

**SOA Annual Meeting & Exhibit**

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Event Code: I137511019
 email: Indianapolis@shepardes.com
 phone: (317) 677-1235
 fax: (317) 389-5524
 mail: 6101 West 80th Street
 Indianapolis, IN 46278

BOOTH PACKAGE

Items provided per 10' x 10' booth:

8' High backwall drape, 3' High sidewall drape

7" x 44" Cardstock Identification Sign

Show drape color(s): Black

Aisle carpet color: Blue

Exhibit Flooring is mandatory on this event. (50417)**EXHIBIT SHOW SCHEDULE**

General Exhibitor Move-in:	Sunday, October 27, 2019	8:00 AM	to	3:00 PM	
Exhibit Hours:	Sunday, October 27, 2019	4:00 PM	to	7:00 PM	
	Monday, October 28, 2019	7:30 AM	to	6:30 PM	
	Tuesday, October 29, 2019	7:30 AM	to	6:30 PM	
Exhibitor Move-out:	Tuesday, October 29, 2019	6:30 PM	to	8:30 PM	
Freight Reroute Begins*	Tuesday, October 29, 2019	8:30 PM			*All outbound carriers must be checked in by this time

SHIPPING ADDRESSES

See Material Handling Rate Form for all related fees.

Advance Shipments Address

[Exhibiting Co. Name & Booth Number]
 SOA Annual Meeting & Exhibit
 Shepard Exposition Services c/o Stronco
 1510-B Caterpillar Road
 Mississauga, ON, L4X2W9

Direct Shipments Address

c/o Shepard Exposition Services
 [Exhibiting Co. Name & Booth Number]
 SOA Annual Meeting & Exhibit
 Metro Toronto Convention Center - South Building
 222 Bremner Boulevard
 Toronto, CAN M5V 3L9

IMPORTANT DEADLINES

Discount price deadline for custom Shepard rentals: Friday, September 27, 2019
 Exhibitor appointed contractor notification deadline: Friday, September 27, 2019
 First day for warehouse deliveries without a surcharge: Friday, September 27, 2019
 Discount price deadline for standard Shepard orders: Friday, October 4, 2019
 Last day for warehouse deliveries without a surcharge: Friday, October 18, 2019
 Last day for warehouse deliveries*: Friday, October 25, 2019

Date indicated is last day freight can arrive to advanced warehouse with guarantee of delivery to booth for exhibitor move-in.

First day freight can arrive at show facility: Sunday, October 27, 2019 at 8:00 AM



SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Event Code:

I137511019

email

Indianapolis@shepardes.com

phone

(317) 677-1235

fax

(317) 389-5524

Shepard Mailing Address 6101 West 80th Street Indianapolis, IN 46278

Due to liability concerns and/or labor jurisdictions, exhibitors or their EACs may not operate any type of mechanical or powered equipment including forklifts, electric pallet jacks, overhead lifts, etc.

Exhibitor Move Out

Tuesday, October 29, 2019 6:30 PM to 8:30 PM

Dismantle & Move out Information

Shepard will begin returning empty containers and skids as soon as the aisle carpet is removed from the floor.

All exhibitor materials must be removed from the facility by Tuesday, October 29, 2019 8:30 PM

Any materials remaining in the hall will be rerouted or returned to Shepard's warehouse to await disposition at the exhibitor's expense.

To ensure all exhibitor materials are removed from the facility during the exhibitor move out, please have all carriers checked in with Shepard no later than Tuesday, October 29, 2019 8:30 PM

Post Show Paperwork & Labels

Our Customer Service Representatives will gladly assist you in preparing your outbound shipping labels, outbound Material Handling Authorization paperwork, and outbound shipping in advance. You may find these forms included in this exhibitor services catalog. An email with links to an online portal will also be sent to the exhibitor contact on record for the booth. Labels and paperwork will also be available onsite. Make sure your carrier knows your company name, booth number, and the carrier check in deadline.

Outbound Shipping

It is the responsibility of each exhibitor to arrange for transportation of booth materials after the event. Our Customer Service Representatives are available pre show, during the show, and during move out to assist you in arranging shipping through your official carrier.

Shepard does not provide UPS, FED-EX, or other carrier specific labels. Exhibitors must schedule pick ups directly with all carriers as well as provide carrier specific shipping labels.

Pick Up Address

Metro Toronto Convention Center - South Building

222 Bremner Boulevard

Toronto, CAN M5V 3L9

Move Out times and procedures may change due to show site and operational conditions. Move out information will be provided on site during the event.


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Online Ordering is Easy!

GO TO www.shepardes.com/intro.asp**CLICK ON** SOA Annual Meeting & Exhibit**LOG IN** from the Show Information page by clicking  at the top right corner of the page.**ENTER** your email address and password then click 

NEW users: User name = Your Email Address (provided by Event Management)
Password = SOA19

Prior users: User name = Your Email Address
Password = Your pre-existing password

Don't remember your password? Click the link [Forgot your password?](#) and follow the prompts to have your password sent to the registered email address.

Once logged in, please confirm your profile information. If you need to update your information, please contact us at customerservice@shepardes.com


To order, utilize the grey category dropdown menus above the Welcome message.

After making your selections, click the  button on the bottom right of the page.

To view your order click the  Shopping Cart Icon at the top right of the page.

Confirm your order, click  and complete the payment process.

- * Material Handling estimates will not be charged until freight is received at the warehouse or at show site.
- * Labor and Hanging Sign estimates will not be charged until services are rendered at show site.

If you need assistance during your shopping experience, contact us using our  feature on the right side of the screen. Representatives are available Monday through Friday 8am - 5pm est.

QUESTIONS?

We love to help! Contact us!

Shepard Customer Service

(317) 677-1235

Indianapolis@shepardes.com



Payment Authorization

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phone (317) 677-1235
fax (317) 389-5524
mail 6101 West 80th Street
Indianapolis, IN 46278

Please complete the information and return this form with your orders. You may choose to pay by credit card, check payable to Shepard Exposition Services, or bank wire transfer, however, we require your credit card authorization to be on file before we process your order(s) for service. **For your convenience, we will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative including material handling and logistics charges for shipments received on your company's behalf and any unpaid balance due for Shepard services.** Credits for services will be issued at show site only.

Once a payment is processed by credit card, any changes to the payment method will be charged a fee of 5% of the total invoice, **10010-Change Of Payment Method Transaction Fee**

Please complete the following information:

EXHIBITING COMPANY INFORMATION

Company Name: _____ Booth # _____
Street Address: _____ Phone: _____
City, St, Zip: _____ Fax: _____
Contact Name: _____
Email: _____

CREDIT CARD INFORMATION

(Required for all forms of payment) Pay by Check ☐

Pay by Wire ☐



You may choose to pay by Check or Wire Transfer, however a credit card is required on file to process all orders.

Credit Card #: _____
Expiration Date: _____
Month Year Security Code
Billing Address: _____
City, ST, Zip: _____
Name on Card: (Please Print) _____

Please Sign



Card Holder Signature

By signing the above I acknowledge and understand that ALL services rendered, including Material Handling and Logistics, will be billed to this credit card.

WIRE TRANSFER

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number printed on the header of this page. A \$50 service charge will be added for processing checks drawn on foreign banks. A \$25 service charge will be added for processing U.S. wire transfers. \$50 service charge for international wire transfers.

The following information must be included on the bank copy of the wire transfer confirmation:

Name of show that you are attending **SOA Annual Meeting & Exhibit**

Exhibiting Company Name

Booth Number

Account Name: Shepard Exposition Services, Inc.

Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA

Routing Number: 041000124

Account Number: 42-6061-9772

SWIFT CODE (US): PNCCUS33

SWIFT CODE (INTL) PNCCUS33

Please include the show name, event code and your booth # as well as the wire fee if you are sending a wire transfer, ACH payment, or check.

TAX EXEMPT? Please submit tax exemption certificate to: Indianapolis@shepardes.com

If you are tax exempt, you must provide a tax exemption certificate for the state in which the event is being held.

You are entering a contract which limits your possible recovery in case of loss or damage.

The terms and conditions set forth below become a part of the contract between Shepard Exposition Services, and you, the Exhibitor. Exhibitor is deemed to accepted these terms and conditions when any of the following conditions are met:

Exhibitor materials are delivered to the Shepard warehouse or to a show or exposition site for which Shepard is the Official Show Contractor, or an order for labor and/or rental equipment is placed by the exhibitor with Shepard.

Definitions and Shepard Responsibilities: The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "EXHIBITOR" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard shall not be responsible for loss, delay, or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths. Exhibitors may not utilize powered mechanical equipment.

Indemnification: The exhibitor agrees to indemnify, forever hold harmless, and defend Shepard and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) exhibitor's negligent supervision of any labor secured through Shepard or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of Shepard equipment; or (3) exhibitor's violation of Federal, State, or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

Payments are due prior to delivery of services or equipment to EXHIBITOR unless other credit arrangements have been made. All payments shall be in U.S. currency, MasterCard, VISA, or American Express, debit cards, or check, provided there is sufficient customer credit in Exhibitor's form of payment to completely satisfy the amount owed by EXHIBITOR to Shepard. Undersigned authorizer acknowledges and agrees that all applicable charges for services rendered to the EXHIBITOR will be applied to the credit card on file in the event other form of payment is not tendered prior to the close of the trade show. In no instance shall any Exhibitor be extended credit beyond 30 days after the close of the Show. If there are any outstanding balances owed by EXHIBITOR to Shepard which have not been paid after 30 days following the close of the Show, then these unpaid balances shall bear interest at the rate of 1-1/2% per month (18% per annum). Exhibitor will be responsible for all charges incurred by Shepard while endeavoring to collect this account.

Show Site Orders: Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment. Regular prices will apply to all show site orders. Floor orders are limited to availability.

Third Party Orders: If you contract your work to a display or exhibit house and require services from Shepard, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening.

Equipment Audits: EXHIBITOR should be advised that routine audits of Exhibitor booths for service usage are conducted during the Convention. Should the result of such an audit indicate that equipment or services is in fact being used that has not been paid for, the Exhibitor will be charged for the equipment or service at the applicable rate.

Exchanges and Cancellations: Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee. Custom products: All orders cancelled by the exhibitor within 30 days of first day of exhibitor move in day may be subject to cancellation fees up to 100% of the total order, based upon the status of move-in, work performed and/or Shepard set-up costs or expenses. Equipment and Furnishings: There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day. Labor: Cancellations must be received in writing before 48 hours of 1st day of exhibitor move in, otherwise a 1 hour per man ordered will apply.

Invoices: Prior to close of show, an invoice will be prepared and emailed to the booth contact on file for your review. Credits will be issued at show site only. If you have any questions or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

Outbound Services: All outbound services will be processed on your credit card. A copy of the receipt and invoice will be mailed within 10 days of the close of the show.

Rental Responsibility: All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer. Prices quoted are for the duration of the show and include installation, rental, and removal except where indicated. If skirting and carpet colors are not selected, show colors will prevail.

International Customers: International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

U.S. Wire Transfers: A \$25 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

Tax Exempt Status: If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

Tax Rates: State tax regulations and tax rates can change after the date of publication. Prevailing state tax rates will supersede any published rate

Exhibitor Information: Exhibitor permits all contact information provided to Shepard to be used by Shepard and shared with other entities assisting in the production of the event in question.

Facsimiles and email communications may include show information, promotional materials, advertising statements and other commercial notices. Permission may be revoked by the EXHIBITOR in writing.

Cancellation or Event Postponement: In the event the exposition or event is cancelled or postponed, Shepard reserves the right to charge for services rendered in preparation of the event or exposition as well as non-refundable costs incurred by Shepard.

Insurance: It is understood that Shepard is not an insurer. Insurance should be obtained by the EXHIBITOR. It is highly recommended that exhibitors arrange All Risk coverage which usually can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the show. Insurance and liability against theft or property damage to equipment or exhibit material owned or rented by EXHIBITOR, or bodily injury occurring within the confines of Exhibitor's booth, remain the sole and complete responsibility of EXHIBITOR. Except where prohibited by law, the EXHIBITOR and its insurers waive all rights of recovery or subrogation against Shepard and their respective directors, officers, employees, and agents.

Claim(s) for Loss and Payment For Services: Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard prior to the conclusion of the show when the alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against Shepard more than one year after the date the loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

Limits of Liability: If found liable for any loss, Shepard's sole and exclusive maximum liability for loss or damage to Exhibitors materials and Exhibitor's sole and exclusive remedy is limited to \$50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighed weight of the shipment. Shepard shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

Inbound and Outbound Shipments: Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his representative. During such time, the materials will be left unattended. Shepard is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Shepard shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials or piece counts will be made on said document. Shepard assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the move out deadline after a show, Shepard shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

Packaging, Crates, and Empty Containers: Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing "Empty" storage labels to containers is the sole responsibility of the exhibitor or their representative. All previous labels should be removed. Shepard assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."



3rd Party Payment Authorization

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Deadline Friday, September 27, 2019

Return this form when a third party (any party other than exhibiting company) should be billed for services.

Event Code: I137511019

email Indianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

Step 1: Provide the Exhibiting Company Contact Information and Signature

Exhibiting Company Name _____ Booth # _____

Exhibiting Company Address _____ City _____ State _____ Zip _____

Phone _____ Fax _____ Contact Email Address _____

Please Sign  
Exhibiting Company Authorized Signature _____

Exhibiting Company Authorized Name - Please Print _____

Step 2: Check Services Below to Invoice to the Third Party

☐ All Services

- ☐ Booth Cleaning ☐ Carpet ☐ Exhibit Display Rentals ☐ Installation/Dismantling Labor ☐ Logistics/Transportation
☐ Material Handling ☐ Rental Furniture ☐ Overhead Rigging/Labor ☐ Other (please specify): _____

Step 3: Provide Third Party Contact Information

3rd Party Name _____ 3rd Contact Name _____

3rd Party Address _____ City _____ State _____ Zip _____

Phone _____ Fax _____ Contact Email Address _____

Step 4: Complete Third Party Credit Card Charge Authorization with Signature

CREDIT CARD INFORMATION (Required for all forms of payment)





Credit Card #: _____

Expiration Date: _____
Month Year Security Code

Billing Address: _____

City, ST, Zip: _____

Name on Card: _____ (Please Print)

Please Sign  
Card Holder Signature _____

Both parties MUST sign this form indicating acceptance; otherwise, request will be denied.

When a third party is handling your display and/or paying for any services on your behalf, we will agree to this third party arrangement if the following payment is agreed upon and all signatures are properly completed.

By signing this form, both parties agree and understand that the exhibiting firm is responsible for all charges.

In the event that the named third party does not make payment by show close, Shepard will be paid by the exhibiting firm on demand at show site.

The show site invoice may or may not include any outbound services, such as additional material handling, rigging, and/or shipping charges.



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Deadline

Friday, September 27, 2019

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Indianapolis@shepardes.com

phone

(317) 677-1235

fax

(317) 389-5524

This form is to be completed by the Exhibitor and returned to Shepard by deadline date noted above.

Exhibiting Company Name

Booth #

Contact Email Address

An Exhibitor Appointed Contractor (EAC) is a company other than the "general or official" service provider on the show that requires access to your booth during installation and dismantling. The EAC may only provide services in the facility that are not designated by the facility as "exclusive" to a designated provider, or by the event organizer in a contract as an exclusive service for the "general or official: service provided or other third party.

No EAC will be allowed to work in an exhibitor's booth if this EAC form, a valid form of insurance, a third party payment authorization form and an exhibitor payment authorization is not completed by an authorized representative and received by Shepard by the due date indicated above. The Form must be completed for every third party (as well as any other ordering third party ordering or requesting services from Shepard on behalf of exhibitor) at the above event. Multiple booths are not to be listed on one form. If form is not submitted by deadline date, the EAC will not be allowed to perform work in the hall except to supervise the official contractor provided labor.

Exhibitor Appointed Contractor

Contact Name

Street Address

City

Phone #

Description of proposed service for Exhibitor

The EAC hired by the exhibitor must, by the deadline date, provide Shepard with a current Certificate of Insurance with minimum limits of \$500,000 property damage per occurrence, \$1,000,000 personal injury per occurrence, workers compensation aggregate coverage of \$1,000,000 per occurrence, and naming Shepard Exposition Services as the certificate holder for the time period of the event, including move-in and move-out days. Listing Shepard Exposition Services as an additionally insured only will not be accepted, and may prevent EAC from working on the premises. If EAC does not have minimum coverage and proper documentation, they will be subject to employing Shepard Exposition Services for labor services.

The EAC must abide by the rules and regulations of the show and all pertinent union regulations.

EAC employees must wear approved identification badges at all times while in the work area. Badge will be issued at show site to authorized contractor representatives when all requirements have been met.

The EAC must confine its operations to the exhibit area of its clients. No service desks, storage areas or other work facilities will be located anywhere in the facility. **Show aisles and public areas are not part of the Exhibitor's booth space.**

Solicitation of business by EAC is strictly prohibited. **EAC companies discovered soliciting will be removed from the show floor and the exhibitor will not be able to use that EAC for the remainder of the event.**

The EAC must have all business licenses, work permits and insurance required by State and City governments and Facility Management before beginning work, and shall provide Show Management with evidence of compliance.

If required, the EAC must be able to provide evidence that it has current and applicable labor contracts and must comply with all labor agreements and jurisdictions. The EAC must not jeopardize the production of the event by any act or practice that would lead to work stoppages, strikes or labor disputes.

EACs agrees to keep all No Freight Aisles clear at all times. If SES is required to rearrange any material situated in a clearly No Freight Aisle, the exhibitor or the EAC depending on billing arrangements will be a charged a 1 hour minimum forklift rental and labor.

Exhibitor



Exhibitor Signature



October 27 - 29, 2019

(317) 389-5524

Below Booth #



Outbound Material Handling Authorization and Shipping Labels

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email Indianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

All outbound shipments require a **Shepard Outbound Material Handling Authorization** form and shipping labels. Shepard offers complimentary pre-printing of these items. To take advantage of this service, please complete this request and submit to Shepard. Your pre-printed MHA and labels will be delivered to your booth prior to the close of the show. *Note: All third parties must pick up MHA/labels at the Shepard Service Desk.

Step 1: Complete **Exhibiting** Company Information:

Exhibiting Company Name _____ Booth # _____

Contact Name _____ Phone # _____

Email Address _____

Step 2: Tell us **Where** your items are going:

Company _____

Street Address _____ City _____ State _____ Zip _____

Step 3 How many **Pieces** are in your shipment?

_____ # of Crate _____ # of Skids _____ # of Cases _____ # of Cartons _____ Approx. Total Weight _____

Step 4: Tell us **What** we are shipping:

Qty	L	W	H	Weight	Qty	L	W	H	Weight
<input type="checkbox"/> Crates					<input type="checkbox"/> Carpet (color)				
<input type="checkbox"/> Cartons (cardboard)					<input type="checkbox"/> Monitors				
<input type="checkbox"/> Cases/trunks					<input type="checkbox"/> Other				
<input type="checkbox"/> Skids/pallets					<input type="checkbox"/> Total				

- | | |
|--|--|
| <input type="checkbox"/> Is there a loading dock? | <input type="checkbox"/> Do we need to go inside your office to pick up or deliver your items? |
| <input type="checkbox"/> Is your building in a residential area? | <input type="checkbox"/> Is there anything else we should know about your building? |
| <input type="checkbox"/> Do we need a lift gate on our truck? | |

Step 5: How many **Labels** do you need? _____

Step 6: **Who** is picking up your shipment?

☐ OFFICIAL SHOW CARRIER

☐ OTHER _____

If selecting a carrier other than the show carrier, you must schedule the pickup. This includes Fed Ex, UPS, etc.

If using FedEx or UPS you must have *and apply* their shipping labels.

Step 7: What type of **Service** do you need? (how fast does it need to get there?) _____ Ground _____ 2nd Day _____ Exped. Ground (3-5 days) _____ Overnight

Step 8: If your carrier **doesn't** show up, what do we do with your items? _____ Reroute via the show carrier _____ Return to warehouse (\$400.00 minimum charge)

In order to process your order, we require payment on file. Please complete the Payment Authorization Form and return to Shepard Exposition Services. If you have already placed an order with Shepard, we will **automatically** use the credit card on file for your company.

Print at least one label for each box. Include the exhibiting company name and booth number. If you are creating your own labels, make sure the same information below is on your labels.

R U S H	
	ADVANCE WAREHOUSE
	TO: _____ (Exhibiting Company Name)
	Booth #: _____
	Shepard Exposition Services c/o Stronco
	1510-B Caterpillar Road
	Mississauga, ON, L4X2W9
	Delivery Hours: M-F, 8-4:00 PM
For: SOA Annual Meeting & Exhibit	
First day freight can arrive w/o a surcharge: September 27, 2019	
Last day freight can arrive w/o a surcharge: October 18, 2019	

R U S H	
	ADVANCE WAREHOUSE
	TO: _____ (Exhibiting Company Name)
	Booth #: _____
	Shepard Exposition Services c/o Stronco
	1510-B Caterpillar Road
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For: SOA Annual Meeting & Exhibit	
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R U S H	
	DIRECT TO SHOW
	TO: _____ (Exhibiting Company Name)
	Booth #: _____ c/o Shepard Exposition Services
	Metro Toronto Convention Center - South Building 222 Bremner Boulevard Toronto, CAN M5V 3L9
	For: SOA Annual Meeting & Exhibit
MUST NOT BE DELIVERED PRIOR TO: October 27, 2019 @ 8:00 AM	

R U S H	
	DIRECT TO SHOW
	TO: _____ (Exhibiting Company Name)
	Booth #: _____ c/o Shepard Exposition Services
	Metro Toronto Convention Center - South Building 222 Bremner Boulevard Toronto, CAN M5V 3L9
	For: SOA Annual Meeting & Exhibit
MUST NOT BE DELIVERED PRIOR TO: October 27, 2019 @ 8:00 AM	

R U S H	
	DIRECT TO SHOW
	TO: _____ (Exhibiting Company Name)
	Booth #: _____ c/o Shepard Exposition Services
	Metro Toronto Convention Center - South Building 222 Bremner Boulevard Toronto, CAN M5V 3L9
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	Metro Toronto Convention Center - South Building 222 Bremner Boulevard Toronto, CAN M5V 3L9
	For: SOA Annual Meeting & Exhibit
MUST NOT BE DELIVERED PRIOR TO: October 27, 2019 @ 8:00 AM	

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Event Code: I137511019

email Indianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

What is Material Handling?

Material Handling is the unloading and delivery of exhibit freight to the exhibitor's booth on the show floor, the storage of empty containers, the return to booth for packing, and the loading back onto the exhibitor's outbound carrier. This is an automatic service and is billed based on weight. This service, whether used completely or in are part, are billed as a package.

How to Calculate Material Handling Services: The following services whether used completely or in part are offered as a package.

When estimating weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Standard Material Handling Rates: All rates are per 100 pounds with a 200 pound minimum charge. Certified weight tickets are required on all shipments.

Blended Rates: The rates stated are blended to include overtime based on the schedule at publication. Changes in schedule or if when your carrier delivers your freight may result in additional fees.

Important! All Material Handling fees will be automatically billed to the credit card on file!

Advance Warehouse Shipments

Weight	Crated	Special Handling	Total
	\$199.50	\$259.25	
35010	35036		

Direct to Showsite Shipments

Weight	Crated	Uncrated	Special Handling	Total
	\$181.15	\$271.75	\$235.50	
35030	35043	35038		

Light Weight (Shipments 40 pounds or less)

	Total Shipment	Total
	\$99.75	
35400		

Advance Warehouse Tips

Shipments can arrive to the Advance warehouse up to 30 days prior to move in.

Single pieces over 5000 pounds or uncrated machines cannot be accepted at warehouse.

Advance freight is typically delivered to your booth before direct shipments.

Direct to Show Site Tips

Freight must arrive only during published move in dates and times.

Great for last minute shipments.

