal Agricultural Society of NSW (RAS), trading as Sydney Showground, holds an 'On Premise' Licence that covers the entire Showground site. Under this licence, Sydney Showground is the exclusive provider and seller of all alcoholic beverages.

Sampling activity involving alcohol will only be approved if it aligns with both Sydney Showground's on-premise licence conditions and all relevant guidelines.

What is the difference between selling categories?

Food and beverage sales are divided into two categories (but not limited to):

Immediate Consumption: Items intended to be eaten or consumed on-site (e.g., cooked, baked, or prepared foods such as pies, coffee, or bottled beverages).

Not for Immediate Consumption: Sealed and labelled goods designed for off-site use, which may require further preparation (e.g., raw meats, frozen meals, packaged products).