Large pieces of machinery can be accepted.

Light Weight Shipment Tips

Consolidate! Shipments that weigh 40 pounds or less total will receive this special pricing. If you have multiple lightweight shipments, bundle them together so that you are charged for (1) one 40 pound shipment as opposed to multiple charges for shipments that arrive separately and at different days or times. All shipments must have certified weight noted on the package or bill of lading.

Banding Service per 4x4 skid/pallet 35490 \$ 75.00

Overtime - 30% for each overtime application based on ST rate

Shrinkwrap Service per 4x4 skid/pallet 35491 \$75.00

Double Time - 50% fee for each double time application based on ST

Early/Late Shipments to Warehouse: A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site

Reweigh of Shipments: An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket.

Disposal Fee: A disposal fee & minimum 1 hour labor will be charged for all booth materials (booth displays, flooring, etc.) left unclaimed after show move-out.

Only Shepard personnel are allowed to operate mechanical equipment.

We understand that your calculation is only an estimate. Invoicing will be **calculated from actual certified weight ticket** or reweigh ticket on inbound material handling receiving report. Adjustments will be made accordingly. Any adjustments to charges must be made at show site.

I acknowledge that all Material Handling charges are billable and will be charged to the credit card on file.

Company

Booth #

Please Sign



Card Holder Signature



SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Event Code: 1137511019

email Indianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

SPECIAL HANDLING DEFINITIONS Rate as shown on Material Handling Rate Form, approx 30%

Shipments received that are packed in a manner as to require additional handling/labor are deemed special handling. Examples of shipments falling into this category would be constricted space unloading, ground unloading, stacked shipments, designated piece unloading, shipment integrity, mixed shipments, no bill of lading or documentation, carpet/pad only shipments.

- Constricted Space - Freight packed in trailer to full capacity. Shipments are not easily accessible because trailer is loaded by cubic space, or top to bottom and side to side.

- Stacked Shipments - Shipments with multiple pieces stacked on top of one another throughout the majority of the truck or trailer requiring unstacking during the unloading process.

- Mixed Shipments - Mixed shipments are shipments that contain a mixture of uncrated and crated materials, and the uncrated portion is minimal deeming the shipment special handling but not uncrated. But in cases where greater than 50% of the load by volume is uncrated the load will be categorized as uncrated.

- Shipment Integrity - Shipments loaded on a carrier in a manner requiring separating or sorting to reestablish the integrity of each shipment.

- Carpet/Pad Only - Carpet and/or pad only shipments are time and labor intensive, and require additional manpower and tools (e.g. carpet poles, flatbed carts or scooters, dollies).

- No Documentation - Shipments received from small package carriers (including, among others, Fed Ex, UPS, & DHL) that are delivered without documentation or bills of lading that require additional sorting, processing, and tools for delivery.

- Designated Piece Unloading - Shipments loaded in such a manner that require the unloading/loading crew to be directed by driver remove items in a particular order, or unloading and reloading items to reach certain pieces behind others remaining on the trailer.

Padded Van DeliveriesL This applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

DISPOSAL FEE

A disposal fee & minimum 1 hr labor will be charged for all booth materials (booth displays, flooring, etc.) that are left unclaimed after show move-out.

OVERTIME/DOUBLE TIME

Surcharge: Overtime: 30% Double Time: 50%

Shipments that are moved and/or handled on overtime and/or double time hours will incur a surcharge based on the handling times noted on the receiving/shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

WAREHOUSE OVERTIME/DOUBLE TIME

Surcharge: Overtime: 30% Double Time: 50%

Advanced shipments may be received during straight time hours at the warehouse location, however an overtime/double time surcharge may be applied to an advanced warehouse shipment due to required delivery schedule based on show move-in and move out hours beyond our control. This would also be true if freight was received after hours at the warehouse trapping facility.

EARLY/LATE SHIPMENTS TO WAREHOUSE

Surcharge: 25% 35003

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening. Any shipment arriving to showsite after show open will be charged a surcharge.

UNCRTATED SHIPMENTS

Rate as shown on Material Handling Rate Form

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show, and is based on the weight of the shipment handled.

OFF-TARGET DELIVERIES

Surcharge: 15% 35004

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time.

MARSHALING YARD

Surcharge: \$30 per Shipment 35250

Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a one time fee per shipment processed inbound and/or outbound through the marshaling yard.

REWEIGH OF SHIPMENTS

Surcharge: \$25.00 per forklift load 35282

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

EMPTY CRATE STORAGE

Surcharge: \$25.00 per piece. 35105

A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

LIGHT WEIGHT SHIPMENTS

Shipments weighing 40lbs or less will qualify for the light weight shipment rate. Shipments exceeding 40lbs will be billed standard Material Handling fees at the prevailing show rates. All shipments must have certified weight tickets.

ENVELOPE DELIVERIES

Surcharge: \$10.50 per envelope 35007

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

MOBILE SPOTTING

Fee: \$ 200.00 per round trip 35106

All vehicles must be escorted in and out of building by Shepard personnel.

Shepard Exposition Services is the sole provider of Material Handling Services. Exhibitors or their hired EAC/Carriers may not deliver freight to exhibit spaces or operate any type of mechanical or powered equipment.

What is material handling (also referred to as drayage)?

Material handling is the process of unloading your freight from your shipping carrier, either at the warehouse or show site, delivering it to your booth, storing your empty containers (empties) if required, returning of your empties at the close of show, and then reloading your freight back onto your shipping carrier.

What is the definition of "freight"?

Any exhibit materials shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

What is the difference between material handling and shipping?

Shipping is the process of transporting your shipment from its origin to its final destination. Material handling begins at the time your shipment arrives to the docks (please refer to "What is material handling?" for the full definition.) These are 2 different items and are billed differently.

Do I need to order a forklift to unload or reload my freight? No, please do not order a forklift for unloading/reloading of your materials.

What does CWT mean? CWT is an acronym for Century Weight.

What determines how much I'm charged? Charges are based on certified inbound weight ticket included with your shipment as well as the type of service required

How do I calculate material handling charges?

Material handling, whether used completely or in part are offered as a round trip service. When recording weight, round up to the next 100 lbs. EXAMPLE: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Will there be any additional charges?

Additional charges may apply. Please review the Material Handling Authorization and Material Handling Additional Services forms included in the manual for all applicable fees

What are Light Weight shipments?

All shipments regardless of carrier that weigh 40 pounds or less. Shipments need to have certified weight tickets or other verifiable weight noted upon delivery. Shipments without certified weight tickets may be subject to special handling or reweigh fees. Packages that arrive separately at different times or days will be billed separately.

All shipments, regardless of carrier, weighing 41 lbs and up will be billed using the standard material handling rates listed in the kit and billed at a 200 lb minimum.

How do I calculate my Light Weight shipment? Charges for Light Weight shipments are total shipment weight, per delivery. Any shipment above 40lbs will not qualify for this rate. Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery.

What are Crated materials?

Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no additional handling required.

What are Uncrated materials?

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

What is Special Handling?

Shipments received that are packed in a manner as to require additional handling/labor are deemed special handling. Examples of shipments falling into this category would be constricted space unloading, ground unloading, stacked shipments, designated piece unloading, shipment integrity, mixed shipments, no bill of lading or documentation, carpet/pad only shipments.

What are Advance Shipments?

All shipments that are addressed to the advance warehouse address (please refer to "Advance Warehouse" shipping labels included in this manual)

Shepard will begin accepting your shipments 30 days prior to first show open day (date may vary depending on show schedule)

The warehouse will receive shipments Monday-Friday, 8:00am - 4:00pm, excluding holidays

Shipments must arrive by advance warehouse deadline date to avoid a late surcharge. (Please refer to the "Show Information" page included with this manual for deadline date.

Crates, cartons, skids, fiber cases, and carpets can be accepted at the warehouse, but DO NOT ship crates weighing over 5,000 lbs., loose/uncrated shipments and/or machinery to warehouse. You must ship those items direct to show site.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. Certified weight tickets required

All shipments must be prepaid, no collect on delivery shipments will be accepted.

What are Direct Shipments?

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during published exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. Certified weight tickets required.

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

What is and why would I need liability insurance?

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials

Outbound Shipping

You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading (MHA) with all required information, and return to the customer service desk. If you have questions on how to complete your bill of lading (MHA), please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated show carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard Logistics will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).

Equipment: Exhibitors or their EACs may not utilize or operate any type of material handling mechanical or powered equipment. If you need assistance, please contact us to order labor and equipment.



SOA Annual Meeting & Exhibit

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October 27 - 29, 2019

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email Indianapolis@shepardes.com

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fax (317) 389-5524

Labor Hours

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM

OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 5:00 PM

DT - Double-time: All other hours and holidays

Cartload services are provided to those exhibitors arriving in privately-owned vehicles and have small hand-carried items that need to be delivered to and from the dock/booth location. Exhibitors may not utilize mechanical or powered equipment to unload their items.

If you arrive with a truck, van, trailer, or truck with trailer filled with exhibit material you will not qualify for this service and will be redirected.

No personal trucks (one (1) ton & over), no rental trucks, trailers, or bobtails will be unloaded through cartload service.

All items must fit on flat bed cart (approximately 3'x4' in size) and weigh less than 200 pounds. If items are designated by Shepard personnel to be too large or too heavy, materials will be billed at regular material handling rates.

Your vehicle must unload on the receiving dock of the exhibit hall. Shepard personnel will direct vehicles. The cart is not authorized to enter or go to any parking structure. There must be two (2) people with the vehicle; one person to go with your product to the booth space and one person to remove your vehicle from the unloading area to the parking area.

Cartload Service includes one laborer, one cart, one trip per rate listed below.

Code	# of Trips	Item	Rate	Total
35151		Dock to Booth ST	\$152.00	
35152		Booth to Dock ST	\$152.00	
35153		Dock to Booth OT	\$208.00	
35154		Booth to Dock OT	\$208.00	



Only Shepard personnel are allowed to operate mechanical equipment.

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

No refunds or exchanges once service has been rendered.

Cancellations must be received in writing within 48 hours of 1st day of exhibitor move in.

Total Estimate: \$
NA Tax*: \$
Amount Due: \$

Company Name: _____ BOOTH: _____

Contact Name

Contact Email Address



Card Holder Signature



Forklift and Ground Rigging

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Labor Hours

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM
OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 5:00 PM
DT - Double-time: All other hours and holidays

Ground Rigging and Forklift Rental

Step 1: Describe the work:

<input type="checkbox"/>	Uncrating Materials
<input type="checkbox"/>	Spotting Equipment
<input type="checkbox"/>	Booth work/ground rigging

Weight of Heaviest Piece: _____

Will you need: ☐ Straps
☐ Extended Blades

Step 2: When are we moving it? (times are not guaranteed)

Install Date/Time: _____ Dismantle Date/Time: _____

Step 3: Choose your lift size:

Forklift Rental - Up To 5,000 # Capacity

Code	Qty.	Item	Discount	Regular	Amount
35028		ST Hourly Rental	\$351.00	\$456.25	
35039		OT Hourly Rental	\$442.00	\$574.50	
35067		DT Hourly Rental	\$533.00	\$693.00	

Forklift Rental - Up To 20,000 # Capacity

Code	Qty.	Item	Discount	Regular	Amount
35035		ST Hourly Rental	\$1,053.00	\$1,369.00	
35066		OT Hourly Rental	\$1,326.00	\$1,723.75	
35070		DT Hourly Rental	\$1,599.00	\$2,078.75	

Forklift Rental - Up To 10,000 # Capacity

Code	Qty.	Item	Discount	Regular	Amount
35029		ST Hourly Rental	\$702.00	\$912.50	
35049		OT Hourly Rental	\$884.00	\$1,149.25	
35069		DT Hourly Rental	\$1,066.00	\$1,385.75	

Forklift Rental - Up To 30,000 # Capacity

Code	Qty.	Item	Discount	Regular	Amount
35255		ST Hourly Rental	\$1,404.00	\$1,825.25	
35256		OT Hourly Rental	\$1,768.00	\$2,298.50	
35257		DT Hourly Rental	\$2,132.00	\$2,771.50	

Forklift Rental - Up To 15,000 # Capacity

Code	Qty.	Item	Discount	Regular	Amount
35455		ST Hourly Rental	\$877.50	\$1,140.75	
35456		OT Hourly Rental	\$1,105.00	\$1,436.50	
35457		DT Hourly Rental	\$1,332.50	\$1,732.25	

4 Stage Forklift Rental

Code	Qty.	Item	Discount	Regular	Amount
35593		ST Hourly Rental	\$526.50	\$684.50	
35594		OT Hourly Rental	\$663.00	\$862.00	
35595		DT Hourly Rental	\$799.50	\$1,039.25	

Rate structure includes forklift and (1) operator only.

Minimum crews are based on scope of work and area jurisdiction. Additional labor and groundmen will be billed at the hourly rate.

Rigging Supervisor Rates (per man hour)

Code	Qty.	Item	Discount	Regular	Amount
35085		ST per man hour	\$140.00	\$182.00	
35086		OT per man hour	\$210.00	\$273.00	
35099		DT per man hour	\$280.00	\$364.00	

Riggers and Material Handlers (per man hour)

Code	Qty.	Item	Discount	Regular	Amount
35087		ST per man hour	\$112.00	\$145.60	
35100		OT per man hour	\$168.00	\$218.40	
35101		DT per man hour	\$224.00	\$291.20	

The minimum charge for labor and equipment is one (1) hour. Labor and equipment thereafter is charged in half (1/2) hour increments.

Only Shepard personnel are allowed to operate mechanical equipment.

Orders cancelled without 48-hour written notice will be charged a one (1) hour cancellation fee.

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

Forklift Estimate _____
NA Tax*: _____
Amount Due: _____

Company Name: _____ Booth # _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature

CONSULTEXPO CUSTOMS BROKERAGE SERVICES**Society of Actuaries 2019 Annual Meeting and Exhibit**

ConsultExpo Inc., has been selected as official Customs Broker for the Society of Actuaries 2019 Annual Meeting and Exhibit and will assist exhibitors with their customs clearance needs. Included with their services you will have access to:

- On-site presence during move-in and move-out by a ConsultExpo representative
- Simple and user-friendly assistance with customs document completion
- One-way or round-trip customs clearance services

Please complete the **ConsultExpo Order Form** and **Canada Customs Invoice** and return to their office ***prior to shipping***. For your convenience, you may download their forms from <http://consultexpoinc.com/forms/> or you may submit form information online at: www.consultexpoinc.com/onlineforms

Courier Shipments TIPS:

If shipping via a courier such as UPS/FedEx/DHL, please note that you will ***still require customs clearance services*** therefore please provide ConsultExpo with your shipment's tracking number.

For a detailed round-trip customs estimate, please complete their **ConsultExpo Order Form** and **Canada Customs Invoice** forms and return them to the undersigned. If you agree with the estimate, ConsultExpo will proceed with the customs clearance of your materials.

HAND CARRY OR PRIVATE VEHICLE

For Exhibitors who will be arriving by plane or plan on carrying exhibit material with them on their flight to Toronto, it is important to notify ConsultExpo a minimum of 2 weeks in advance, so the necessary documentation can be provided to you for customs clearance. For a personalized service, please contact:

Heather James, Operations Manager



Tel: 514.482.8886 Ext. 3 or Mobile: 416-561-7779 Fax: 888.629.9008

Email: heatherj@consultexpoinc.com

www.consultexpoinc.com



Show / Event Name:

Show / Event Dates:

Services Required (Please select one):

Customs Clearance and Shipping Services

Custom Clearance Only

Shipping Only

SHIPPER INFO (SHIPPING FROM)		
Company Name:		
IRS#		
Address:		
City:	State/Prov:	Zip/Post:
Contact Name:	Tel:	
Email:	Fax:	

DELIVERY INFO (GOING TO)		
Company Name:	Booth#	
Venue Name:		
Address:		
City:	State/Prov:	Zip/Post:
On-site Contact Name:	Cell:	
Email:		

RETURN SHIPPING INFORMATION SAME AS SHIPPER		
Company Name:		
IRS#		
Address:		
City:	State/Prov:	Zip/Post:
Contact Name:	Tel:	
Email:	Fax:	

INVOICING INFORMATION SAME AS SHIPPER		
Company Name:		
IRS#		
Address:		
City:	State/Prov:	Zip/Post:
Contact Name:	Tel:	
Email:	Fax:	

TERMS OF PAYMENT AND DEPOSIT - (MANDATORY INFORMATION)			
Charge to:	VISA	MASTERCARD	AMEX
Cardholder Name:	Title:		
Credit Card Number:	CVV:	Expiry Date:	
I hereby authorize use of this card for payment of services relative to this form. I understand that declined credit cards are subject to a 20% surcharge (minimum \$50.00).			
Cardholder Signature:	Date:		

SHIPMENT INFORMATION	
Carrier Name (If not using ConsultExpo):	Carrier Contact Name:
Carrier Contact Tel:	Carrier Contact Email:
Pick-up Date:	Hours of Operation:
Delivery Date:	Delivery Time:

# of Pieces	Type of Pieces (Box / Crate / Skids, etc.)	Length (Inches) X Width (Inches) X Height (Inches)	Per Piece (LBS)	Total (LBS)
		X X	@ Weight (LBS) Each	
		X X	@ Weight (LBS) Each	
		X X	@ Weight (LBS) Each	
		X X	@ Weight (LBS) Each	
		X X	@ Weight (LBS) Each	
		X X	@ Weight (LBS) Each	
Total Pieces			Total Weight	

Requested Service Level:	Air Freight	2nd Day Expedited	Ground / Truck	Residential Pick Up / Delivery
Additional Services Required:	Lift Gate	Inside Pick Up / Delivery	Special Service (Please Specify)	Check to <u>Decline</u> Cargo Insurance (see below)

Cargo Insurance / Declared Value
 Unless declined, cargo insurance will apply at the rate of \$1.25 per \$100.00 in value (min \$125) per shipment with a \$1000 deductible applicable / maximum liability limit is \$250,000CAD. Coverage is limited to the portion of the shipment lost or damaged. Subject to the terms and conditions of liability for loss/damage, stated below. Should you opt to decline cargo insurance through ConsultExpo, this shipment will only be covered under basic carrier liability, directly with the carrier. In this case maximum liability (declared value for carriage of this shipment) is agreed to and understood to be \$0.50 per pound multiplied by the number of pounds for that part of the shipment lost or damaged, but not less than \$50.00 per shipment.

Terms and conditions
 This order is placed with the specific understanding that we hereby release ConsultExpo Inc. and/or agents from all liability for loss, damage and/or theft to our merchandise and property, no matter how caused, and we have insured all such properties being handled; 1) ConsultExpo Inc. shall not be responsible for damage to uncrated materials, improperly packaged goods or concealed damage. 2) ConsultExpo Inc. will not be responsible for any loss/damage/delay due to fire, acts of god, strikes, lock outs of any kind beyond its control. 3) ConsultExpo Inc. liability is outlined in the above Cargo Insurance / Declared Value section. We are self-insured, or have made other appropriate insurance arrangements and paid applicable charges. 4) ConsultExpo Inc. shall not be liable to any extent whatsoever for the actual, potential or assumed losses or profits or revenues, or for any collateral costs which may result from any loss or damage to materials. 5) All hazardous materials have been declared, and we abide by all Federal, Provincial, State and Local laws. ConsultExpo Inc shall not be responsible for AMPS penalties.

CLIENT SIGNATURE
I have Read and agree to the terms of this contract.
Signature:
Name:
Title:
Date:

ACCEPTED BY CONSULTEXPO
Signature:
Name:
Title:
Date:



Show / Event Name: INT'L MUPPET ASSOCIATION ANNUAL MEETING 2022

Show / Event Dates: SEPTEMBER 22-25

Services Required (Please select one):

☒ Customs Clearance and Shipping Services

☐ Custom Clearance Only

☐ Shipping Only

SHIPPER INFO (SHIPPING FROM)

Company Name: "EXHIBITING COMPANY NAME"
IRS# 12-3456786
Address: 123 SESAME STREET

City: LANGHORNE State/Prov: PA Zip/Post: 19047
Contact Name: MARY PARKER Tel: 709-888-0970
Email: MPARKER@EMAIL.COM Fax: 709-888-7788

DELIVERY INFO (GOING TO)

Company Name: "EXHIBITING COMPANY NAME" Booth# 1232
Venue Name: EVENT FACILITY NAME
Address: 123 CONVENTION CENTER WAY

City: MONTREAL State/Prov: QC Zip/Post: H1X 1X1
On-site Contact Name: MARY PARKER Cell: 555-222-6655
Email: MPARKER@EMAIL.COM

RETURN SHIPPING INFORMATION

☒ SAME AS SHIPPER

Company Name: "EXHIBITING COMPANY NAME"
IRS# 12-3456786
Address: 123 SESAME STREET

City: LANGHORNE State/Prov: PA Zip/Post: 19047
Contact Name: MARY PARKER Tel: 709-888-0970
Email: MPARKER@EMAIL.COM Fax: 709-888-7788

INVOICING INFORMATION

☒ SAME AS SHIPPER

Company Name: "EXHIBITING COMPANY NAME"
IRS# 12-3456786
Address: 123 SESAME STREET

City: LANGHORNE State/Prov: PA Zip/Post: 19047
Contact Name: MARY PARKER Tel: 709-888-0970
Email: MPARKER@EMAIL.COM Fax: 709-888-7788

TERMS OF PAYMENT AND DEPOSIT - (MANDATORY INFORMATION)

Charge to: ☒ VISA ☐ MASTERCARD

Cardholder Name: MARY PARKER

Title: YOUR TITLE

Credit Card Number: XXXX XXXX XXXX XXXX

CVV: xxx

Expiry Date: MM/DD

I hereby authorize use of this card for payment of services relative to this form. I understand that declined credit cards are subject to a 20% surcharge (minimum \$50.00).

Cardholder Signature:

Date:

SHIPMENT INFORMATION

Carrier Name (If not using ConsultExpo): CONSULTXPO INC

Carrier Contact Name: COORDINATOR NAME

Carrier Contact Tel: 514-709-0781

Carrier Contact Email:

Pick-up Date: 11/12/2022

Hours of Operation: 8am - 5pm

Delivery Date: 09/22/2022

Delivery Time: 8am

# of Pieces	Type of Pieces (Box / Crate / Skids, etc.)	Length (Inches)	X	Width (Inches)	X	Height (Inches)		Per Piece (LBS)	Total (LBS)
5	cases	44	X	15	X	15	@ Weight (LBS) Each	100	500
			X		X		@ Weight (LBS) Each		
			X		X		@ Weight (LBS) Each		
			X		X		@ Weight (LBS) Each		
			X		X		@ Weight (LBS) Each		
5	Total Pieces							Total Weight	500

Requested Service Level:

☐ Air Freight

☐ 2nd Day Expedited

☒ Ground / Truck

Additional Services Required:

☐ Lift Gate

☐ Inside Pick Up / Delivery

☐ Special Service (Please Specify)

Cargo Insurance / Declared Value

This shipment is covered under basic carrier liability, directly with the carrier. Maximum liability (declared value for carriage of this shipment) is agreed to and understood to be \$0.50 per pound multiplied by the number of pounds for that part of the shipment lost or damaged, but not less than \$50.00 per shipment UNLESS additional Cargo Insurance has been arranged with ConsultExpo Inc. Subject to the terms and conditions of liability for loss/damage, stated below. Please contact ConsultExpo Inc. for more information on Cargo Insurance.

Terms and conditions

This order is placed with the specific understanding that we hereby release ConsultExpo Inc. and/or agents from all liability for loss, damage and/or theft to our merchandise and property, no matter how caused, and we have insured all such properties being handled: 1) ConsultExpo Inc. shall not be responsible for damage to uncrated materials, improperly packaged goods or concealed damage. 2) ConsultExpo Inc. will not be responsible for any loss/damage/delay due to fire, acts of god, strikes, lock outs of any kind beyond its control. 3) ConsultExpo Inc. liability is outlined in the above Cargo Insurance / Declared Value section. We are self-insured, or have made other appropriate insurance arrangements and paid applicable charges. 4) ConsultExpo Inc. shall not be liable to any extent whatsoever for the actual, potential or assumed losses or profits or revenues, or for any collateral costs which may result from any loss or damage to materials. 5) All hazardous materials have been declared, and we abide by all Federal, Provincial, State and Local laws. ConsultExpo Inc shall not be responsible for AMPS penalties.

CLIENT SIGNATURE I have Read and agree to the terms of this contract.

Signature:

Name: MARY PARKER

Title: PRESIDENT

Date: 08/15/2022

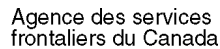
ACCEPTED BY CONSULTXPO

Signature:

Name:

Title:

Date:



CANADA CUSTOMS INVOICE
FACTURE DES DOUANES CANADIENNES

PROTECTED **B** when completed
PROTÉGÉ une fois rempli

Page	of
	de

1. Vendor (name and address) - Vendeur (nom et adresse)		2. Date of direct shipment to Canada - Date d'expédition directe vers le Canada	
		3. Other references (include purchaser's order No.) Autres références (inclure le n° de commande de l'acheteur)	
4. Consignee (name and address) - Destinataire (nom et adresse)		5. Purchaser's name and address (if other than consignee) Nom et adresse de l'acheteur (s'il diffère du destinataire)	
		6. Country of transshipment - Pays de transbordement	
		7. Country of origin of goods Pays d'origine des marchandises	
		IF SHIPMENT INCLUDES GOODS OF DIFFERENT ORIGINS ENTER ORIGINS AGAINST ITEMS IN 12. SI L'EXPÉDITION COMPREND DES MARCHANDISES D'ORIGINES DIFFÉRENTES, PRÉCISEZ LEUR PROVENANCE EN 12.	
8. Transportation: Give mode and place of direct shipment to Canada Transport : Précisez mode et point d'expédition directe vers le Canada		9. Conditions of sale and terms of payment (i.e. sale, consignment shipment, leased goods, etc.) Conditions de vente et modalités de paiement (p. ex. vente, expédition en consignation, location de marchandises, etc.)	
		10. Currency of settlement - Devises du paiement	
11. Number of packages Nombre de colis	12. Specification of commodities (kind of packages, marks and numbers, general description and characteristics, i.e., grade, quality) Désignation des articles (nature des colis, marques et numéros, description générale et caractéristiques, p. ex. classe, qualité)	13. Quantity (state unit) Quantité (précisez l'unité)	Selling price - Prix de vente
			14. Unit price Prix unitaire
			15. Total
18. If any of fields 1 to 17 are included on an attached commercial invoice, check this box Si tout renseignement relativement aux zones 1 à 17 figure sur une ou des factures commerciales ci-attachées, cochez cette case Commercial Invoice No. - N° de la facture commerciale		16. Total weight - Poids total Net	17. Invoice total Total de la facture
19. Exporter's name and address (if other than vendor) Nom et adresse de l'exportateur (s'il diffère du vendeur)		20. Originator (name and address) - Expéditeur d'origine (nom et adresse)	
21. Agency ruling (if applicable) - Décision de l'Agence (s'il y a lieu)		22. If fields 23 to 25 are not applicable, check this box Si les zones 23 à 25 sont sans objet, cochez cette case	
23. If included in field 17 indicate amount: Si compris dans le total à la zone 17, précisez :		24. If not included in field 17 indicate amount: Si non compris dans le total à la zone 17, précisez :	
(i) Transportation charges, expenses and insurance from the place of direct shipment to Canada Les frais de transport, dépenses et assurances à partir du point d'expédition directe vers le Canada		(i) Transportation charges, expenses and insurance to the place of direct shipment to Canada Les frais de transport, dépenses et assurances jusqu'au point d'expédition directe vers le Canada	
(ii) Costs for construction, erection and assembly incurred after importation into Canada Les coûts de construction, d'érection et d'assemblage après importation au Canada		(ii) Amounts for commissions other than buying commissions Les commissions autres que celles versées pour l'achat	
(iii) Export packing Le coût de l'emballage d'exportation		(iii) Export packing Le coût de l'emballage d'exportation	
		25. Check (if applicable): Cochez (s'il y a lieu) :	
		(i) Royalty payments or subsequent proceeds are paid or payable by the purchaser Des redevances ou produits ont été ou seront versés par l'acheteur	
		(ii) The purchaser has supplied goods or services for use in the production of these goods L'acheteur a fourni des marchandises ou des services pour la production de ces marchandises	
Dans ce formulaire, toutes les expressions désignant des personnes visent à la fois les hommes et les femmes.			



CANADA CUSTOMS INVOICE
FACTURE DES DOUANES CANADIENNES

1. Vendor (name and address) - Vendeur (nom et adresse) "EXHIBITING COMPANY NAME" 123 SESAME STREET LANGHORNE, PA 19047 USA		2. Date of direct shipment to Canada - Date d'expédition directe vers le Canada	
4. Consignee (name and address) - Destinataire (nom et adresse) "EXHIBITING COMPANY NAME" C/O INT'L MUPPET ASSOCIATION ANNUAL MEETING 2022 EVENT FACILITY NAME 123 CONVENTION CENTER WAY MONTREAL, QC H1X 1X1		3. Other references (include purchaser's order No.) Autres références (inclure le n° de commande de l'acheteur)	
8. Transportation: Give mode and place of direct shipment to Canada Transport : Précisez mode et point d'expédition directe vers le Canada ConsultExpo Logistics INC, CHICAGO, IL		5. Purchaser's name and address (if other than consignee) Nom et adresse de l'acheteur (s'il diffère du destinataire) N/A	
		6. Country of transshipment - Pays de transbordement N/A	
		7. Country of origin of goods Pays d'origine des marchandises USA / CHINA	
		IF SHIPMENT INCLUDES GOODS OF DIFFERENT ORIGINS ENTER ORIGINS AGAINST ITEMS IN 12. SI L'EXPÉDITION COMPREND DES MARCHANDISES D'ORIGINES DIFFÉRENTES, PRÉCISEZ LEUR PROVENANCE EN 12.	
		9. Conditions of sale and terms of payment (i.e. sale, consignment shipment, leased goods, etc.) Conditions de vente et modalités de paiement (p. ex. vente, expédition en consignation, location de marchandises, etc.) NO SALE INVOLVED	
		10. Currency of settlement - Devises du paiement USD	
11. Number of packages Nombre de colis	12. Specification of commodities (kind of packages, marks and numbers, general description and characteristics, i.e., grade, quality) Désignation des articles (nature des colis, marques et numéros, description générale et caractéristiques, p. ex. classe, qualité)	13. Quantity (state unit) Quantité (précisez l'unité)	14. Unit price Prix unitaire
5	PLASTIC CRATES CONTAINING BOOTH STRUCTURE - MADE IN USA LITERATURE - MADE IN USA KEYCHAINS - MADE IN CHINA	5 1000 50	\$1,000.00 \$0.10 \$0.50
		15. Total \$5,000.00 \$100.00 \$25.00	
18. If any of fields 1 to 17 are included on an attached commercial invoice, check this box Si tout renseignement relativement aux zones 1 à 17 figure sur une ou des factures commerciales ci-attachées, cochez cette case Commercial Invoice No. - N° de la facture commerciale		16. Total weight - Poids total Net Gross - Brut 500	
19. Exporter's name and address (if other than vendor) Nom et adresse de l'exportateur (s'il diffère du vendeur)		17. Invoice total Total de la facture \$5,125.00	
20. Originator (name and address) - Expéditeur d'origine (nom et adresse) "EXHIBITING COMPANY NAME" 123 SESAME STREET LANGHORNE, PA		21. Agency ruling (if applicable) - Décision de l'Agence (s'il y a lieu)	
22. If fields 23 to 25 are not applicable, check this box Si les zones 23 à 25 sont sans objet, cochez cette case		23. If included in field 17 indicate amount: Si compris dans le total à la zone 17, précisez : (i) Transportation charges, expenses and insurance from the place of direct shipment to Canada Les frais de transport, dépenses et assurances à partir du point d'expédition directe vers le Canada (ii) Costs for construction, erection and assembly incurred after importation into Canada Les coûts de construction, d'érection et d'assemblage après importation au Canada (iii) Export packing Le coût de l'emballage d'exportation	
24. If not included in field 17 indicate amount: Si non compris dans le total à la zone 17, précisez : (i) Transportation charges, expenses and insurance to the place of direct shipment to Canada Les frais de transport, dépenses et assurances jusqu'au point d'expédition directe vers le Canada (ii) Amounts for commissions other than buying commissions Les commissions autres que celles versées pour achat (iii) Export packing Le coût de l'emballage d'exportation		25. Check (if applicable): Cochez (s'il y a lieu): (i) Royalty payments or subsequent proceeds are paid or payable by the purchaser Des redevances ou produits ont été ou seront versés par l'acheteur (ii) The purchaser has supplied goods or services for use in the production of these goods L'acheteur a fourni des marchandises ou des services pour la production de ces marchandises	

Dans ce formulaire, toutes les expressions désignant des personnes visent à la fois les hommes et les femmes.

TRANSPORTATION SERVICES



Need to get your exhibit materials to the show?
Stronco Logistics is committed to fulfilling all your trade show logistics needs and gives you reliable service and great rates on air and ground shipping.

We offer full service Logistics solutions including:

- All modes of transportation including land, air and sea
- Local cartage service, tailgate, driver assist
- Real time freight tracking and tracing
- Canada, U.S. and International Customs Clearances
- Temporary imports, on-site clearances, ATA carnets
- On-site representation and around the clock contact information

FOR MORE INFORMATION CONTACT:

Stronco Logistics Services

T: 905.270.6767 | logistics@stronco.com | www.stronco.com

Transportation Services Order Form

PICKUP ADDRESS

COMPANY NAME _____

IRS # _____

ADDRESS _____

ADDRESS _____

ADDRESS _____

CITY _____ STATE _____ ZIP/ _____
PROV _____ POSTAL _____

CONTACT _____

PHONE # _____ FAX _____

DELIVERY ADDRESS

COMPANY NAME _____

SHOW NAME _____ BOOTH # _____

FACILITY _____

ADDRESS _____

ADDRESS _____

CITY _____ STATE _____ ZIP/ _____
PROV _____ POSTAL _____

ON SITE CONTACT _____

CELL PHONE # _____

BILL TO

COMPANY NAME _____

ADDRESS _____

ADDRESS _____

CITY _____ STATE _____ ZIP/ _____
PROV _____ POSTAL _____

CONTACT _____

PHONE # _____ FAX _____

RETURN FREIGHT

COMPANY NAME _____

ADDRESS _____

ADDRESS _____

CITY _____ STATE _____ ZIP/ _____
PROV _____ POSTAL _____

CONTACT _____

PHONE # _____

TERMS OF PAYMENT AND SECURITY DEPOSIT – MUST BE COMPLETED

☐ VISA ☐ MC ☐ AMEX ☐ CORPORATE CARD ☐ PERSONAL CARD

CARD NUMBER

EXPIRY DATE

Card Holder _____

Signature _____ Date _____

I hereby authorize the use of this credit card for payment of services related to this order form. I understand that declined credit cards are subject to a 30% surcharge.

SHIPMENT INFORMATION

Pick Up Date _____ Time _____ Delivery Date _____ Time _____

TYPE **PIECES** **DIMENSIONS (Inches)** **WEIGHT (LBS)**

TYPE	PIECES	L	W	H	WEIGHT (LBS)
Cartons / Boxes	_____	_____	_____	_____	_____
Crates / Fiber Case	_____	_____	_____	_____	_____
Skid / Pallet	_____	_____	_____	_____	_____
Carpet / Other	_____	_____	_____	_____	_____

Total Pieces _____

Total LBS _____

Requested Service Level ☐ AIR ☐ 2ND DAY ☐ TRUCK

Additional Services Required ☐ LIFT GATE ☐ INSIDE PICKUP / DELIVERY

CARGO INSURANCE / DECLARED VALUE

The declared value of carriage of this shipment is agreed to and understood to be \$0.50 per pound multiplied by the number of pounds for that part of the shipment lost or damaged but not less than \$50.00 per shipment UNLESS a value is declared below and applicable charges paid. Subject to the terms and conditions of the liability of the Forwarder for loss/damage stated below. Cargo insurance will not apply or cover any electronic goods. (Additional fees for Cargo Insurance will apply)

Do you require additional Insurance? ☐ YES ☐ NO

Declared Value \$ _____

TERMS & CONDITIONS

This order is placed with the specific understanding that we hereby release Stronco and or agents from all liability for loss, damage and or theft to our merchandise and property, no matter how caused, and we have insured all such properties being handled. 1) Stronco shall not be responsible for damage to uncrated materials, improperly packaged or concealed damage. 2) Stronco will not be responsible for any loss/damage/delay due to fire, acts of god, strikes, lockouts of any kind beyond its control. 3) Stronco liability is outlined in the above Cargo Insurance/Declared Value section. Please ensure you are self insured or you must declare a value for carriage and pay the charges applicable for the service. 4) Stronco shall not be liable to any extent whatsoever for the actual, potential or assumed losses or profits or revenues, or for any collateral costs which may result from any loss or damaged to an exhibitors materials which make it impossible or impractical to exhibit same. 5) Each exhibitor is responsible to declare all hazardous materials and abide by all Federal, Provincial, State and local laws.

I have read and agreed to the Terms and Conditions of this contract with Stronco.

Print Name _____

Signature/Authorization _____

Date _____

J
Rev 10-12-10

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount

Deadline date to receive discounted pricing.

Event Code: I137511019

email ianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

Regular Skirted Tables



Choose skirt color (place color code next to order):

Red (01) White (03) Blue (05) Burgundy (07)
Green (02) Gold (04) Black (06) Grey (10) Teal (13)

Skirted tables longer than 4' are skirted on 3 sides, you must order 4th side skirt for all sides to be draped on 6' and 8' tables

Code	Qty.	Color	Size	Discount	Regular	Total
50042			4'L X 30"H X 24" W	\$162.30	\$211.00	
50046			6'L X 30"H X 24"W	\$199.50	\$259.35	
50050			8'L X 30"H X 24"W	\$252.90	\$328.75	
50043			4'L X 42"H X 24"W	\$197.30	\$256.50	
50047			6'L x 42"H x 24"W	\$252.65	\$328.45	
50051			8'L x 42"H X 24" W	\$297.20	\$386.35	
50052			4th Side 30"	\$98.65	\$128.25	
50171			4th Side 42"	\$98.65	\$128.25	

Unskirted Regular Tables



Table is delivered with plastic sheeting on top

Code	Qty.	Size	Discount	Regular	Total
50040		4'L X 30"H X 24" W	\$115.65	\$150.35	
50044		6'L X 30"H X 24"W	\$138.00	\$179.40	
50048		8'L X 30"H X 24"W	\$162.70	\$211.50	
50041		4'L X 42"H X 24"W	\$130.25	\$169.35	
50045		6'L x 42"H x 24"W	\$162.70	\$211.50	
50049		8'L x 42"H X 24" W	\$181.55	\$236.00	

Total Tables: \$ _____
13.000% Tax*: \$ _____
Amount Due: \$ _____

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

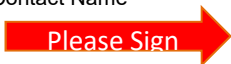
There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day. No refunds or cancellations on Stretch Fabric once order is placed.

Rental items found and in use in your booth are subject to "Regular" pricing.

Company Name: _____ Booth # _____

Contact Name

Contact Email Address



Card Holder Signature



Chairs and Specialty Tables

SOA Annual Meeting & Exhibit
Metro Toronto Convention Center, South Building - Toronto, Canada
October 27 - 29, 2019

Event Code: I137511019
email ianapolis@shepardes.com
phone (317) 677-1235
fax (317) 389-5524

Discount Deadline Friday, October 4, 2019
Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Regular Pedestal
Gray fleck top



Code	Qty	Item	Discount	Regular	Total
50032		30"H x 40"R	\$272.50	\$354.25	

Chairs



Code	Qty	Item	Discount	Regular	Total
50024		Padded Stool	\$175.20	\$227.75	
50020		Side Chair	\$105.50	\$137.15	

Signature indicates you read and accept the Payment Policy and Terms & Conditions.
There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.
Rental items found and in use in your booth are subject to "Regular" pricing.

Total: \$ _____
13.000% Tax*: \$ _____
Amount Due: \$ _____

Company Name: _____ Booth# _____

Contact Name _____ Contact Email Address _____

Please Sign


Card Holder Signature

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

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Deadline date to receive discounted pricing.

Event Code: I137511019

email ianapolis@shepardes.com

phone (317) 677-1235

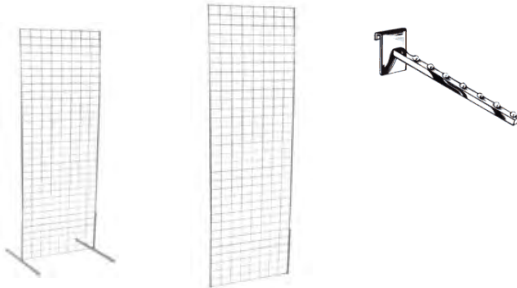
fax (317) 389-5524

Standard Display Accessories



Code	Qty.	Item	Discount	Regular	Total
50245		Literature Rack	\$215.40	\$280.00	
50094		Floor Easel	\$58.35	\$75.85	
50095		22x28 Sign Holder	\$132.95	\$172.85	
50092		Coat Rack	\$101.25	\$131.65	
50093		Garment Rack	\$285.30	\$370.90	

Grids



Code	Qty.	Item	Discount	Regular	Total
50236		2'x8' w/legs, each	\$257.15	\$334.30	
50237		2'x8' w/o legs, each	\$192.60	\$250.40	
50242		7-Ball Waterfall	\$17.70	\$23.00	
50104		6" Hooks (12)	\$56.60	\$73.60	

Other accessories available, please contact customer service for more information.

Tack/Posterboards



Code	Qty.	Item	Discount	Regular	Total
50060		4' x 8' Horz. Poster	\$348.15	\$452.60	
50061		4' x 8' Vert. Poster	\$348.15	\$452.60	

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.

Rental items found and in use in your booth are subject to "Standard" pricing.

Total Display Furnishings: \$

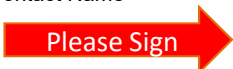
13.000% Tax*: \$

Amount Due: \$

Company Name: _____ Booth # _____

Contact Name

Contact Email Address



Card Holder Signature



Drape, Skirting, Misc

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount

Deadline date to receive discounted pricing.

Event Code: I137511019

email ianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

Drapes and Bars



Drape is per linear foot, 5' minimum order, and comes pre strung on a crossbar.

Code	Qty	Color	Item	Discount	Regular	Total
50073			8' high drape	\$27.30	\$35.50	
50074			3' high drape	\$20.20	\$26.25	
50088		NA	8' upright with base	\$37.70	\$49.00	
50349		NA	6'-10' cross bar	\$25.10	\$32.65	
50348		NA	7'-12' crossbar	\$25.10	\$32.65	

Red 01

Blue 05

Grey 10

White 03

Black 06

Burgundy 07

Skirting of Exhibitor Equipment

	Red 01		Gold 04		Burgundy 07
	Green 02		Blue 05		Grey 10
	White 03		Black 06		Teal 13

Code	Qty	Color	Item	Discount	Regular	Total
50058			Sateen Skirting	\$22.30	\$29.00	

Order per linear foot

Accessories



Code	Qty	Item	Discount	Regular	Total
50091		Wastebasket	\$19.00	\$19.00	
50185		Drawing Bowl	\$53.55	\$69.60	
50427		Tensa Stanchion, each	\$120.30	\$156.40	

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

Total Drape and Accessories: \$

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.

13.000% Tax*: \$

Amount Due: \$

Rental items found and in use in your booth are subject to "Regular" pricing.

Company Name: _____ Booth# _____

Contact Name

Contact Email Address



Card Holder Signature

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Event Code: I137511019

email Indianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

Step One: Choose the carpet to fit your budget

Step Two: Check the box of your selected color

Step Three: Determine your booth size (length x width = square footage)

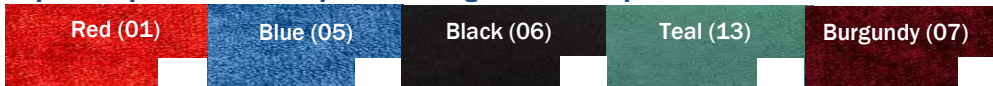
Exhibit Flooring is mandatory on this event. (50417)

Padding & Visqueen Entice attendees to linger in your space with soft, comfortable padding!

Code	Qty	Item	Discount	Regular	Amount
50009		1/2" Padding	\$1.50	\$1.95	
50008		1" Padding	\$2.95	\$3.85	
50010		Visqueen	\$0.45	\$0.60	

Rental includes installation and removal of padding/visqueen. Minimum 100 sq. ft. required.

Expo Carpet 13 oz. 2 Options: Regular and Special Cut!



Standard Booth Sizes, Great for inline booths!

Code	Qty	Item	Discount	Regular	Amount
50255		10' x 10'	\$291.15	\$378.50	
50256		10' x 20'	\$543.25	\$706.25	
50257		10' x 30'	\$810.30	\$1,053.40	
50258		10' x 40'	\$1,077.30	\$1,400.50	

Variation in dye lot may occur when ordering more than one cut of carpet unless ordered as Special Cut Carpet.

Special Cut, Recommended for Island and large area exhibits!

Code	Qty	Item	Discount	Regular	Amount
50580		0 - 399 sq ft*	\$6.85	\$8.90	
50581		400 - 900 sq ft	\$6.15	\$8.00	
50582		900+ sq ft	\$5.70	\$7.40	

Order Special Cut when it is important that dye lots match. Rental includes installation and removal of carpet and visqueen protective covering. 100 sq ft minimum order.

Prices quoted above include installation and taping of front edge only. All rental carpet is delivered clean to your booth space, but during setup, carpet may become dirty. **Please order cleaning service at least once before show opening.**

Signature indicates you read and accept the Payment Policy and Terms & Conditions.

Total Carpet and Padding: \$

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day. No refunds on "Special Cut" carpet once order is placed.

13.000% Tax*: \$

Amount Due: \$

Rental items found and in use in your booth are subject to "Regular" pricing.

Company Name: _____ Booth # _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Event Code:

I137511019

email

Indianapolis@shepardes.com

phone

(317) 677-1235

fax

(317) 389-5524

Bistro Tables

Qty.	Code	Item	Discount	Regular	Total
	111	Black, 30" diameter	294.00	442.00	
	CCRUI	Black top, aluminum base, 30" D	342.00	514.00	
	CCRUI0	Brushed aluminum, laminate, 30" D	342.00	514.00	
	CCRUI3	Chrome, white plexi, 24" x 24"	330.00	496.00	

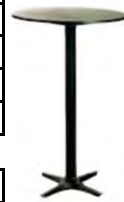
Pedestal Tables

	104	Round white pedestal, 30" H	170.00	256.00	
	105	Round white pedestal, 18" H	134.00	202.00	
	119	Round grey top/chrome base, 30" H	170.00	256.00	
	120	Round grey top/chrome base, 18" H	134.00	202.00	

Coffee & End Tables

	CCT4	Black glass coffee table, steel frame, 24" x 48"	290.00	436.00	
	CCT5	Round chrome coffee table, white top, 39" x 15" H	290.00	436.00	
	CCT6	Round chrome coffee table, black top, 39" x 15" H	290.00	436.00	
	CET11	Round chrome end table, white top, 24" x 18" H	256.00	384.00	
	CET12	Round chrome end table, black top, 24" x 18" H	256.00	384.00	
	CCT11	Chrome coffee table, white plexi, 24" x 48"	290.00	436.00	
	CET5	Black glass end table, steel frame, 24" x 24"	256.00	384.00	
	CET10	Square chrome end table, white, 18" x 18"	256.00	384.00	

Bistro Table: 111



Bistro Table: C-CRU-1



Bistro Table: C-CRU-10



Bistro Table: C-CRU-3



Pedestal Table: 104



Pedestal Table: 105



Pedestal Table: 119



Pedestal Table: 120



Coffee Table: C-CT-4



Coffee Table: C-CT-5 & C-CT-6



End Table: C-ET-11 & C-ET-12



Coffee Table: C-CT-11



Coffee Table: C-ET-5



End Table: C-ET-10



Signature indicates you read and accept the Payment Policy and Terms & Conditions.

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.

Rental items found and in use in your booth are subject to "Regular" pricing.

Total Exec Furnishings: \$

13.000% Tax*: \$

Amount Due: \$

Company Name: _____

Booth# _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Event Code:

I137511019

email

Indianapolis@shepardes.com

phone

(317) 677-1235

fax

(317) 389-5524

Stronco Line

Qty.	Code	Item	Discount	Regular	Total
	CSS48	Stronco Open Back Sofa, black (3 seater)	651.00	977.20	
	CSS49	Stronco Open Back Sofa, black (2 seater)	464.80	697.20	
	CSS50	Stronco Open Back Single Chair, black	378.00	567.00	
	CSS51	Stronco Open Back Sofa, White (3 seater)	651.00	977.20	
	CSS52	Stronco Open Back Sofa, White (2 seater)	464.80	697.20	
	CSS53	Stronco Open Back Single Chair, White	378.00	567.00	

Stronco Line: 48 - 50



Barcelona Line

	CSS24	Barcelona Black Sofa (3 seater)	651.00	977.20	
	CSS25	Barcelona Black Sofa (2 seater)	464.80	697.20	
	CSS26	Barcelona Black Single Chair	378.00	567.00	
	CSS28	Barcelona White Sofa (3 seater)	651.00	977.20	
	CSS29	Barcelona White Sofa (2 seater)	464.80	697.20	
	CSS30	Barcelona White Single Chair	378.00	567.00	
	CSS32	Barcelona Red Sofa (3 seater)	651.00	977.20	
	CSS33	Barcelona Red Sofa (2 seater)	464.80	697.20	
	CSS34	Barcelona Red Single Chair	378.00	567.00	
	CSS27	Barcelona Black Foot Stool	222.60	334.60	
	CSS31	Barcelona White Foot Stool	222.60	334.60	
	CSS35	Barcelona Red Foot Stool	222.60	334.60	

Stronco Line: 51 - 53



Barcelona Line: 27, 31, 35



Barcelona Line: 24 - 26



Barcelona Line: 28 - 30



Barcelona Line: 32 - 34



Signature indicates you read and accept the Payment Policy and Terms & Conditions.

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.

Rental items found and in use in your booth are subject to "Regular" pricing.

Total Exec Furnishings: \$

13.000% Tax*: \$

Amount Due: \$

Company Name: _____ Booth# _____

Contact Name

Contact Email Address



Card Holder Signature

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

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Order with complete Payment Authorization must be received before Discount

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Event Code:

I137511019

email

Indianapolis@shepardes.com

phone

(317) 677-1235

fax

(317) 389-5524

Square Line

Qty.	Code	Item	Discount	Regular	Total
	CSS66	Square, L-shaped Back Single Chair, black	215.60	323.40	
	CSS67	Square Back Single Chair, black	198.80	298.20	
	CSS68	Square, No Back Ottoman, black	175.00	263.20	
	CSS69	Square, L-shaped Back Single Chair, white	215.60	323.40	
	CSS70	Square Back Single Chair, white	198.80	298.20	
	CSS71	Square, No Back Ottoman, white	175.00	263.20	

Round Back Tub Chairs

	CSS8	Black Leather Round Back Tub Chair	329.00	494.20	
	CSS74	White Leather Round Back Tub Chair	329.00	494.20	

Square Line: 66, 69



Square Line: 67, 70



Square Line: 68, 71



Round Tub Line: 8, 74



Signature indicates you read and accept the Payment Policy and Terms & Conditions.

There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing within 14 days prior to first exhibitor move in day.

Rental items found and in use in your booth are subject to "Regular" pricing.

Total Exec Furnishings: \$

13.000% Tax*: \$

Amount Due: \$

Company Name: _____ Booth# _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature

LABOR

Exhibitor personnel may set up their own exhibits if so desired using their own tools and company personnel. Labor is available to assist in the installation and dismantling of exhibit booths. Exhibit labor, freight and rigging labor, electricians and plumbers can be arranged for at established rates, using the enclosed order forms.

EXHIBIT LABOR JURISDICTION

Local exhibit labor claims jurisdiction for the installation, dismantling, and first cleaning of prefabricated exhibits and displays when this work is done by persons other than company personnel. They may be employed by completion of labor forms enclosed in this manual. Canadian company personnel to comply with Immigration regulations.

Exhibit labor is not required to put your products on display, to open cartons containing your products, nor to perform testing, maintenance or repairs on your products.

MATERIAL/FREIGHT HANDLING JURISDICTION

Shepard Exposition Services has the responsibility of receiving and handling all exhibit materials and empty crates that comes in via over the road carriers. It is Shepard's responsibility to manage docks and schedule vehicles for the smooth and efficient move-in and move-out of the exhibition. Shepard will not be responsible, however, for any materials they do not handle. Exhibitors may hand carry their own materials into the exhibit facility. The use of dollies, pallet jacks, and other mechanical equipment, however is not permitted.

Vehicles must not be left unattended at the loading areas. Any unattended vehicles will be towed at the owner's expense.

The Fire Marshal absolutely prohibits the storage of empty containers in the exhibit hall. Arrangements have been made with Shepard Exposition Services to store empty crates. Please refer to the Material Handling Information sheet in this service manual for the handling of empties, disposal of skids, etc.

GRATUITIES /BREAKS

Tipping is expressly prohibited. This includes such practices as giving money, merchandise, or other special consideration for services rendered. Do not give coffee breaks other than mid-morning and mid-afternoon, when the union has a 15 minute paid break. Meal breaks are 30 minutes. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to Shepard Exposition Services.

IN GENERAL

Exhibitors do not have to respond to grievances or complaints from union and trade personnel with respect to work jurisdictions. Please refer all such disputes and/or questions to Shepard management personnel immediately.

SAFETY

Safety of everyone working in the hall is of our utmost concern at all times. Standing on chairs, tables and other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Shepard Exposition Services cannot be held responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form included in this manual and the necessary ladders and tools will be provided.



SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

Discount Deadline Friday, October 4, 2019

Order with complete Payment Authorization must be received before Discount
Deadline date to receive discounted pricing.

Labor Hours

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM

OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 5:00 PM

DT - Double-time: All other hours and holidays

Shepard Blue Supervised Install Labor

Code	Discount	Regular	Estimate
68066 ST	\$145.60	\$189.30	
68067 OT	\$218.40	\$283.90	
68068 DT	\$291.20	\$378.55	

Shepard Blue Supervised Dismantle Labor

Code	Discount	Regular	Estimate
68070 ST	\$145.60	\$189.30	
68071 OT	\$218.40	\$283.90	
68072 DT	\$291.20	\$378.55	

Booth Size: _____ X _____

**Pricing includes Supervisory fee of 30% over standard labor .

Step One:

Choose Your **Service**

- ☐ Installation
☐ Dismantling
☐ Both

Step Two:

How Many **People**?

Step Three:

How Many **Hours**?

Step Four:

When Should the Build be **Complete**?

Date: _____ Time: _____
Date: _____ Time: _____
Date: _____ Time: _____

Step Five: Tell Us About Your **Exhibit!** (this portion **must be completed** before Shepard can begin any work on your exhibit)

Inbound Freight

☐ Advance Warehouse

☐ Direct to Show site

Carrier Name _____

Tracking or Pro # _____

Estimated Arrival Date _____

of Pieces _____ Estimated Weight _____

Set Up Information:

Company Contact Name: _____

Email _____

Cell Phone # _____

**Drawings/Photos/
Instructions:**

- ☐ Attached
☐ Emailed to Shepard
☐ With the Exhibit
☐ In crate # _____

Graphics:

- ☐ With Exhibit
☐ Shipped Separately

Electrical Placement

(exhibitor is responsible to order)

- ☐ Emailed to Shepard
☐ Drawing Attached
☐ Drawing with Exhibit
☐ Run under carpet

Other Services

Ordered:

- ☐ Overhead Rigging
☐ Cleaning
☐ AV

Carpet:

- ☐ Ordered from Shepard
☐ Exhibitor Owned Carpet
☐ Carpet Padding

Outbound Shipping:

of Crates _____
of Cartons _____
of Fiber Cases _____
of Pallets _____

Method:

- ☐ Ground
☐ 2-Day Air
☐ Next Day Air
☐ Other

Phone # _____

Must Arrive at Destination By: _____

Name of Carrier _____

Date Carrier is Scheduled to Pick Up Freight _____

If Your Carrier doesn't show? ☐ Reroute with official carrier

*Allow time for empty return when scheduling your pick up

☐ Send to advance warehouse for pick up (\$400 minimum charge)

Hours are based on estimates. You will be invoiced for actual time incurred. Minimum one hour per person ordered and half increments thereafter.

Orders cancelled without 48-hour written notice will be charged a one (1) hour cancellation fee.

Company Name: _____

Estimated **SES Blue** Labor: \$ _____

NA Tax*: \$ _____

Amount Due: \$ _____

Booth # _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature



Exhibitor Supervised Labor

SOA Annual Meeting & Exhibit

Metro Toronto Convention Center, South Building - Toronto, Canada

October 27 - 29, 2019

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Deadline date to receive discounted pricing.

Labor Hours

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM

OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 5:00 PM

DT - Double-time: All other hours and holidays

Exhibitors may not operate any type of mechanical or powered equipment.

Event Code: I137511019

email ianapolis@shepardes.com

phone (317) 677-1235

fax (317) 389-5524

Exhibitor Supervised Install Labor

Code		Discount	Regular	Estimate
68060	ST	\$112.00	\$145.60	
68061	OT	\$168.00	\$218.40	
68062	DT	\$224.00	\$291.20	

Exhibitor Supervised Dismantle Labor

Code		Discount	Regular	Estimate
68063	ST	\$112.00	\$145.60	
68064	OT	\$168.00	\$218.40	
68065	DT	\$224.00	\$291.20	

Step One:

Choose your service

- ☐ Installation
☐ Dismantling
☐ Both

Step Two:

How many people?

Step Three:

How many hours?

Step Four:

Carpet:

- ☐ Ordered from Shepard
☐ Exhibitor Owned Carpet
☐ Carpet Padding

Step Five:

Any other details?

Any special tools needed? Ladders? Lifts?

- ☐ Ladders
☐ Lifts
☐ Special Tools: _____

Details: _____

Step Six: Schedule

	Date	Start Time	End Time
Installation Request			
Dismantle Request			

Requested times are not guaranteed and are based on availability.

Step Seven: Onsite Contact Info

Name _____

Cell : _____

Email: _____

Hours are based on estimates. You will be invoiced for actual time incurred. Minimum one hour per person ordered and half increments thereafter.

Orders cancelled without 48-hour written notice will be charged a one (1) hour cancellation fee.

Company Name: _____

Labor Estimate \$ _____

NA Tax*: \$ _____

Amount Due: \$ _____

Booth # _____

Contact Name

Contact Email Address

Please Sign



Card Holder Signature



MTCC Exhibitor Forms Package 2019-20



Service Excellence - Your MTCC Team

EXHIBITOR SERVICES CENTRE

The Exhibitor Services team can assist with placing orders or for last-minute needs at our on-site service desk. Online ordering is available for parking, booth cleaning and internet/telecommunications services, as early as six months in advance and up to 3 days prior to the event move in. Please visit www.mtccc.com/order for more details. Advance purchase discounted rates are available ONLINE ONLY up to 14 days prior to the first contracted day.

Phone: (416) 585-8387 Email: exhibitor-services@mtccc.com

Fax: (416) 585-8388 Website: www.mtccc.com/order

PARKING SERVICES

Exhibitor parking passes are available for each event in our easy access, security-patrolled indoor parking garages. With space for over 1,700 cars and available 24 hours a day, 7 days a week, our garages are steps away from the show floor. Discounted parking rates are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

To order: visit www.mtccc.com/order OR complete the fillable PDF form included in this package.

JANITORIAL SERVICES

Interior booth cleaning is available from the MTCC on an exclusive basis from our highly efficient Cleaning Services Department. Interior booth cleaning services include: vacuuming, dusting, emptying wastebaskets and cleaning of tables. Additional exhibit booth cleaning options are available upon request. Please speak to one of our knowledgeable Exhibitor Services Representatives for further information. Discounted cleaning rates are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

*Note: The Metro Toronto Convention Centre is the exclusive provider of all cleaning services. External companies (including display houses) are prohibited from performing any type of janitorial services within the building.

To order: visit www.mtccc.com/order OR complete the fillable PDF form included in this package.

INTERNET / TELECOMMUNICATIONS SERVICES

Internet and Telecommunication services are available from the MTCC on an exclusive basis. Our Technology Specialists are available to provide you state-of-the-art services directly to your booth. Wireless and Wired internet services are available to every exhibitor based on the requirements of each exhibit space. The MTCC strongly recommends using only 5GHz devices to reduce connection problems. Please contact one of our specialists to discuss your requirements or for any technical questions. Discounted services are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

To order: visit www.mtccc.com/order OR complete the fillable PDF form included in this package

Phone: (416) 585-3596 Email: telecommunications@mtccc.com



Service Excellence - Your MTCC Team

FOOD & BEVERAGE/CATERING SERVICES

Our award-winning culinary team provides a full range of catering solutions to create a unique experience at your booth. Please contact our experienced food and beverage team to discuss your catering requirements. Food and beverage services are exclusive to the Metro Toronto Convention Centre. Our team can also provide guidance on food sampling requests as well.

To order: Complete the fillable PDF forms included in this package OR contact our team at: (416) 585-8144

Phone: (416) 585-8144 Email: catering@mtccc.com

BUSINESS CENTRE SERVICES

Our Business Centres are conveniently located on levels 300 & 800. Services include photocopying, faxing, printing, outbound courier service, internet access and a selection of office supplies and tools. Please contact our Business Centre to arrange for large, customized printing projects well in advance.

Services Hours:

North Building (Level 300)

Mon – Fri: 8:00am – 5:00pm

South Building (Level 800)

Mon – Fri: 8:30am – 4:30pm

Phone: (416) 585-8387 Email: businesscentre@mtccc.com

EMERGENCY CONTACT

Should you experience an emergency during your time at the MTCC, please contact our Security Centre at (416) 585-8160. Please also review our emergency procedures document included in this package. Non emergency contact for security (416) 585-8360

ELECTRICAL POWER

SHOWTECH Power & Lighting provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive supplier basis. SHOWTECH also exclusively hangs all decorative material, signs and banners that are required to be attached to the facility structure. For questions or to place your electrical order, please contact SHOWTECH directly.

To order: visit www.showtech.ca

Phone: (905) 283-0550 Email: sales@showtech.ca

Your MTCC Team Contacts

Exhibitor Services Centre

Exhibitor cleaning, parking, internet & telecommunication services

Email: exhibitor-services@mtccc.com

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: www.mtccc.com/order

Parking Services

Parking passes available for 2 MTCC lots
1,700 spaces available, open 24/7

Email: exhibitor-services@mtccc.com

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: www.mtccc.com/order

Catering Services

Catering services available for your booth, exclusively by the MTCC. Consult one of our experienced Catering Specialists to place your order.

Email: catering@mtccc.com

Phone: (416) 585-8144

Business Centre Services

Available services include: Printing, photocopying, outbound courier services, stationary supplies and faxing.

Email: businesscentre@mtccc.com

Phone: (416) 585-8387

Showtech Electrical

Exclusive provider of electrical services, display lighting and banner hanging.

Email: sales@showtech.ca

Phone: (905) 283-0550

Internet & Telecommunication Services

In-house Telecommunications Specialists

Email: telecommunications@mtccc.com

Phone: (416) 585-3596

Fax: (416) 585-8275

Website: www.mtccc.com/order

Booth Cleaning / Janitorial Services

Interior booth cleaning services (vacuum, dust, mop, wastebasket removal) are exclusive to the MTCC.

Email: exhibitor-services@mtccc.com

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: www.mtccc.com/order

Fire Safety Officer

Exhibits are to meet the Ontario Building & Fire Code as outlined in the enclosed forms.

Email: fsr@mtccc.com

Phone: (416) 585-8135

Emergency Services

For immediate assistance in case of emergency, please contact MTCC Security open 24 hours a day, 7 days a week

Phone: (416) 585-8160

Vehicle Marshalling / Move-In / Move-Out /

Voyage Control / Loading Dock Access

Resources are available to facilitate move-in and move-out of Events.

Email: #Docks@mtccc.com

Phone: (416) 585-8345

Notice to Exhibitors / Display Companies

1. Alterations to any part of the structure of the Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from the Director of Event Coordination in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc), or adhesive fastening (tape, glue, sticky Velcro etc), and the attaching in any manner of decals, promotional literature or items. Failure to comply will result in a \$50.00 minimum penalty per occurrence to the client. Labour / Repair charges will apply to remove prohibited tapes / decals from Metro Toronto Convention Centre property.
2. The provision, installation and use of wireless routers and access points (including cellular based personal hot spots) by exhibitors, exhibition companies and Audio Video suppliers is strictly prohibited within the Metro Toronto Convention Centre facility. This prohibition applies to all devices that broadcast an 802.11 (Wi-Fi) or other signal in either the 5 GHz or 2.4 GHz radio spectrum regardless of whether the exhibitor has ordered Internet services or not. An application for an exception to the prohibition can be made to Technology Services Department and will be considered on a per case basis. Devices that are discovered within the MTCC that have not been approved will be shut down and / or have their Internet services disconnected.
3. Use of masking, clear packaging and plastic-based tape are prohibited. To secure booth flooring to Exhibit Floor, only cloth-based tapes such as Polyken are acceptable. Labour / Repair charges will apply to remove prohibited tapes from the Convention Centre property.
4. Helium balloons, animals, birds or pets of any description require written authorization. You may find these forms in Exhibitor Forms Package (www.mtccc.com/exhibitors-forms-guidelines/) or please call the Event Manager for authorization form.
5. Sample food or beverage products may be distributed within an exhibit area with written authorization. Please contact the Catering department for further information (416) 585-8144.
6. Passenger elevators and escalators ARE NOT TO BE USED for transporting freight or equipment from level to level. This includes hand dollies/handcarts and hand carrying boxes, easels, chairs, tables, etc.
7. All exhibitors, service providers and Show Management personnel working on the show floor during move-in and move-out periods are required to wear approved personal protective equipment (PPE), such as CSA approved (or equivalent) safety shoes, hard hats, harnesses, gloves and safety eyewear and is to be used when warranted by safety considerations. All exhibitor service providers must adhere to the Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial. If you have been given permission to be on the floor at these times you will be required to wear an approved hard-hat in the designated 'Construction' zone. When working higher than 3 meters (10 ft) you must use fall protection.

Notice to Exhibitors / Display Companies

8. As per the Ministry of Labour, children under 16 years of age are NOT permitted on the show floor during tear down or move-out. Please also note, that as per the Ministry of Labour, Proper Protective Equipment is required to be worn while all tear down and move-out activity is taking place.
9. During move-in / out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.
10. For North Building West Ramp and South Building Truck Elevator load-ins, there are no docks. It is direct floor unloading and alternate arrangements may be required for special needs (ie. ramps, forklifts). The South Building Truck elevator has a truck length restriction of 38' or less, 30 tons weight capacity.
11. Storage for crates or other materials are not provided in the Centre. Exhibitors must make their own arrangements. All materials, boxes, signs and other materials must not be sent to the Centre prior to the official move-in date as specified in your Exhibitor Manual and must be removed upon the completion of the event.
12. Use of pyrotechnics, hazers, fog / smoke machines, or any other special effect / activity requires Toronto Fire Department and the Metro Toronto Convention Centre approval at least 2 weeks in advance. The Fire Safety Manager will need a full production schedule including rehearsals and floorplans. Labour charges will apply for a fire watch.
13. Access to / or the use of the Exhibit Hall floor-ports is exclusive to the Convention Center staff and our Official Electrical / Mechanical Service provider. Exhibitors are not permitted to use these for any purpose.
14. Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarette and vaporizing.
15. You are required to report immediately any unsafe condition or accident of which you have knowledge to a security guard or event management employee.
16. No material may be taken through the Main Entrance on Front Street, Internal Street or Bremner Blvd. unless it can be carried by hand. Dollies are not allowed on carpet areas. No equipment may be transported on the escalators or public passenger elevators. All four wheel dollies, pallet jacks or oversized loads are prohibited into the pre-function areas. If you require a dolly or pallet jack to move your items, you must use the designated loading area.



Metro Toronto Convention Centre Exhibitor Recycling Program

A large volume of material goes in to creating a successful event – from cardboard boxes, pallets and Styrofoam for shipping, to carpet and decor which make the space look fabulous. Not to mention the food and beverages consumed and enjoyed throughout. Although much of this material is used up during the event, or saved and reused afterwards, a lot ends up getting thrown out.

To this end, the Metro Toronto Convention Centre (MTCC) has developed an aggressive waste reduction program.

We continuously strive to be good corporate citizens and to recycle as much as possible, both the material left over from events and that which is generated internally. This is an invitation to our exhibitors, show managers, and service providers to join us as recycling partners. By developing a close partnership, we can work together to meet the global mandate of reducing material sent to landfill - an environmental and economical common sense program.

As with every partnership, we need your help to make these programs successful! Here's how you can participate and make an impact.

Recycling on the Show Floor

- Use the recycling bins as marked – large bins are made available during move-ins/outs for wood / metal, cardboard / plastic / paper, and organics. If you do not see the bins, please inform one of our Cleaning Staff and they will be pleased to help
- Keep food separate from other materials – if normally recyclable material is contaminated by food or drink, it will be sent to landfill

Recycling in Meeting Rooms & Public Spaces

- Clearly marked recycling bins are conveniently located throughout the centre – the available streams are plastic / metal / glass, organics, paper, and waste
- It is important to note that this material is only accepted for recycling when it is separated properly at the source – if contamination occurs, the material will be sent to landfill

Donations

- If you no longer need certain materials, but they could be used by someone else, keep it aside so we can donate it for you. We work with several local charities and organizations that can use items such as pens, paper and notebooks, binders, bags, samples, furniture, etc.
- Contact an MTCC staff member (Event Coordinator, Svst. Officer) to confirm that we can donate the item(s). We will take it from there.

Promote our Recycling Program

- It is important that everyone involved in the event be aware of the recycling requirements
- Show Managers, please use the communication tools provided to you by the Exhibitor Services team in all of your printed materials, emails, and brochures

Every little bit helps. We are proud of our program, we stand behind it. We want you to benefit from it too!

Like to learn more? Reach out to our Exhibitor Services team for communication material and check out <http://www.mtccc.com/green> for information about the Sustainability Program at the MTCC, including food waste management and energy saving measures.

Vehicle Marshalling / Move-In / Move-Out

A marshalling yard has been established at 100/120 Cherry Street in order to facilitate move-in and move-out of events at the Metro Toronto Convention Centre.

Move-in / out information / bulletins will be provided by Show Management. Any variations to the procedures listed below will be indicated as such on the move-in / out information / bulletins.

PROCEDURES:

1. All vehicles must report first to the vehicle marshalling yard. This lot is located 3.8 km from the Convention Centre.
2. The marshalling yard is open 1 hour prior to scheduled move-in/move-out times.
3. A MTCC staff member will be posted at the marshalling yard trailer. The MTCC Dock staff member will assign the vehicle pass to vehicles on a check in order, or as per show demands.
The cost of the attendant will be at the expense of the Convention Centre when required during operational hours of 0700–2359. Charges will be applied between 0001–0700.
4. Communication will be made to the MTCC Dock staff member to coordinate and dispatch vehicles. As space becomes available, the drivers will be directed to the allocated move in/out location(s) for the event.
5. Upon arrival at the allocated entrance, the driver will turn in their assigned pass previously issued at the MTCC marshalling yard to the MTCC Dock staff on duty at the relevant loading area.
6. Vehicles entering the loading dock areas will be met by the Convention Centre Dock staff who control the flow of vehicular traffic.
7. Vehicles going up onto the North Building Exhibit Floor will be met by Dock staff positioned at John Street to control the pedestrian traffic on the west ramp.
8. During the winter season, the Convention Centre will bear the cost of the labour and equipment to keep the entrance ramps open to traffic, and to keep the floor clean. The Centre will also be responsible for snow removal in the marshalling area.
9. The control of the vehicles once onto the Exhibit Floor will be the responsibility of Show Floor Management in conjunction with the Convention Centre Dock staff.
10. Freight elevators, when in use, will be manned and controlled by operators supplied by the Convention Centre.
11. Vehicle storage is available during events at \$32.00 plus 13% HST per day. Arrangements must be made in advance through the Dock Office at (416) 585-8345.
12. Should your event be utilizing the **Voyage Control system**, you must register online for a move-in time through voyagecontrol.com/mtcc. Please refer to your Show Management Kit for instructions regarding online bookings, and availability. Drivers can report directly to the relevant dock areas when Voyage Control is in use and an online booking has been made.

NOTE:

Vehicles will be held in the marshalling yard before and after Rogers Centre events where pedestrian and vehicular traffic block access to the ramp. Times for these periods will be scheduled on an individual basis as schedules warrant. Vehicle marshalling inquiries – Tel: (416) 585-8345.

Vehicle Marshalling / Move-In / Move-Out

Directions from the Cherry St. Marshalling Yard to the Metro Toronto Convention Centre:

(A) Directions to the Metro Toronto Convention Centre North Building, West Ramp

1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.
4. Turn left onto Wellington St.
5. Turn left onto John St.
6. Head through the intersection and up the West Ramp <https://goo.gl/maps/7oD1daUfuiB2>

Entrance to the Exhibit Hall(s) will be to your left. Barriers will be lowered.



(B) Directions to the Metro Toronto Convention Centre North Building, East Loading Dock & West Freight Elevator

1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.
4. Turn left toward the Convention Centre Internal St. <https://goo.gl/maps/R3bCJZ7VEps>

Entrance to the East Loading Dock will be immediately to your left.

Entrance to the West Freight elevator: continue through Internal St. towards the parking exit, Loading Docks for West Freight will be to your immediate right.

(C) Directions to the Metro Toronto Convention Centre South Building, Loading Dock & Truck Elevator

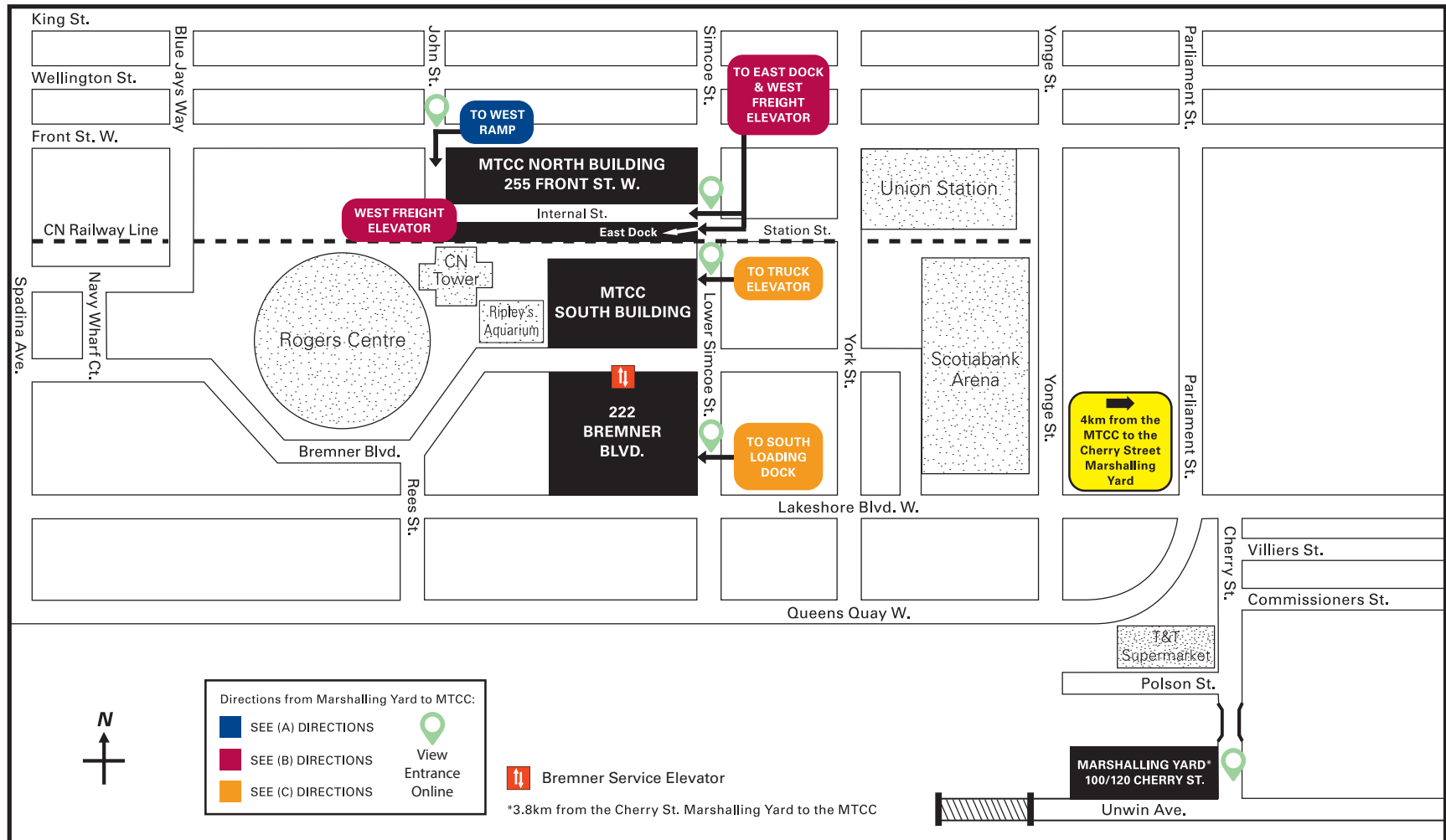
1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.

Entrance to South Loading Dock will be immediately to your left. <https://goo.gl/maps/nNskXYMc2kR2>

Entrance to the Truck Elevator is 80m ahead to your left. <https://goo.gl/maps/HkcWfWixsm12>



Metro Toronto Convention Centre (MTCC)



Map is not to scale

Fire Regulations for Exhibitors

The purpose of these requirements is to maintain an acceptable level of fire safety within the Metro Toronto Convention Centre. The fire protection systems built into the Convention Centre have been designed to protect against the hazards which are typical of conventions and exhibitions. The objective of these requirements is to limit the hazards of contents and operations within the Convention Centre to a level which can be controlled by the building fire protection systems.

The requirements contained herein and the Ontario Fire Code will be strictly enforced by the Fire Safety Officer of the Metro Toronto Convention Centre and the Toronto Fire Prevention Division. These requirements apply to all conventions and trade shows whether or not open to the public. All exhibitors must have these requirements in their possession during booth occupancy.

The requirements apply to the following:

1. Prohibited materials, processes and equipment
2. Materials, processes and equipment requiring special approval from the Metro Toronto Centre Fire Safety Officer
3. Acceptable booth configurations
4. Acceptable material for booth construction
5. Interior finishes and furnishings
6. Obstructions
7. Combustion engines
8. Electrical equipment and connections
9. Portable spotlights
10. Procedures during set-up and dismantling
11. All items to be suspended from ceilings
12. Emergency Procedures

Prohibited materials, processes, equipment and booth configuration

The use of the following materials, processes or equipment is strictly prohibited:

1. Acetate fabrics, corrugated paper box board, no-seam paper
2. Paper backed foil unless glued securely to suitable backing
3. Styrofoam and / or foamcore, gaterboard, corrugated plastic
4. Fireworks
5. Blasting agents
6. Explosives
7. Flammable cryogenic gases
8. Aerosol cans with flammable propellants
9. Fuelling of motor vehicles
10. Liquified petroleum or natural gas
11. Wood matches with all surface strikes
12. Hazardous refrigerants such as sulphur dioxide and ammonia
13. Cellulose nitrate motion picture film
14. Portable heating equipment
15. Flammable liquids or dangerous chemicals
16. Electrical equipment or installation not conforming to the Ontario Electrical Code.
17. Hay

Fire Regulations for Exhibitors

Materials, processes and equipment requiring special permit for use

The use of the following materials, processes or equipment is subject to approval from the Metro Toronto Convention Centre Fire Safety Officer. If any material, process or equipment requiring approval is to be used, the Exhibitor shall submit in writing to the Show Manager the nature of the process or equipment and any safeguards to be used to protect the hazard. Requests will be submitted by the Show Manager to the Metro Toronto Convention Centre who will review and return the request with its approval, rejection or limitations.

1. Propane or natural gas fired equipment.
2. Operation of any heater, barbecue, heat producing device, open flame device, candles, torches, or cooking appliances
 - (a) Portable Commercial Cooking Equipment: Must meet NFPA96 - 184 installation of Equipment for the Removal of Smoke and Grease-Laden Vapours from Commercial Cooking Equipment, in accordance with the Ontario Fire Code. An adequate exhaust and filter system, including a fire protection system capable of providing extinguishment over the entire cooking surface is required.
3. Exhibits involving hazardous processing or materials not previously listed
4. Storage or display of ammunition and fire arms (subject to subsection 5.2 of the Ontario Fire Code and Criminal Code)
5. Pressure vessels including propane tanks
6. Fossil fuel powered equipment
7. Hydraulically powered equipment using flammable fluids
8. Radiation producing devices
9. Natural Christmas trees
10. Hydrogen vehicles

Acceptable booth configuration

The following booth configurations will be acceptable:

1. Open top exhibition booths.
2. Platforms not exceeding 400 square feet in area.

The following booth configuration will require approval from the Metro Toronto Convention Centre Fire Safety Officer. A description of the booths requiring approval shall be submitted to the Show Manager who in turn will submit the description to the Fire Safety Officer for his approval. The Fire Safety Officer will discuss these configurations with the Toronto Fire Prevention Division.

1. Platforms exceeding 400 square feet in area.
2. Exhibition booths with flame retardant fabric canopies not to exceed 200 square feet.
3. Layouts of all meeting rooms used for exhibits.

Note: Two storey booths or single level roofed booths and booths with mezzanines are allowed only with prior approval of the Fire Safety Officer and when they are in accordance with The Metro Toronto Convention Centre guidelines attached and/or National Fire Prevention Act #13 (1982) and the Ontario Building Code.

* Any enclosed showroom with an area in excess of 2,000 square feet or an occupancy of 60 persons or more must have two means of exit as far apart as possible. Any booth with an area of 2,500 square feet or more must contain one fire extinguisher.

* Bleachers are allowed with prior approval of Fire Safety Officer and Ontario Building Code building permit.

Fire Regulations for Exhibitors

Acceptable materials for booth construction

The following types of materials will be acceptable for booth construction:

1. Wood.
2. Combustible materials including plastics having a flame spread rating not exceeding 150 and a smoke developed classification not exceeding 300.
3. Noncombustible materials as regulated by the Ontario Building Code.

Interior finishes and furnishings

The limitations described below shall apply to all interior finishes and furnishings including:

- drapes
- hangings
- curtains
- drops
- decorative fabrics
- Christmas trees
- artificial flowers and foliage
- motion picture screens
- paper: cardboard or compressed paperboard less than 1/8 inch thick is considered paper
- ruscus
- split wood
- textiles
- all other decorative materials including plastics

Limitations

1. Made from noncombustible material, or
2. Treated and maintained in a flame retardant condition by an approved flame retardant solution or process.
3. Corrugated cardboard can be used only if fire retardant treated at the factory.
4. Plastics can be used only if approved by the Metro Toronto Convention Centre Fire Safety Officer.

Note: It is not necessary to flameproof textiles, paper and combustible merchandise on display for sale, but the quantity so used shall be limited to the displaying of one salvageable length. Each sample must differ in colour, weave or texture.

Wallpaper is permissible if pasted securely to walls or wallboard backing.

The following test (NFPA 701 Match Flame Test) may be used to determine if a material is flame resistant:

1. Cut off a small piece of the materials (1 1/2 inches wide by 4 inches long) and hold it with a pair of pliers.
2. Hold a wooden match 1/2 inch below the bottom of the material 12 seconds.
3. If, when the match is taken away, the material stops burning within 2 seconds, it is flame resistant.
4. If the material goes up in flames immediately or continues to burn for more than 2 seconds after the match is removed, it is not flame resistant.
5. All fabrics should meet the requirements of CAN/ULC-S109 "Flame Tests of Flame-Resistant Fabrics and Films" or equivalent.

Fire Regulations for Exhibitors

Obstructions

Nothing shall be hung or affixed to any sprinkler piping or heads. Construction or ceiling decorations of the show booths must not impede the operation of the sprinkler system.

All exit doors shall be in an operable condition and shall remain unobstructed at all times. Exit signs, manual pull stations, fire department handsets, fire hose cabinets and portable fire extinguishers shall not be obstructed in any manner.

If a fire hose standpipe is located in exhibit space, it shall be the responsibility of the Show Manager or Exhibitor, as the case may be, to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for same.

All entrances, exits, aisles, stairways, lobbies and passageways shall be unobstructed at all times. Vehicles in fire lanes or blocking exits, etc. will be removed at owner's expense. Roof construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc. shall not be placed beyond the booth area into the aisles.

Literature, supplies and handouts are permissible in reasonable quantities. Reserve quantities shall be kept in closed containers and stored in a neat, compact manner within the booth.

Vehicles or other flammable fuelled engines displayed shall conform to the following requirements:

1. Fuel tanks containing fuel, or which have ever contained fuel, shall be maintained less than $\frac{1}{2}$ full. Caps for fuel tanks fill pipes shall be of the locking type and be maintained locked to prevent viewer inspection. If they cannot be locked, they shall be taped shut.
2. Garden tractors, chain saws, power plants and other gasoline powered equipment shall not contain any fuel and shall not be used for demonstrations without permission from the Metro Toronto Convention Centre Fire Safety Officer.
3. The electrical system shall be de-energized by either:
 - (b) Removing the battery, or
 - (c) Disconnecting both battery cables and covering them with electrical tape or other similar insulating material.
4. Tanks containing propane shall be maintained less than $\frac{1}{2}$ full. Vehicles may be driven in and positioned. Engine should remain running, with valve shut off. Allow engine to run until all of the fuel line is used up. Turn ignition off.
5. Cylinders for barbecues and/or appliances within a vehicle such as stoves, refrigerators, etc., must be empty.

Electrical equipment and connections

Rule 2-022 of the Electrical Safety Code, a provincial regulation, requires that all electrical equipment must be approved before it may legally be advertised, displayed, offered for sale or other disposal, sold or otherwise disposed of or used in the province of Ontario.

It is the responsibility of each exhibitor to ensure that all electrical equipment in, on, or about the booth comply with these requirements. This includes electrical merchandise as well as lighting and display equipment.

Electrical equipment is considered to be approved if it bears the certification mark or field approval label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment. Electrical equipment is also considered to be approved if it bears an Ontario Hydro Special Inspection / Field Approval label. One of the fundamental requirements of approval is that the appropriate approval markings appear on the equipment. If such markings are missing, then the equipment is considered not to be approved.

Fire Regulations for Exhibitors

Exhibitors are requested to examine all electrical equipment that they will be bringing to the show in order to determine if it has the proper approvals. If any of the electrical equipment is not approved, then the exhibitor is required to file with Ontario Hydro an Application for Permission to Show Unapproved Electrical Equipment at Trade Shows, and pay the necessary fees.

An application form and additional information can be found elsewhere in the exhibitor kit or manual.

Please note that Permission to Show is only granted for the duration of the show. Proper approval must be obtained after show for any equipment which is to remain in the province of Ontario.

Please note that the Electrical Safety Authority (ESA) inspectors have the authority to order the removal of unapproved electrical equipment from the show.

Portable spotlights

All clamp on types of portable spotlights shall be protected from metal to metal contact by having electrical insulating pads or wrappings permanently attached to the lamp holder clamps.

Where a spotlight may be subject to physical damage, dampness or where lamps may come in contact with combustible material, the spotlight shall be equipped with a guard attached to the lampholder or the handle.

Flexible cords (extension cords) or power bars may only be used for portable lamps or appliances that are of allowable amperage for the size and type of the three conductor cord to be used.

Procedures during set-up and dismantling of shows

All exhibitors are to report to the Marshaling Yard prior to Move-In or Move-Out, except shows using Voyage Control for scheduled Move-In. Exhibitors will be issued a pass to receive authorization to enter the loading area. Access to and flow of vehicles or trucks on exhibition hall floor is limited and controlled. Drivers of vehicles must stand by vehicles at all times with parking lights on.

The idling of trucks while in the loading dock area of the building or on the exhibition hall floor is prohibited. Once unloaded, your vehicle is to be removed from the loading dock immediately.

Crates and packing materials must be removed promptly. The exhibitor is to monitor this activity. Restriction on the use of materials, processes and equipment during set-up and dismantling must be adhered to.

Any type of utility connection (i.e. electrical, audio, video, water, compressed air, steam, etc.) must be carried out by the Licensor's authorized personnel or its appointees. This applies to any and all connections made which are not covered in the Centre's "Electrical Rate Schedule" or "Water Drain or Compressed Air Rate Schedule."

The following equipment and operations are prohibited during show set-up and dismantling:

1. Powered tools and equipment, except material handling equipment, other than electrically powered or air powered.
2. Electrically powered tools and equipment other than those listed by CSA or approved by Ontario Hydro.
3. Portable heating equipment.
4. Welding, cutting, or brazing without special permission from the Metro Toronto Convention Centre Fire Safety Officer.
5. Painting with flammable or volatile paints and finishes.
6. Use of other equipment or operations that increase the risk of life safety.

Fire Regulations for Exhibitors

Ceiling suspended items

1. All items to be suspended from ceilings including signs, displays, light and sound equipment etc., must be approved in advance.
2. Rigging of cable and other hanging devices on or near ceiling electrical buss ducts and conduits is strictly prohibited.
3. All ceiling equipment, material and rigging must be removed immediately upon close of the show.

Emergency procedures

The Metro Toronto Convention Centre is equipped with sophisticated fire protection equipment, including: automatic sprinkler, smoke and heat detection, fire alarm and voice communication systems. Upon your arrival, you should familiarize yourself with the building particularly as to the location of the nearest exit, manual pull station and fire extinguisher.

If you see a fire, activate the nearest fire alarm manual pull station and leave the fire area closing all doors behind you. Do not attempt to fight a fire unless it is small enough to extinguish with one of the portable extinguishers located throughout the building. There are no fire hoses provided for use by occupants.

Metro Toronto Convention Centre emergency number is 8160, or (416) 585-8160.

As a reminder, the Metro Toronto Convention Centre is a smoke free environment. Must be 9 metres (30 ft.) from any entrance or exit from the building.



Fire Safety Reply

Event: _____

Complete and return by: _____

A copy of the Fire Regulations for exhibitors is provided in this manual. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code. In some instances, aspects of your booths **MUST BE APPROVED IN ADVANCE** by Show Management, the Metro Toronto Convention Centre, the Toronto Fire Department and the Building Department.

	YES	NO
1. Exhibit configuration is 1,000 sq. ft. or more	<input type="checkbox"/>	<input type="checkbox"/>
2. Exhibit has roof / mezzanine / second storey	<input type="checkbox"/>	<input type="checkbox"/>
3. Exhibit has a raised platform	<input type="checkbox"/>	<input type="checkbox"/>
4. Exhibit exceeds 12 feet in height	<input type="checkbox"/>	<input type="checkbox"/>
5. Exhibit material exceeds 10,000 lbs. gross weight	<input type="checkbox"/>	<input type="checkbox"/>
6. Exhibit material exceeds 300 lbs. / sq. ft. limit	<input type="checkbox"/>	<input type="checkbox"/>
7. Exhibit has prohibited material	<input type="checkbox"/>	<input type="checkbox"/>
8. Materials / processes / equipment require special permit	<input type="checkbox"/>	<input type="checkbox"/>
9. Exhibit has suspended signs / banners / lights	<input type="checkbox"/>	<input type="checkbox"/>
10. Exhibit has hard wall (in-line booths N/A)	<input type="checkbox"/>	<input type="checkbox"/>
11. Exhibit has motorized vehicle / combustion engine	<input type="checkbox"/>	<input type="checkbox"/>
12. Exhibit contains liquid fuels / natural gas / propane (six weeks notice to process request)	<input type="checkbox"/>	<input type="checkbox"/>
13. Exhibit contains cooking appliances	<input type="checkbox"/>	<input type="checkbox"/>
14. Exhibit contains hazardous material	<input type="checkbox"/>	<input type="checkbox"/>

Note: a) If questions 1 to 4 are answered "Yes" specific floor plans must be submitted
b) If questions 5 to 14 are answered "Yes" specific details must be included

Details:

Notice: All exhibitors must wear protective footwear during move-in/out.

Email completed form and necessary floor plans to:

Metro Toronto Convention Centre
Operations Department
fsr@mtccc.com

Exhibitor / Company Name: _____

Contact Person: _____

Address: _____

Postal Code: _____ Booth #: _____

Telephone #: _____ Fax #: _____

Return completed forms to:

Metro Toronto Convention Centre, Operations Department
255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-8135 | E: fsr@mtccc.com | www.mtccc.com



Emergency Procedures

NORTH AND SOUTH BUILDING
EMERGENCY NUMBER IS (416) 585-8160 OR
8160 FROM CLOSEST HOUSE PHONE

IN CASE OF FIRE EMERGENCY

IF YOU SEE FIRE OR SMOKE

- Leave the fire area immediately by the nearest exit.
- Close doors behind you.
- Activate the nearest fire alarm pull station.
- Leave building by nearest exit.

IN CASE OF FIRE ALARM

IF YOU HEAR A FIRE ALARM ALERT SIGNAL (SLOW BEEPING SOUND)

- Prepare to leave the building.
- Await instructions over the loud speakers (approximately one minute).

IF YOU HEAR A FIRE ALARM EVACUATION SIGNAL (FAST BEEPING SOUND)

- Leave the building via the nearest exit.
- Do not use elevators.
- If you encounter smoke in the stairway, use alternate exits.
- Once outside building, stay clear and do not return until declared safe to do so by the Fire Official.
- Do not attempt to remove vehicles from parking garage or loading docks.
- Follow instructions over loud speakers or from security staff.

Remain calm...Do not use elevators

IN CASE OF A MEDICAL EMERGENCY

- Dial emergency number for security office (416) 585-8160 or 8160 from closest house phone.
- Give exact location.
- Give detailed information of the injury and the cause of the injury.
- Remain in contact with security until emergency personnel have arrived.

FOR NON-EMERGENCY SITUATIONS PLEASE CALL (416) 585-8360 OR 8360

If you require this document in an accessible format, please contact us at (416) 585-8199 or accessibility@mtccc.com.
If you require additional support or an accommodation in the event of an emergency evacuation,
please notify Security upon your arrival to the Centre at (416) 585-8360.



Exhibitors Parking Pass Order Form

In order to arrange for parking service please complete this form:

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

Select one: Mail passes to address above (only orders received 14 days prior to event move-in will be mailed free of charge)
 If alternative address, please contact Exhibitor Services at exhibitor-services@mtccc.com
 Pick up on-site.

(Please indicate number of passes required in the table below) Prices below are in effect as of April 1, 2019 to March 31, 2020.

<p>"Early Bird" rate available online: www.mtccc.com/order</p> <p>Book by MM-DD-YY to receive over 35% discount!</p> <p>Early Bird rates end 14 days prior to the event moving into the building / contracted space and are not specific to exhibitors move-in.</p>	Regular / On-site rate	Dates	License plate
	On-site Rates Start:	Please list dates for parking pass.	Please advise plate #. If unknown enter TBA
	_____ 2-Day @ \$54.00 = \$_____	Valid: _____	_____
	_____ 3-Day @ \$81.00 = \$_____	Valid: _____	_____
	_____ 4-Day @ \$108.00 = \$_____	Valid: _____	_____
	_____ 5-Day @ \$135.00 = \$_____	Valid: _____	_____
	Other: _____ \$ _____	Valid: _____	_____
	GRAND TOTAL: \$ _____	Valid: _____	_____

- All orders with **more than one pass** must be picked up by one main contact person.
- **Multiple** day parking pass rates are available for two or more consecutive days. Multiple day parking passes allow for in / out privileges, starting at 7:00am until 7:00am the following day.
- **One day** parking pass does not allow in / out privileges; one time use only. One day passes are only available to purchase during the early bird time period, no purchase available on-site.
- Parking passes are **non-refundable** and **non-transferable**. The Convention Centre is not responsible for lost passes.
- **Regular parking rates** can be found online at www.mtccc.com/locations/parking-garage-rates/. There are no in / out privileges.
- Rates are subject to change without notice.

There are 1700 garage spaces as follows:

1200 North Building – enter from Simcoe St., south of Front St.W. (clearance 6'3", 1.9 m.)

500 South Building – enter from Lower Simcoe St., south of Bremner Blvd. (clearance 6'6", 2.0 m.)

There is an internal walkway adjoining the buildings.

Parking passes are available on a first come first serve basis.

Where do I pick up my Parking Pass?

Parking passes are to be picked up at the Exhibitor Services counter in the exhibit hall during event move-in / set up. If you are unable to pick up your parking passes during regular service hours, they may also be picked up at the closest Parking Office after the service desk has closed or up to one hour prior to the end of the event. Parking Offices are located at the entrance / exit of the parking garages in the North Building (Level 5A) or the South Building (off of Level 600). The parking passes are required to exit the garage.

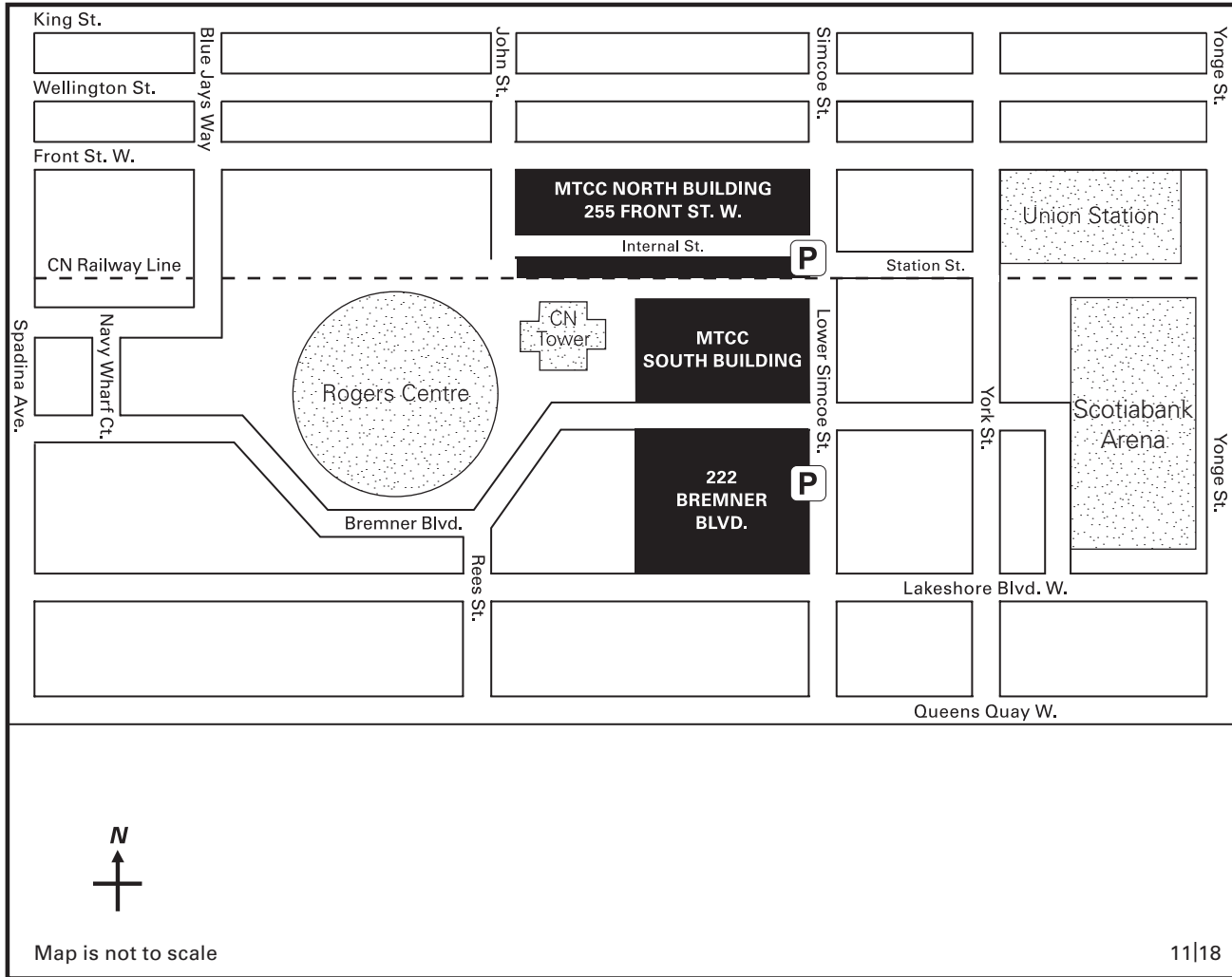
HST# 12140 3141 RT0001

Return completed form to: Metro Toronto Convention Centre, Exhibitor Services

255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-8387 | F: (416) 585-8388 | E: exhibitor-services@mtccc.com | www.mtccc.com

Exhibitors Parking Pass Order Form



The map shows the area around the Metro Toronto Convention Centre (MTCC). Key features include:

- Streets:** King St., Wellington St., Front St. W., Spadina Ave., Blue Jays Way, John St., Simcoe St., Yonge St., Station St., Lower Simcoe St., York St., Lakeshore Blvd. W., Queens Quay W., Bremner Blvd., Rees St.
- Buildings:** MTCC NORTH BUILDING (255 FRONT ST. W.), MTCC SOUTH BUILDING, 222 BREMNER BLVD., Rogers Centre, CN Tower, Union Station, Scotiabank Arena.
- Other:** CN Railway Line, Navy Wharf Ct., Internal St., and two parking areas marked with a 'P' in a circle.

A north arrow is located in the bottom left corner, pointing upwards. Below the north arrow, it says "Map is not to scale".

11|18

Return completed form to: **Metro Toronto Convention Centre, Exhibitor Services**

255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-8387 | F: (416) 585-8388 | E: exhibitor-services@mtccc.com | www.mtccc.com

Booth Cleaning Service Order Form

The Metro Toronto Convention Centre is the exclusive provider of all cleaning services.

In order to arrange for janitorial service please complete this form:

SHOW: _____ SHOW DATES: _____

CONTACT NAME: _____ BOOTH #: _____

COMPANY NAME: _____

ADDRESS: _____ CITY: _____

PROVINCE / STATE: _____ EMAIL: _____

POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____

CREDIT CARD #: _____ EXP. DATE: ____ / ____ NAME ON CARD: _____

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

VISA MASTERCARD AMERICAN EXPRESS

RATES (includes vacuuming, dusting, cleaning of tables and emptying wastebaskets). **Prices below are in effect as of April 1, 2019 to March 31, 2020.**

Rates are subject to change without notice. The rates are based on gross booth area. Prices are in Canadian funds.

Advanced Rate "Early Bird" Discount END: _____ **NOTE:** cleaning will be done prior to show opening on the dates required.

Rate Type	Advanced Rate "Early Bird" Discount	Regular / On-site Rate	Total sq ft	Total Days	Cost (\$)	Required Dates
ONE Clean Only (minimum charge \$42.00)	25 ¢/sq ft	32 ¢/sq ft	x	1 Day = \$		
Daily Cleaning (must be more than one clean)						
under 1000 sq ft	19 ¢/sq ft	23 ¢/sq ft	x	Day(s) = \$		
1001-2500 sq ft	18 ¢/sq ft	22 ¢/sq ft	x	Day(s) = \$		
2501-5000 sq ft	17 ¢/sq ft	20 ¢/sq ft	x	Day(s) = \$		
5001-10,000 sq ft	16 ¢/sq ft	19 ¢/sq ft	x	Day(s) = \$		
10,001 sq ft + over	15 ¢/sq ft	18 ¢/sq ft	x	Day(s) = \$		
Steam Cleaning	23 ¢/sq ft	29 ¢/sq ft	x	Day(s) = \$		
Large Waste Receptacle			\$15/day	x	Day(s) = \$	
Additional waste removal available on request Please provide details below under "Special Requirements" (including number of pickups and booth size) and a quote will be sent to you.						
Additional exhibit cleaning is available (minimum 4 hours) \$57.00/hr x hrs = \$						

Additional charges would be pending for carpet in need of special attention due to food sampling demonstrations, hair, wood, metal shavings, grease or oil.

Special Requirements:

ALL ORDERS MUST BE PREPAID IN FULL

AUTHORIZED CUSTOMER SIGNATURE: _____

DATE: _____ 20____

SUB-TOTAL: _____

HST 13%: _____

TOTAL PAID: _____

HST# 12140 3141 RT0001

Return completed form to: Metro Toronto Convention Centre, Exhibitor Services

255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-8387 | F: (416) 585-8388 | E: exhibitor-services@mtccc.com | www.mtccc.com

Wired Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

**Floorplans indicating the location of services ordered must be provided with order.
 Services ordered without provided floorplans will be installed at back centre of booth.**

**The provision, installation and use of wired routers, wireless routers and access points on the MTCC Network is strictly prohibited.
 Installation of such devices will result in the immediate termination of services ordered.**

Wired Internet Access: \$895 + 13% HST

Advanced rate "Early Bird" discount – \$795
 Early Bird rate ends 14 days prior to event moving into the building / contracted space and is not specific to exhibitors move-in.

- Wired Internet access includes one Cat5 cable installed in the clients booth and includes access for two devices:

Required

Additional Wired Devices: \$150 + 13% HST

There is no advanced rate for Additional Devices
 Client is responsible for supplying network equipment (switch) and cables and installing in booth to provide multiple connections
 Fully qualified Public IPs available upon request.

- Additional devices (one additional device fee needed per device):

Required

MTCC 1X Package - A custom network to facilitate wired and wireless devices to be able to communicate. To be used when mobile devices need to send and receive information to a wired server or printer. Wireless devices must be 802.1x capable. Call or email the Technology Services department for a quote.

Equipment Rental

10/100/1000mb 16 Port Switch \$65.00 ea. +13% HST

Required:

Data Cable (50 foot) \$20.00 ea. +13% HST

Required:

Please indicate any special services required:

IMPORTANT INFORMATION:

- Wired internet orders must be received at least 48 hours prior to event move-in.
- Wired Internet access provides only one network connection into a booth. The customer must provide or rent a hub or switch and cables for additional device connections.
- There are no refunds for orders cancelled after event has commenced, or services installed and not used during an event (no exceptions).
- Prices are based on current rates and are subject to change without notice.
- Claims will not be considered unless submitted by customer prior to the end of the event.

See page 2 of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only

Required services

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Technology Services Department
 255 Front Street West, Toronto, Ontario M5V 2W6

Internet Services Terms and Conditions

1. **Payment Terms:**
 - Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days for Internet – Network Services **PRIOR** to the show / event move-in.
 - Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and / or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
 - Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
 - Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
2. Prices are subject to change without notice.
3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show / event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware / software / set-up / configuration and / or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show / event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show / event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone / data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access shall require either a wireless code, IP address, or per device fee that is assigned by the MTCC Technology Services Department.
18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Internet for all users.
20. **Wireless Services:**
 - Wireless / System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
 - Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
 - Client must provide their own 5 Ghz 802.11 a/n or ac device.
 - Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
 - The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
 - Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
 - Use of routers is not permitted without permission from the Telecommunication Department.
 - Do not activate hotspots from personal devices as this adds to general interference in the area.
21. **Internet service requirements / client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical services for your booth, room, or service location.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
 - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.

Return completed forms to: Metro Toronto Convention Centre, Technology Services Department
255 Front Street West, Toronto, Ontario M5V 2W6



Wireless Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
CONTACT NAME: _____ BOOTH #: _____
COMPANY NAME: _____
ADDRESS: _____ CITY: _____
PROVINCE / STATE: _____ EMAIL: _____
POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such devices will result in immediate termination of the services ordered.

Wireless Internet Access

First Access Code: \$395 + 13% HST

Additional Access Codes: \$150 + 13% HST

Connection to the MTCC internal wireless network requires a wireless enabled device that has a web browser.

One wireless access code is required per device

Codes can only be used by one device at time.
Codes are transferable.

Wireless should not be ordered for devices that will be contained within an enclosed structure

Due to general interference in the 2.4 Ghz (b/g/n) radio band, it is required that devices be set to use the Wi-Fi protocols in the 5 Ghz (a/n, ac) radio band.

Required

Important Information:

- Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires clients to use 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
- The MTCC requires that clients have administrative rights to all devices that will be connected to the MTCC network
- Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
- Use of routers is not permitted without permission from the Technology Services Department
- Do not activate hotspots from personal devices as this adds to general interference in the area

Equipment Available for Purchase

(if required and subject to availability)

5 Ghz Wireless Adapter for Windows laptops

\$75.00 ea. +13% HST

(must have administration rights to device)

Required:

Please indicate any special services required:

There are no refunds for orders cancelled after show has commenced, or services ordered are not used during an event (no exceptions). Prices are based on current rates and are subject to change without notice. Claims will not be considered unless submitted by customer prior to the end of the event.

See page 2 of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only

Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____
Network:	Assignment:	Required services

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Technology Services Department

255 Front Street West, Toronto, Ontario M5V 2W6

Internet Services Terms and Conditions

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 - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical services for your booth, room, or service location.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
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Return completed forms to: Metro Toronto Convention Centre, Technology Services Department
255 Front Street West, Toronto, Ontario M5V 2W6

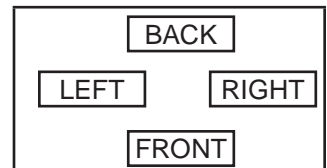
Telecommunication Services Order Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____ / ____ NAME ON CARD: _____
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

**For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.
 Please retain a copy of your order form as credit card receipts will not be provided.**

Please indicate the approximate location of service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation / floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening



Basic Analog Telephone Service - Dial "7" for an outside line

Basic Analog service is suitable for Telephone, Fax, Modem or Credit Card/Debit Authorization Machines

\$225.00 + 13% HST

Advanced rate "Early Bird" discount – \$200.00

"Early Bird" rate ends 14 days prior to event moving into the building / contracted space and is not specific to exhibitors move-in.

Please Indicate Amount of Lines Needed For Type of Service Required

# Required	Long Distance Allowed	# Required	Local Calling Only
<input type="text"/>	(Credit Card # or \$500 deposit required per line)	<input type="text"/>	

Please enter quantity in box for any equipment for special services you require

Equipment Rental		Special Services	
<input type="text"/> Basic Telephone Handset	\$15.00 + 13% HST	<input type="text"/> Voice Mail Box	\$20.00 + 13% HST
<input type="text"/> Handsfree Telephone	\$60.00 + 13% HST	<input type="text"/> Basic Line Features i.e.. Hunting	\$20.00 + 13% HST
<input type="text"/> Polycom Conference Unit	\$160.00 + 13% HST	<input type="text"/> Jack Extension - Same Number	\$100.00 + 13% HST

Basic Analog Telephone Service Local Calling Only can be used for Toll Free Services.

Lost or Damaged Equipment is subject to replacement or repair charges.

All Long distance calls and other Telco services including directory assistance will be charged at the prevailing rate plus handling.

There are no refunds for orders canceled after show has commenced.

There are no refunds for services installed and not used during an event (no exceptions).

Prices are based on current rates and are subject to change without notice.

Claims will not be considered unless filed by customer prior to end of show.

See reverse of this form for full list of terms and conditions

Metro Toronto Convention Centre Use Only

Date Received:	Payment Received:	Payment by: Credit Card: _____	Cheque #: _____	PO#: _____
Phone Number:	Assignment:	Required services		

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Technology Services Department

255 Front Street West, Toronto, Ontario M5V 2W6

Telecommunication Services Terms and Conditions

1. **Payment Terms:**

- Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days **PRIOR** to event move-in for Telecommunication Services.
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- Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
- Refunds for overpayment will be processed by the MTCC's Accounting Department 15-30 days after the show's closing date.
- Order form prices do not include Local Taxes. Taxes will be included on the final bill.

2. Prices are subject to change without notice.

3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.

4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**

5. All claims/disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**

6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).

7. Notification of cancellation must be in writing and received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.

8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.

9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.

10. Telephone service is contracted for actual show days only. Telephone Service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the MTCC Technology Services Department of any special requirement(s).

11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.

12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone/data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the MTCC Technology Services Department. Additional fees will apply to extend service(s) to booth.

13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.

14. Any equipment that is found to be causing disruptions to any part of the MTCC's infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.

15. **Long Distance, Directory Assistance and Toll Free Calling:**

- The Exhibitor is responsible for all long distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
- A surcharge of 20% will be added for all charges that are incurred on your assigned phone number(s).
- Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, directory assistance and calling card calls. All other "1+" or "0+" dialed calls on these lines are restricted.

Should you have any questions please call the Technology Services Department at (416) 585-3596.

Return completed forms to: Metro Toronto Convention Centre, Technology Services Department

255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-3596 | F: (416) 585-8275 | E: telecommunications@mtccc.com | www.mtccc.com



Exhibitor Catering

Exhibitor Catering – Terms and Conditions

Exclusivity:

- The Metro Toronto Convention Centre (MTCC) is the exclusive supplier of Food & Beverage services. No other products can be brought into our building, this includes bottled water.
- A more extensive menu is available on our website at www.mtccc.com or please call a Catering representative at (416) 585-8144.
- To ensure availability of menu items, we encourage you to place your order two (2) weeks prior to your scheduled event.

Billing and Cancellations:

- Upon receipt of the order, a Service Order confirmation will be sent to you for approval and signature. All orders must be prepaid in full to be considered as confirmed.
- Any orders received within three (3) business days are subject to a 15% surcharge.
- Should any orders be cancelled with less than five (5) business days of notice, the total amount of the order will be charged fully.
- All menu prices are subject to change at any time; this also includes administrative charges and sales tax.
- Full payment of the total estimated food and beverage and signed contract (BEO) is due at least one (1) week prior to the first scheduled food function.
- Event pre-payments of less than \$5,000.00 can be processed by credit card. All other payment must be by company cheque or wire transfer.
- On-site orders will require payment by credit card.

Employees, Service and Labour:

- Catering employees will deliver food and beverage, service, and clean related areas.
- Catering personnel are not permitted to perform any non-food service related duties or act as badge checkers or ticket takers.
- On-site orders are subject to additional banquet labour charge of \$180.00 per delivery.
- All prices are quoted in Canadian dollars, subject to 18% administrative charge, 13% HST. An administrative charge (18%) is added to your bill for this catered event / function (or comparable service). 6.65% of the total amount of this charge is used to defray the cost of house expenses and will be maintained by the MTCC. 11.35% of the total amount of this administrative charge is distributed to employees providing the service including servers, bartenders and porters.
- A designated banquet attendant can be arranged through the Catering Department, and the cost is \$45.00 / hour, minimum 4-hour shift.
- For all booth deliveries, compostable and disposable utensils are included in the menu prices. Additional charges may apply for tables, linen, chinaware and glassware.

Instructions:

- Step 1** Download and save this PDF to your work station.
- Step 2** Complete the Contact and Billing Information form as well as credit card information (page 2)
- Step 3** Set the quantity for the desired menu items to calculate totals for each item, and to generate a grand total (Page 3-8)

- Step 4** Save the completed file electronically.
OR
Print, complete manually and scan the form.
- Step 5** Email the completed form to catering@mtccc.com

Please discuss any specialty orders with the Catering Department (416) 585-8144



Exhibitor Catering – Contact and Billing Information

Booth #: _____

Show: _____

Company Name: _____

Contact Name: _____

Address: _____

City: _____ Province / State: _____ Postal Code / ZIP: _____

Telephone: _____ Email: _____

BILLING INSTRUCTIONS: ☐ Cheque ☐ Credit Card* ☐ Wire Transfer

*Credit cards accepted only for orders under \$5,000.

☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

CREDIT CARD #: _____ EXP. DATE: ____ / ____ NAME ON CARD: _____
mm yy

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

ONSITE CONTACT NAME: _____ PHONE NUMBER: _____

Delivery Date:	Delivery Time:	Number of People:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Special Instructions:

Exhibitor Catering – Daily Order Form

A-la-Carte Beverages	Quantity	Price	Total
Coffee (gallon)			
Tea (gallon)			
Decaf coffee (gallon)			
Brewed iced tea (gallon)			
Lemonade (gallon)			
Assorted soft drinks			
Bottled water			
Sparkling water			
Bottled juices			
Infused water station (2 gallon) orange-lemon-lime / cucumber-mint			

Specialty Coffee Service	Quantity	Price	Total
Nespresso machine 1-day show* (200 servings per day)			
Additional Nespresso Pods (Case of 50)			
Professional Cappuccino Machine with Barista* (Max. 500 cups per day, 8 hours max)**			

*NOTE: power & labour not included in the above pricing.

**Must supply: floorplan of booth indication location for set up, countertop or table, set up 1 hour prior to the scheduled start time.

From the Bakery / Pantry	Quantity	Price	Total
Breakfast loaf ("quantity"). Select one (1) of the following flavours: - Bergamot lavender, pineapple coconut passionfruit, double chocolate chip			
Scones (dozen). Select one (1) of the following flavours: - Citrus ginger, chai pear, coconut vanilla			
Baby loaves (dozen). Select one (1) of the following flavours: - Cherry lime, vanilla custard or banana, dark chocolate ganache			
Decadent chocolate brownies & blondies (dozen)			
Homestyle cookies (dozen)			
Cupcakes with logo (dozen)			
Cupcakes (dozen)			
Mini French pastries (dozen)			
Mini Muffins (dozen). Select one (1) of the following flavours: - Banana pecan, cinnamon streusel, apple bran, chocolate espresso			
Chewy homestyle powers bars (dozen)			
Whole fruits			
Breakfast bundle (croissant / danish / juice / coffee & tea) (minimum 10 people)			

Exhibitor Catering – Daily Order Form

Pre-packaged Items	Quantity	Price	Total
Kettle chips & sour cream dip (per person)			
Retro ice creams (per dozen)			
Gelato fresco fruit tubes (each)			
Individual bag of popcorn (each)			
Granola & cereal bars (each)			
Individual bag of chips & pretzels (per dozen)			
Individual bag of dried fruits & nuts (per dozen)			
Individual yogurt (per dozen)			

Lunch	Quantity	Price	Total
Assorted Sandwiches* (Max. 3 sandwich types)			
Working Lunch Option #1* (minimum order 30) Soup, 1 salad selection, 3 sandwich selections, dessert, coffee & tea			
Working Lunch Option #2* (minimum order 30) Soup, 2 salad selections, 3 sandwich selections, dessert, coffee & tea			
Working Lunch Option #3* (minimum order 30) Soup, 2 salad selections, 4 sandwich selections, dessert, coffee & tea			
Boxed Lunch* (minimum order 30) 1 salad selection, 3 sandwich selections, dessert			

*Visit www.mtccc.com/food-beverage/lunch/ for details and specify your selections at the end of this form.

Water Service	Quantity	Price	Total
Rental price for water dispenser is per event based on a three day show and begins on the first day of delivery, not the first day of usage. Client to provide power (110 volts, 15 amp)			
Water dispenser			
18.5 litre water jug			

Ice Delivery (conditions apply)	Quantity	Price	Total
Bus pan of ice (25 lbs)			

Platters	Quantity	Price	Total
Selection of Canadian cheeses (20 portions)			
Seasonal market vegetable platter (20 portions)			
Fresh fruit platter (per person, minimum 20 orders)			
Antipasto platter (20 portions)			
Rustic bread display (20 portions)			
Charcuterie platter (20 portions)			

Exhibitor Catering – Daily Order Form

Cold Reception Items (minimum 3 dozen per item)	Quantity	Price	Total
Local blue cheese, roasted apple & onion confit, toasted focaccia (dozen)			
Marinated mushroom salad, charred vegetables, goat cheese, toasted brioche (dozen)			
Asian soft spring roll selection & futomaki (dozen)			
Seafood salad, lemon thyme scone, tarragon mayo (dozen)			
Grilled asparagus, prosciutto, tomato, Parmesan, Caesar crostini (dozen)			
Mini open face Atlantic smoked salmon potato rösti, Boursin cheese (dozen)			
Beef carpaccio, Parmesan feather, caramelized onion & truffle paste on crostini (dozen)			
Mini capresse tomato salads, fior di latte, basil dressing (dozen)			
Shrimp Caesar, spicy clamato mayo, celery salt (dozen)			
Fresh figs, prosciutto cracklings, chocolate dipped walnuts, mascarpone cheese and honey drizzle (dozen)			
Mini charcuterie skewer, cured salami, olive, charred vegetables, baby mozzarella, gremolata (dozen)			

Hot Reception Items (minimum 3 dozen per item)	Quantity	Price	Total
Roasted mushroom, vine tomato & pepper confit, prosciutto, fresco cheese, Italian flatbread (dozen)			
Braised short rib, leeks & smoked Gouda micro Yorkie, pepper scallion salsa (dozen)			
Mediterranean vegetable phyllo tarts, roasted vegetables, goat cheese, spinach (dozen)			
Indian beef kebabs, curry mayo dip (dozen)			
Roasted chicken gyros, red onions, preserved tomato, roasted garlic hummus, mini flatbread wrap (dozen)			
Mini Hogtown peameal slider, red pepper salsa, Jack cheese, herb mayo (dozen)			
Vegetarian spring rolls, Thai chili sauce (dozen)			
Vegetable samosas, tamarind chutney (dozen)			
Local smoked duck skewer, five spice orange maple glaze (dozen)			
Choice of gourmet slider on mini soft brioche bun (dozen): » Buttermilk fried chicken bite with Creole mayo » Tempura pickerel, tarragon tartar sauce, white cheddar » Spiced maple bacon cheeseburger, caramelized onions, grain mustard aioli			
Choice of dim sum with sauces (dozen): » Shrimp har gow » Shumai » Vegetarian Pot stickers			
Asian chicken ball pops, roasted sweet & sour plum sauce (dozen)			
Vegan tempeh 'fish taco', spicy slaw, pickled jalapeños, sesame vegan mayo (dozen)			
Spicy crab cake panko herb crust, smoke tomato aioli (dozen)			

Exhibitor Catering – Daily Order Form

Stations	Quantity	Price	Total
Candy Station (serves 100ppl) Assortment of sweets displayed in a clear bowls Select five (5) of the following: Licorice Nibs, M&M's, gummy bears, yogurt-covered raisins, Jolly Ranchers, Jube Jubes, sour gummy worms, chocolate <i>(Includes displays bowls / jars, scoops and paper candy bags)</i> <i>3x2 feet counterspace required</i>			
Trail Mix Station (serves 100ppl) Selection of nuts and savoury snacks Includes: assorted nuts, pretzel sticks, dried cranberries, yogurt chips, raisins, dark chocolate & banana chips <i>(Includes displays bowls / jars, scoops and bamboo cones)</i> <i>3x2 feet counterspace required</i>			
Chocolate Break (serves 100ppl) Triple chocolate macaron pop, hot chocolate tart, double chocolate éclair, salame di cioccolato <i>4x2 feet counter space required</i>			
Gourmet Snack Bar (serves 100ppl) Fresh kettle chips, salts & dips, Muskoka firewood honey bar nuts, wasabi peas, pretzel rods <i>3x2 feet counter space required</i>			
Retro Ice Cream / Novelty Bar Chest (dozen) Ice Cream Chest included <i>4x3 feet counter space required</i>			
Nacho Bar with Tex-Mex (serves 100ppl) Condiments and dips <i>4x3 feet counter space required</i>			
Housemade Cotton Candy Station (per person / minimum 100ppl) Candy floss, cones, plastic holders, Chef attendant included <i>8x4 feet counter space required</i>			
Housemade Gourmet Popcorn Station (per person / minimum 100ppl) Flavours to include maple, ginger orange, vanilla caramel & a selection of nuts & dried fruits, presented in clear bowls. Chef attendant available at \$55.00 per hour (minimum 4 hours) <i>8x4 feet counter space required</i>			
Carnival Popcorn Cart Machine rental (1 day show)*			
Machine rental (2 day show)*			
Machine rental (3 day show)*			
Popcorn kernels (up to 100 bags x 20 g servings)			
Popcorn kernels (up to 250 bags x 20 g servings)			
Popcorn kernels (up to 500 bags x 20 g servings)			

Exhibitor Catering – Daily Order Form

Stations (continued)	Quantity	Price	Total
Warm Pretzel Cart			
Machine rental (1 day show)*			
Machine rental (2 day show)*			
Machine rental (3 day show)*			
Large soft warm pretzel (each) (minimum order of 50)			
*NOTE: power & labour <u>not</u> included in the above pricing. Requires 110V - 20amp power.			

Labour Charges (minimum 4 hours)	Number of Staff	Total Hours	Price	Total
Booth Attendant				

Host Bar	Quantity	Price	Total
All alcohol sales and consumption in the Metro Toronto Convention Centre is regulated by the Alcohol and Gaming Commission of Ontario (AGCO) and the Metro Toronto Convention Centre is responsible for the administration of those regulations. No alcoholic beverages are allowed to be served by anyone other than a Metro Toronto Convention Centre Bartender. The Convention Centre prohibits exhibitors and event participants from removing alcohol from the premises.			
Featured brands (1 oz)			
Selection of local craft beer (473ml) Steam Whistle Pilsner, Ace Hill Pilsner, Ace Hill Vienna Lager, MacKinnon Brothers Crosscut Canadian Ale			
Selection of imported beer (473 ml) Coors Light, Stella Artois			
Brickworks local cider (473ml)			
Liqueurs (1 oz)			
Classic & curated cocktails (starting from \$10)			
Georgian Bay Vodka Smash			
Wine by the glass			
Sparkling water (300 ml)			
Soft drinks			

Client to supply a 6'x4' work space, trash removal and clean-up, and power for keg units (110V).

*Special order wines, beers and champagnes are sold by the case only and are not based on consumption.

Bartender Charges (minimum 4 hours)	Number of Staff	Total Hours	Price	Total
A bartender is required to distribute all alcoholic beverages.				

Special Instructions:

Subtotal (Admin. Charge applicable) _____

18% Administrative Charge _____

Subtotal (Admin. Charge not applicable) _____

Subtotal _____

13% HST _____

Total (\$CAD) _____

For dietary indicators please refer to our Catering Menu at www.mtccc.com/food-beverage/menu

Totals are estimates only. Your Catering Manager will provide an itemized invoice when confirming your order.



Authorization Request – Sample Food and/or Beverage Distribution

Metro Toronto Convention Centre Corporation (MTCC) has exclusive food and beverage distribution rights within the Convention Centre. Exposition sponsoring organizations and/or exhibitors may distribute **SAMPLE** food and/or beverage products **ONLY** upon written authorization and adherence to ALL of the conditions outlined below.

Please complete this form to request authorization to distribute food or beverages not purchased through the Food & Beverage Department of the Metro Toronto Convention Centre.

General Conditions for Sampling Food & Beverage

- Items dispensed are limited to products **manufactured, processed or distributed** by an exhibiting firm and/or are related to the purpose of the show.
- All items are limited to **SAMPLE SIZE** and must be dispensed/distributed in accordance with **Local Public Health Codes**.
Visit the following link for more information: <http://www.toronto.ca/health/>.
 - Sample or promotional non-alcoholic beverages must be approved by the Catering Department and will be limited to a maximum **4 oz / 118 ml** sample size.
 - Sample food items limited to bite sized (**2x2 inches/5x5cm or 2oz/59gr portions**).
- For sampling questions regarding alcoholic beverages, please contact the Catering Department at **catering@mtccc.com** or call us at **(416) 585-8144**.
- Sponsorships or donations involving Food and/or Beverage products are subject to a **Loss of Revenue Fee** for food and beverage products distributed. This charge is determined based on the product. You may contact us at catering@mtccc.com or (416) 585-8144 to discuss further.
- Samples may be distributed from the exhibiting booth only, and not in any pre-function spaces or public spaces without written consent from the show manager as well as the Metro Toronto Convention Centre.

The Company named below acknowledges they have sole responsibility for the use, servicing or other disposition of all food and beverage items in compliance with all applicable policies and laws in the City of Toronto, Province of Ontario. Accordingly, the Company agrees to fully indemnify and hold harmless the Metropolitan Toronto Convention Centre Corporation from all liabilities, damages, losses, costs, expenses, legal fees and disbursements, penalties or fines resulting directly or indirectly from their use, serving or other disposition of all food and beverage items.

Date: _____ month/day/year Event Name: _____ Booth Number: _____

Company Name: _____ Contact: _____

Office Phone: _____ Mobile: _____ E-Mail: _____

Address: _____ Prov./State: _____ Country: _____ Postal/Zip Code: _____

Event Room / Hall: _____

Item and purpose of distribution (include quantity, portion size, method of dispensing and food vessel used) Please note the exclusion of any of this information may result in a delayed approval process. Matron service or booth cleaning charges may apply.

MTCC USE ONLY:

Approved: Yes ☐ No ☐ MTCC Manager's Signature: _____



BUSINESS CENTRE

**LET US HANDLE ALL
YOUR BUSINESS NEEDS!**



Photocopying



Printing



Office Supplies



**Outbound
FedEx**

HOURS OF OPERATION:

Monday to Friday: 8:00am – 5:00pm

CONTACT US:

North Building | Level 300 (outside Hall C)
(416) 585-8387 | exhibitor-services@mtccc.com

Canada Customs Regulations

Customs Regulations and Customs Bonds

Equipment and exhibits, in most cases, may be brought in free of duties and taxes, provided that, a Customs Broker provides a bond to cover all imports to the show.

Exhibitors not using a Customs Broker may be required to post a deposit, or pay duties and taxes, with Canada Customs.

It is recommended that associations contact a customs broker to have their event recognized with Canada Customs, providing them and their exhibitors an opportunity to obtain maximum benefits.

Material accompanying exhibitors

Hand baggage

If exhibitor staff bring any equipment or display material with them via aircraft, the exhibitor must have with them an equipment list showing description, country of origin and value.

When going through customs at the airport, the exhibitor will declare their goods. If the show is recognized, customs will give them documentation (Customs C6 Form) to give to the customs broker when they arrive at the show. If the show is not recognized, the exhibitor will be required to pay full duties and taxes or post a deposit with customs (direct to customs).

When leaving Canada with the equipment, documentation must be validated by Canada Customs at the airport prior to leaving the country.

Private Vehicle

The United States and Canada have now adopted a mandatory advanced electronic notification system. For this reason, it is recommended that any exhibitors wanting to drive their goods across the border contact a customs broker.

Imported Advertising Material (including give-away samples)

Advertising material including give-away items are free of duties and taxes, provided your event meets certain Canada Customs requirements. Please contact your customs broker to further assist.

Bonded Goods Sold at the Show

Customs Brokers are prepared to handle any release of this type of transaction. The exhibitor or their client must issue payment for duties and taxes on anything that is intended for sale at an event. Your customs clearance provider will assist you in making these payments for these respective clearances.

Exhibitors wishing to contact Canada Customs directly may call:

Canada Border Services Agency
International Exhibitions & Convention Services Program
1980 Matheson Boulevard East
P.O. Box 7000, Station "A"
Mississauga, Ontario L5A 3A4
T: (905) 803-5261
F: (905) 803-5388
E: IECSP-PSEIC_GTA@cbsa-asfc.gc.ca

Rigging / Overhead Work Policy

This policy applies to all overhead work at the Metro Toronto Convention Centre. This policy is also supplementary and/or to compliment other relevant and applicable legislation (such as OHSA), other existing building health and safety policies, and the contractors own policies given to their workers.

- **Rigging installation affixed to any Centre structure is an exclusive service provided by SHOWTECH Power & Lighting**

Worker Competency, Training, and Certification

Workers must have appropriate training and certification in the use of specialized equipment, tools, and the acceptable techniques employed for working at high levels.

- Boom Lifts / Scissor Lifts operation
- Fall Arrest System, safety lines
- Propane handling (if machine is propane powered)
- Chain falls, hoists, winches, rigging apparatus, attachments, load cells etc.
- General knowledge of the Metro Toronto Convention Centre structure, load capacities, attachment points / methods

Workers engaged in any Overhead work activity must be properly outfitted with Personal Protective Equipment (P.P.E.). These may include safety footwear, hard hat, safety glasses, gloves, and fall protection to be used as demanded by the tasks being accomplished.

Workers participating in lifting operations, or in the vicinity of materials handling operations or other mobile equipment, are at all times required to wear safety footwear.

Equipment, Tools and Hanging Components

At all times, small hand tools should be connected via a safety cable that prevents accidental dropping. Portable radios / phones must be sheathed in a secure holster with similar safety hook-up.

Lifting Equipment, such as Booms and Scissor lifts must have current certification demonstrating regular inspection and maintenance.

Chain Hoists, chain falls, steel cables, slings, chokers and all other Rigging equipment are to be regularly maintained, inspected and certified according to governing legislation, manufacturers' recommendations, and good industry practice.

Production components (to be hung in the ceiling from approved Load points or structural framing) including grids, trusses, speaker assemblies etc. must be inspected prior to installation. Annual inspection certificates must be available for load-carrying components.

Rigging / Overhead Work Policy

Control of the Work Area

During the installation / removal of production components onto the Ceiling space, the work area below must be clear of people at all times. A 'ground rigger' must be in place to protect the area using both physical elements (signage, barricades, traffic cones etc.) and vigilance to ensure no one gains access.

Once production components are at 'trim' height (final show position - no more movement) and the remaining overhead work is related to minor adjustments (aiming lights, tying up cable etc.), or when the installation is of lightweight components such as signs / banners, the required level of control of the work area is contingent on the presence of other activity in the area. As a minimum, both signage and traffic cones must be used to warn people of the immediate work area around the lift. If there is significant activity in the vicinity, a 'ground person' must be used to keep people and mobile equipment away from the work area and lift.

Under no circumstances should people be working directly under a boom arm or bucket.

Production Schedule / Rig Plot Approval

A key requirement of a successful and safe workplace is the appropriate scheduling of the work activity.

The Client, its Service Supplier(s) in partnership with the Metro Toronto Convention Centre, must ensure that there exists a detailed production schedule for both Technical set-ups and tear-downs.

The schedule must define both start / stop times of each work group, and also the predecessor / successor relationships. As can be expected, the start of a tear-down schedule may be affected by a late event end and in this case we must always maintain the scheduled activity relationships.

All groups must have the appropriate resources (both people and equipment) on hand to accomplish the work in the allotted timeframe, and abide by the scheduled order of activity.

All groups must provide contact names and mobile telephone numbers for key on-site personnel, for both the set-up and tear down.

Prior to rigging any significant loads in the Metro Toronto Convention Centre structure, the Riggers must verify that a rig plot has been submitted and approved. Rig Plots must be submitted a minimum of 4 weeks prior to move in dates. For additional information, please contact your Event Manager.

Rigging Plots are not required for banners, signs or other small loads that will be installed by SHOWTECH Power & Lighting. Please contact SHOWTECH Power & Lighting at (416) 585-8500 or email Rick Green, Technical Producer, at rgreen@showtech.ca



Helium Authorization Request

_____ agrees to accept full responsibility for all helium filled products used as part of our display or decorations.

It is agreed that no helium balloons will be handed out. All balloons must be secured to a firm base within the display or assigned space.

This responsibility includes the cost to remove all helium products from the show as well as the retrieval of any that escape.

Helium tanks used for this purpose must be removed from the Centre prior to the opening of the show.

Particulars

Event/Show Name: _____

Size of each balloon: in diameter _____

Number of balloons: _____

Description of set up: _____

Please return completed form (signed by Show Manager) to the Event Manager,
Metro Toronto Convention Centre.

Company: _____ Booth Number: _____

Contact Name: _____

Address: _____

Telephone Number: _____ Fax Number: _____

Authorized Signature Date

Show Manager Authorization Date

Metro Toronto Convention Centre Authorization Date



Propane Cylinders, Butane & Natural Gas Appliances

Rules & Regulations for the Indoor Use of Propane Cylinders and Gas Appliances

Written permission must be received from the Metro Toronto Convention Centre 30 days prior to show date.

Ms. Rochelle Thomas
Safety Compliance Manager
255 Front Street West
Toronto, ON
M5V 2W6

Phone: (416) 585-8249
Fax: (416) 585-8125
Email: rthomas@mtccc.com

The following guidelines must be adhered to:

1. Appliances must be approved for indoor use (CSA / UL / ULC) and shall be used for demonstration purposes only;
2. Cylinder capacity must not exceed 20 lbs of propane;
3. A person knowledgeable in the safe operation of the appliance must remain in attendance whenever the appliance is operating;
4. Regular or continuous monitoring (logged every hour) that carbon monoxide in the vicinity of the appliance does not exceed 10 ppm. If carbon monoxide exceeds 10ppm, the appliance should be shut down;
5. Means shall be provided to protect the public from contact with hot surface or open flames;
6. Proper signage to caution public of hot surface required;
7. A 10 lbs BC fire extinguisher must be provided;
8. Main shut off valve to be accessible. Valve to be turned off during non-show hours;
9. Permission must be obtained from the Show Manager;
10. Shall not be used within 50 feet of an exit or exit stairwell. Cylinder to be secured in such a way to prevent tripping, falling and tampering;
11. 5 million liability insurance including the Convention Centre as additionally insured.

Should you agree to abide by these requirements, permission will be granted, provided a signed copy of this letter along with proof of proper liability insurance as outlined in #11, to be returned prior to show move-in.

I agree to the conditions outlined in the Metro Toronto Convention Centre rules and regulations for indoor use of propane cylinders and gas appliances.

Signature: _____ Print Name: _____ Date: _____

Event Name: _____ Company: _____ Booth #: _____

Type of Appliance: _____



Animal Authorization Request

In accordance with the Metro Toronto Convention Centre Operating Guidelines:

This is to certify that _____ will not hold the Convention Centre financially liable for any damages or injuries resulting from a _____ (animal) in the _____ (event/location).

The following rules must be abided by:

1. Final approval will be at the discretion of Licensee.
2. Insurance on behalf of _____ covering minimum comprehensive general liability of \$5,000,000 containing a cross liability clause with Metro Toronto Convention Centre named additionally insured. Approval by the Licensor is subject to receipt of proof of insurance.
3. The animal must be in the building only during the public/trade show times and removed from the Convention Centre property daily.
4. The animal must remain within the booth and must not wander down aisles or in public areas.
5. The animal must be kept in a cage or otherwise held by a leash within the booth and be under full supervision of a keeper at all times while in the Centre.
6. Animals must be treated in accordance with the guidelines of the Ontario Humane Society.
7. _____ assumes full responsibility for all costs related to extra cleaning or damages resulting from the animal.

Please return completed form (signed by Show Manager) to the Event Manager, Metro Toronto Convention Centre.

Company: _____ Booth #: _____

Contact Name: _____

Address : _____

Telephone #: _____ Fax #: _____

Authorized Signature Date

Show Manager Authorization Date

Metro Toronto Convention Centre Authorization Date

Ontario's Electrical Product Approval Requirements

Before an electrical product or piece of electrical equipment is used, sold, displayed or advertised for sale in Ontario, it must be approved by an accredited certification or inspection body. The item must carry the official mark or label of the agency which indicate that the product has been independently assessed for safety. *See the list of recognized marks and labels on the back of this card.*



LOOK FOR THE MARK OR LABEL

before you buy, install or
use an electrical product.



REPORT an unsafe
electrical product to ESA
at [www.esasafe.com/
electricalproducts](http://www.esasafe.com/electricalproducts) or
call **1-877-ESA-SAFE**.

THE LAW

The Ontario Electrical Safety Code and Ontario Regulation 438/07 both require that all electrical products, devices and equipment be approved before they can be sold. These rules define the standards for safe electrical products and electrical installations in Ontario, and when followed, protect the public, workers, contractors and business owners.

Failure to comply with the Code and Regulation is an offence and upon conviction a corporation may be found liable to a fine up to \$1 million and a person or director/officer of a corporation could be fined up to \$50,000 and/or imprisonment of not more than one year.

Installation and connection of unapproved electrical equipment is against the law, puts people at risk and is liable to prosecution.

Recognized Certification Markings



Recognized Component Certification Markings



Recognized Field Evaluation Markings



Recognized Panel-Only Field Evaluation Markings



To view the current marking list, visit the
Electrical Product Safety section at esasafer.com



ONTARIO PROVINCIAL REQUIREMENTS FOR EXHIBITING ELECTRICAL EQUIPMENT AT TRADE SHOWS

The Ontario Electrical Safety Code (Ontario Regulation 10/02) is the provincial regulation that defines the minimum requirements for electrical installations and electrical products in Ontario. The Electrical Safety Authority is responsible for enforcement of the Ontario Electrical Safety Code.

Rule 2-022 of the Ontario Electrical Safety Code requires that any electrical equipment that is being displayed, offered for sale, or used in any show/convention/or similar exhibition SHALL BE APPROVED. At Trade or Consumer shows, unapproved electrical equipment will only be permitted to be displayed (not energized) when the Electrical Safety Authority gives permission through the Permission to Show. Failure to comply with the Ontario Electrical Safety Code could result in charges under the Electricity Act

Electrical equipment is considered approved if it bears the certification mark or Field Evaluation label of an organization that has been accredited by the Standards Council of Canada to approve electrical equipment. If these markings are missing, the equipment is considered to be unapproved. Bulletin 2-7-*22 (*indicates latest version) shows all approved certification marks or Field Evaluation markings accepted in Ontario. Since markings are updated regularly visit our web site at www.esasafe.com (electrical product safety section) for a current listing.

Note - Electrical equipment shall be approved as an assembled unit. The exhibitor is expected to make every reasonable effort to have electrical equipment approved prior to the show.

Permission to Show:

Exhibitors with unapproved electrical equipment that wish to display but not to connect or provide electricity to the equipment, must complete the application for Permission to Show and pay the fee indicated for unapproved electrical equipment that will be displayed but not energized. Exhibitors will be provided with a sales receipt which must be available to inspectors on show site at all times.

The “Permission to show” application does not permit the connection/energization of unapproved electrical equipment.

Permission to Energize – Trade Shows only:

Exhibitors that wish to connect and energize (provide electricity to) unapproved electrical equipment, must complete the application for Permission to Energize and pay the Permission to Energize fee indicated for each piece of unapproved electrical equipment. Exhibitors are not required to complete the application for Permission to Show for the same piece of equipment. The following conditions apply:

1. If no imminent hazards are present, ESA will permit the equipment to be energized “for demonstration purposes only”.
2. A sign/notice will be affixed to the equipment (prominently displayed) indicating “This equipment is not approved for sale in Ontario and is “Energized for demonstration purposes only”. Our ESA Inspectors will provide exhibitors with this notice.
3. The permission to energize is only valid for the duration of the show, and cannot be carried forward or extended for subsequent shows in other cities.
4. The “Permission to Energize” notification allows the equipment to be wired to an available junction box or disconnect as provided by the on-site electrical contractor.
5. Permission to Energize is available for Trade shows only, **not** Consumer shows.



APPLICATION FOR PERMISSION TO SHOW

This application does not permit the connection/energization of unapproved electrical equipment

Please send your completed Application form, together with payment information to:

Fax: 1 (800) 667-4278
Email: esa.cambridge@electricalsafety.on.ca

Mail to: Electrical Safety Authority
400 Sheldon Drive, Unit 1
Cambridge, Ontario N1T 2H9

For more information call: 1 (877) ESA-SAFE (372-7233)

Please provide the following information

COMPANY INFORMATION

COMPANY NAME: _____ ATTENTION: _____

MAILING ADDRESS: _____

CITY: _____ PROVINCE: _____

POSTAL/ZIP: _____ COUNTRY: _____

PHONE: _____ FAX: _____

SHOW INFORMATION

NAME OF SHOW: _____

SHOW LOCATION: _____

ADDRESS: _____

SHOW DATES: Starting: _____ Ending: _____

BOOTH #: _____ CONTACT AT SHOW: _____

LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE SHOWN

Quantity	Manufacturer	Description	Model

The fee is \$60.00 + \$7.80 HST = \$67.80 per booth payable by CHEQUE or CREDIT CARD
Cheques must be in Canadian funds and made payable to: Electrical Safety Authority

If you are paying by credit card please provide the following:

_____ Visa _____ MasterCard _____ American Express

Card Number: _____ Expiry Date: _____

CardHolder Name: _____ Signature: _____

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at www.esasafe.com



APPLICATION FOR PERMISSION TO ENERGIZE TRADE SHOW ONLY (Not Applicable to Consumer Shows)

Please send your completed Application form, together with payment information to:

Fax: 1 (800) 667-4278
Email: esa.cambridge@electricalsafety.on.ca

Mail to: Electrical Safety Authority
400 Sheldon Drive, Unit 1
Cambridge, Ontario N1T 2H9

For more information call: 1 (877) ESA-SAFE (372-7233)

Please provide the following information

COMPANY INFORMATION

COMPANY NAME: _____ ATTENTION: _____
MAILING ADDRESS: _____
CITY: _____ PROVINCE: _____
POSTAL/ZIP: _____ COUNTRY: _____
PHONE: _____ FAX: _____

TRADE SHOW INFORMATION

NAME OF SHOW: _____
SHOW LOCATION: _____
ADDRESS: _____
SHOW DATES: Starting: _____ Ending: _____
BOOTH #: _____ CONTACT AT SHOW: _____

LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE ENERGIZED

Quantity	Manufacturer	Description	Model

The fee is \$139.00 + \$18.07 HST = \$157.07 per piece of equipment
payable by CHEQUE or CREDIT CARD

Cheques must be in Canadian funds and made payable to: Electrical Safety Authority.



If you are paying by credit card please provide the following:

_____ Visa _____ MasterCard _____ American Express

Card Number: _____ Expiry Date: _____

CardHolder Name: _____ Signature: _____

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at www.esasafe.com

Audio Visual & Computer Supplier					
Society of Actuaries Annual Meeting				Audio Visual One, Ltd.	
October 27 - 30, 2019 ~ Toronto, Canada					
Monitor Displays				CUSTOMER INFORMATION	
	Qty	SHOW RATE	TOTAL	Company Name:	
20" LCD Monitor		\$250.00			
32" LCD Monitor		\$375.00			
40" LCD Monitor		\$450.00		Address:	
42" Plasma Display		\$475.00			
50" Plasma Display		\$650.00		City:	
60" Plasma Display		\$1,000.00		State: Zip:	
Shelf for Floor stand		\$20.00		Ordered By:	
Hardware - Floor stand		\$50.00		Phone #:	
Hardware - Wall Mount		\$75.00		Email:	
Hardware - Table stand		\$25.00		ON-SITE INFORMATION	
VGA, HDMI, USB Port (Circle Hookup Option)		\$10.00		Exhibitor Booth #:	
Plasma Display & LCD labor install fee		\$90.00		Rep. Contact Name:	
Audio Equipment				Cell Phone Number:	
	Qty	SHOW RATE	TOTAL	Delivery DATE / TIME:	
70 Watt Sound System with 2 Speakers		\$75.00		Dismantle DATE/TIME:	
UHF Wireless Lavalier Microphone		\$100.00		Ordering Information	
UHF Wireless Hand-held Microphone		\$100.00		Deadline: October 16, 2019	
UHF Wireless Headset Microphone		\$100.00		Orders received after deadline submission add 20% late fee.	
4 -Channel Mixer		\$40.00		Ordering Information	
Video Projection Equipment				Equipment charges are for the length of the tradeshow.	
	Qty	SHOW RATE	TOTAL	Delivery Fee add \$100.00 as listed on order form.	
Sanyo LCD 2200 Lumen Projector		\$250.00		Late fee and Onsite fee add 20% based on sub-total of equipment.	
Sanyo LCD 3300 Lumen Projector		\$285.00		Union Facilities add 20% union fee based on sub-total of equipment.	
Sanyo LCD 5000 Lumen Projector		\$335.00		Cancellations	
6' Tripod Screen		\$45.00		Cancellation of order must be processed 72-hours prior to Delivery Date.	
8' Tripod Screen		\$45.00		Orders received after 72-hour deadline will be processed at full rate.	
Laptops & Accessories				One hundred percent of rental fees apply for any equipment delivered on show-site.	
	Qty	SHOW RATE	TOTAL	Equipment Guarantee	
Laptop Duo Core, 2Gig, DVD-rom		\$200.00		AV1's equipment guarantee is as follows:	
Mouse / Keyboard (Wireless)		\$20.00		AV1 guarantees the equipment when delivered is met satisfactorily to the order you placed with us. If for some reason the equipment ordered	
Blu- Ray DVD Player		\$55.00		needs to be replaced, it will be administered and corrected as soon as possible. Damage Waiver Liability: Exhibitors- A signature is required for delivery of	
HP LaserJet 4000N Printer		\$150.00		AV1 equipment ordered. Signing for equipment, implies that any damages to	
Video Walls / LED Displays / Mac Computers				equipment rented through AV1 is the sole responsibility of the exhibitor and must be	
Conference & Meeting Room Equipment				settled within 30-days of show close.	
Computer Labs / Cyber Cafes					
				AUDIO VISUAL ONE, Ltd.	
				Erica Cross-Show Services Coordinator	
				724 Crepe Myrtle Circle	
				Apopka, Florida 32712	
				407.666.5382 ph. - 407.880.0736 fx.	
				ecross@audiovisualone.com	
				All orders will be processed within 48-hours of receipt.	
				Please email to confirm that your order is being processed.	
				Your Nationwide AV & Computer Rental Supplier!	

5675 McLaughlin Road, Mississauga, ON L5R 3K5
Tel: 905.283.0550 Toll-Free: 1.855.746.9832 Fax: 905.283.0551
MTCC SHOWTECH Tel: 416.585.8109 Email: info@showtech.ca

Services We Offer

SHOWTECH POWER & LIGHTING is proud to be the exclusive supplier of the following services at the Metro Toronto Convention Centre.

- ✓ Rental lighting
- ✓ Temporary electrical services
- ✓ Sign and banner hanging (as per show management's rules and regulations)
- ✓ Mechanical services (such as compressed air, water lines, drains, sinks, etc.)

SHOWTECH looks forward to working with you and making your event experience a success.

Pricing

ADVANCE PRICING: October 10, 2019	To take advantage of our advance price, all completed forms and <u>full payment</u> must be received on or before this date.
REGULAR PRICING: Oct. 11 - 24, 2019	Regular prices will be charged after the advance pricing date has passed and up until the first day of event move-in.
ON-SITE PRICING: October 27, 2019	All orders received on the first day of event move-in through the completion of the event will be subject to on-site pricing. On-site pricing begins on this date.

Payment Options

SHOWTECH POWER & LIGHTING offers the following payment options. Please note that all exhibitors are responsible for payment of the applicable sales tax for the event in which they are participating.

Credit card:	Visa, Mastercard and American Express are accepted. The Credit Card Authorization form must be completed in full and returned to SHOWTECH (form is included in this kit).
Cheque:	Cheques will only be accepted if received by the advance pricing date. Make cheques payable to SHOWTECH.
Bank transfer:	The Electronic Funds/Wire Transfer form must be completed in full and returned to SHOWTECH. To request this form, email info@showtech.ca . Bank fees will be charged for this service.

Privacy Policy

SHOWTECH POWER & LIGHTING respects your privacy. Your personal data will be used by SHOWTECH POWER & LIGHTING, a tradename of GES Canada Limited, only in accordance with the Privacy Policy published at <https://www.ges.com/ca/privacy-policy>. The Terms permit us to retain your order information to better service your future needs and to communicate with you via electronic communications. You may opt-out of receiving emails as provided in the Privacy Policy. If you provide personal information on behalf of another individual, you represent that you have all the authority and a lawful basis to enable us to collect, use and disclose such personal information as described in our Privacy Policy.



Online Orders

Please visit www.showtech.ca, choose "Order for Your Show" and follow the on-screen instructions. Please note that not all shows are available for online ordering.



Email Orders

Please return completed forms to info@showtech.ca



Get Assistance

If you need assistance or require additional information, please contact us.

Tel: 905.283.0550
Toll-Free: 1.855.746.9832
Email: info@showtech.ca

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Electrical

1. The Metro Toronto Convention Centre voltages are 600/120/208 volts 3 phase. Please check with your technical coordinator to see if your machines are compatible with these voltages. If so, you will save on costs.
2. All other voltages are available from SHOWTECH with the use of a transformer. Transformers must be placed within your booth space so please allow for the transformer when you do your floor plan/layout. Approximate size can be provided by SHOWTECH (contact our office at 416.585.8109).
3. Transformers will be required on 208 volt connections greater than 30 amps.
4. 600 Volt connections do not require a transformer.
5. The Metro Toronto Convention Centre has floor ports.
6. Power will be distributed by SHOWTECH from floor ports and exterior walls. Power can be dropped from the ceiling if required (additional charges apply). To order power, go to www.showtech.ca to order online.
7. If you have an island booth, please indicate a main power drop location on SHOWTECH's Booth Layout Form and submit the form with your Electrical & Lighting Order Form. We will distribute outlets from that location.

Ontario's Electrical Safety Authority (ESA) requires that all machinery that will be displayed and/or powered up during an event must be approved by the ESA before show opening. **Click here** for Recognized Certification Markings. Exhibitors are responsible to obtain "Permission to Show/Energize" from the ESA directly. SHOWTECH cannot apply or be responsible for this permission. To obtain the ESA "Permission to Show-Energize Application", go to <https://www.esasafe.com/consumers/permits-and-inspections/inspection-forms> to apply for permission from the ESA. Apply as soon as possible to avoid on-site complications.

Mechanical

1. Compressed air pressure is approximately 110 PSI and available anywhere in the facility by ordering from SHOWTECH. Please use the SHOWTECH's Mechanical Order Form to order this service.
2. The Metro Toronto Convention Centre has floor ports.
3. In the **North Building** (Halls A,B,C), air lines, water lines, natural gas and drains are available from floor ports.

In the **South Building** (Halls D,E,F,G) air lines are distributed from the ceiling; water lines and drains are available from floor ports.
4. Only 1/2" air lines can be run under carpet in booths.
5. If you have an island booth, please submit the Booth Layout Form with your Mechanical order indicating where you would like the services to be located within your booth space.
6. Water pressure is approximately 50 PSI and available anywhere in the facility by ordering from SHOWTECH's Mechanical Order Form.
7. If you require hot water for your booth, an electric hot water tank will need to be installed by SHOWTECH within your booth space. Please plan accordingly and notify us in the Special Requirements space on the bottom of the Mechanical Order Form or call for assistance (416.585.8109).
8. Natural gas is available in the North building (Halls A, B, C) only. Please check with SHOWTECH (416.585.8109) or Show Management as soon as possible if you require natural gas.

SHOWTECH POWER & LIGHTING contact information:
Tel: 416.585.8109
Email: info@showtech.ca

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 Tel: 905.283.0550 Toll-Free: 1.855.746.9832 Fax: 905.283.0551
 MTCC SHOWTECH Tel: 416.585.8109 Email: info@showtech.ca

Did you know?

- Borrowing power from an adjoining booth is NOT permitted. Sharing your neighbour's power may overload the circuit.
- Check the rating nameplate on the back or bottom of your equipment/device to determine your total electrical needs.
- Order 24-hour outlets if you require your power to remain energized overnight (i.e. for refrigerators, freezers, aquariums, etc.).
- All equipment/devices must be approved for use by a recognized certification agency (i.e. CSA, ULC). Approval markings can be found on the rating nameplate located on the back or bottom of the equipment/device.
- All equipment/devices must have a 3-wire grounded cord, minimum of #14 gauge wire.
- A Ground Fault Circuit Interrupter (GFI) must protect all 120 volt electrical equipment/devices within 6 feet of a water/liquid source.

Where can electricity be supplied in my booth?

1. **Back of Booth:** Power supplied at the back of your booth. Location is determined by SHOWTECH. This is the most popular option.
2. **Specific Booth Locations:** Power supplied at specific locations in your booth. SHOWTECH will place power cords under the carpet to each location specified on your Booth Layout Form (this form is included in this kit). If the booth layout form is not provided, SHOWTECH will place the outlet(s) at our discretion.
3. **Overhead:** Power supplied above the booth. If power is required for a tower, signage suspended from the ceiling, etc., SHOWTECH will drop the power cord(s) from the ceiling to the location(s) specified on your Booth Layout Form (form is included in this kit).

Which electrical outlet do I need?

To determine your electrical needs, simply add together the wattage of each device that will require power in your booth. You will find a nameplate located on the back or bottom of each device, showing the wattage information. The total wattage indicates which outlet to order.

For example, if a laptop requires 400 watts, a monitor requires 150 watts and a cell phone charger requires 50 watts, you will need a total of 600 watts. Option 1 is the correct choice.

1. 1500 Watt, 12 amp, 120 volt outlet with 2 plugs
Examples include a laptop, computer monitor, cell phone charger, television or printer.
2. 1500 Watt, 12 amp, 120 volt outlet with 2 plugs, 24 hours
For equipment/devices requiring continuous power, such as a small household fridge or freezer.
3. 1800 Watt, 15 amp, 120 volt outlet
Examples include a hair dryer, curling iron or toaster oven.
4. 2400 Watt, 20 amp, 120 volt outlet
Examples include a popcorn maker, hot plate or industrial coffee maker.

Do you offer 208 volt electrical services?

Yes. See the attached Electrical & Lighting Order Form for standard 208 volt electrical services up to 60 amps. Other voltages and amps are available upon request. Please check the nameplate on your equipment to confirm voltage, amps/watts/hp/kw and phase. Contact SHOWTECH at least three weeks prior to the event's move-in date for quotations.

What else do you offer?

- In addition to 120 volt and 208 volt electrical service connections, we offer various voltages: 230/240 single and three phase and 380/460/480/600 three phase.
- 15 Ft extension cords are available for rent if an outlet has also been ordered.

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Lighting Captures Your Audience's Attention

Adding lighting to your booth attracts the attention of your audience, helps create a desired ambience and can highlight important areas of your display. SHOWTECH is pleased to offer these rental lighting options.

Ceiling Mounted Lighting



LED White Light Fixture (LLEDOH)

- Pure white light, emulates daylight
- Energy efficient
- Equivalent light output to a 1,000 watt quartz floodlight
- Covers up to a 10' x 10' area
- Coverage is dependent on venue and mounting height of fixture
- Ideal for booths with cars, trucks, jewelry and items with very bold colours



Source 4 Par Light Fixture (L575S4)

- Clean, bright and efficient
- Warmer tone light
- Equivalent light output to a 1,000 watt quartz floodlight
- Covers up to a 10' x 10' area
- Coverage is dependent on mounting height of fixture
- Ideal for booths with furniture, fabrics, clothing and artwork.

Hard Wall Booth Lighting



24 Watt, LED Black Arm Light Fixture (LLEDA)

- Pure white light, ideal for highlighting clothing, jewelry, art and graphics
- Attaches to a hard wall
- Equivalent light output to a 200 watt quartz arm light
- Cooler than traditional lighting



3 Ft Track with 3 – 24 Watt LED Light Fixtures (LT3150)

- Clean and attractive lighting system
- Pure white light, excellent way to accent any product
- Equivalent light output to a 450 watt quartz floodlight
- Attaches to a hard wall or header sign

Floor Lighting



8 Ft Telescopic Stand with 2 – 24 Watt LED Light Fixtures (L2150)

- Pure white light with clean lines
- Excellent way to highlight a focal point in your booth
- For optimum lighting, fixture is placed in the front corner of booth
- Equivalent light output to a 400 watt halogen bulb

Advance Price Until: October 10, 2019**Regular Price: Oct. 11 - 24, 2019****Exhibitor Information**Booth #: _____ Company: _____ Contact Name: _____
Address: _____ City: _____ Prov/State: _____ Postal/ZIP: _____
Email: _____ Phone: _____ Fax: _____**Credit Card Information**

I understand that SHOWTECH will charge any outstanding fees after show closing to this credit card.

Please sign below to confirm order and accept the Terms and Conditions (see last page of this kit):

Name (Print): _____ Signature: _____ Date: _____

☐ Visa ☐ Mastercard ☐ Amex

Card Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Cardholder Name (Print): _____ Expiry Date: ____/____ Code: _____

Cardholder Signature: _____ Today's Date: _____

Cardholder Billing Address (if different from above):

Address: _____ City: _____ Prov/State: _____ Postal/ZIP: _____

Email: _____ Phone: _____ Fax: _____

Confirm Order

To ensure we have received your complete order, please check off the forms you are sending to us.

- ☐ Electrical & Lighting Order Form
☐ Mechanical Order Form
☐ Sign & Banner Hanging Order Form

Note: Not all forms/services are available for all events.

**Online Orders**Please visit www.showtech.ca, choose "Order for Your Show" and follow the on-screen instructions. Please note that not all shows are available for online ordering.**Email Orders**Please return completed forms to info@showtech.ca**Get Assistance**

If you need assistance or require additional information, please contact us.

Tel: 905.283.0550
Toll-Free: 1.855.746.9832
Email: info@showtech.ca

Advance Price Until: October 10, 2019

Regular Price: Oct. 11 - 24, 2019

Exhibitor Information				
Booth #: _____		Company: _____		Contact Name: _____
Address: _____		City: _____	Prov/State: _____	Postal/ZIP: _____
Email: _____		Phone: _____	Fax: _____	

Electrical Outlets – 120 Volt				
Qty	Description	Advance Price	Regular Price	Total
Power Supplied at Back of Booth (No Booth Layout Form Required)				
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs (E1500)	\$179.00	\$251.00	
	1800 Watt, 15 amp, 120 volt outlet (E15A)	\$213.00	\$298.00	
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs – 24 hours (E150024)	\$271.00	\$379.00	
	2400 Watt, 20 amp, 120 volt outlet (E20A)	\$288.00	\$403.00	
Power Supplied at Specific Booth Location(s) (Booth Layout Form Required)				
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs (E1500U)	\$220.00	\$308.00	
	1800 Watt, 15 amp, 120 volt outlet (E15AU)	\$256.00	\$358.00	
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs – 24 hours (E150024U)	\$315.00	\$441.00	
Power Supplied Overhead (Booth Layout Form Required)				
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs (E1500V)	\$220.00	\$308.00	
	1800 Watt, 15 amp, 120 volt outlet (E15AV)	\$256.00	\$358.00	
	1500 Watt, 12 amp, 120 volt outlet with 2 plugs – 24 hours (E150024V)	\$315.00	\$441.00	
Power Accessories				
	15 Ft extension cord (E15)	\$24.00	\$24.00	

Electrical Services – 208 Volt				
(Other Connections Available Upon Request)				
	208 Volt, 1 phase, 15 amp (CS208115)	\$341.00	\$477.00	
	208 Volt, 1 phase, 20 amp (CS208120)	\$372.00	\$521.00	
	208 Volt, 1 phase, 30 amp (CS208130)	\$516.00	\$722.00	
	208 Volt, 3 phase, 30 amp (CS208330)	\$712.00	\$997.00	
	208 Volt, 3 phase, 60 amp (CS208360)	\$999.00	\$1399.00	

Rental Lighting				
Qty	Description	Advance Price	Regular Price	Total
Ceiling Mounted Lighting				
	LED white light fixture (LLEDOH)	\$320.00	\$448.00	
	Source 4 par light fixture (L575S4)	\$295.00	\$413.00	
Hard Wall Booth Lighting				
	24 Watt, LED black arm light fixture (LLEDA)	\$114.00	\$160.00	
	3 Ft track with 3 – 24 watt LED light fixtures. Header sign required. (LT3150)	\$232.00	\$325.00	
Floor Lighting				
	8 Ft telescopic stand with 2 – 24 watt LED light fixtures (L2150)	\$146.00	\$204.00	

Special Requirements (Electrical and/or Lighting)			
Qty	Description	Quote	Total

Subtotal	
13% HST (applicable on all items)	
Total (Canadian funds)	
	HST #: 104060264RT0001

Important – Read Carefully	
1. SHOWTECH reserves the right to adjust orders not calculated accurately or received after the Advance Price deadline date. 2. Orders placed on-site (i.e. during move-in) will be charged 10% additional to the Regular Price. 3. To order online, visit www.showtech.ca and choose "Order for Your Show". To email orders, return completed forms to info@showtech.ca. 4. Orders will only be accepted if paid in full. 5. To pay by credit card, the "Credit Card Authorization" form must be completed in full and returned to SHOWTECH along with your order forms. See page 5 of this kit. 6. To pay by cheque, make cheque payable to SHOWTECH. Cheques will only be accepted if received by the Advance Price deadline date. 7. To pay by bank transfer, request the Electronic Funds/Wire Transfer form by emailing info@showtech.ca. Bank fees will be charged for this service.	
Please sign below to confirm order and accept the Terms and Conditions (see last page of this kit):	
Name (Print): _____	Signature: _____ Date: _____

5675 McLaughlin Road, Mississauga, ON L5R 3K5
Tel: 905.283.0550 Toll-Free: 1.855.746.9832 Fax: 905.283.0551
MTCC SHOWTECH Tel: 416.585.8109 Email: info@showtech.ca

Booth #:
SOA Annual Meeting & Exhibit
October 27-29, 2019
8103-57148 (E)

Advance Price Until: October 10, 2019 Regular Price: Oct. 11 - 24, 2019

Exhibitor Information			
Booth #:	Company:	Contact Name:	
Address:	City:	Prov/State:	Postal/ZIP:
Email:	Phone:	Fax:	

Sign & Banner Information

1. To receive a quotation, please complete this section and email to info@showtech.ca or fax to 416.585.8255. For assistance, contact our SHOWTECH site office at 416.585.8109.
2. Please check your Exhibitor Manual for any show restrictions and obtain necessary approvals from Show Management **PRIOR** to requesting a quotation.
3. All signs or supports must be hung by SHOWTECH prior to aisle carpet placement. All attachments (i.e. sign hanging, support drops) to the facility's ceiling must be completed by SHOWTECH. Large/heavy items must be installed prior to booth set-up.
4. It is your responsibility to ensure the structure of the sign/supported item is designed according to safety codes and assembled by your team before being rigged by SHOWTECH. SHOWTECH does not assemble signs, ceiling structures, etc.
5. Exhibitors must provide all rigging points in advance. SHOWTECH will hang according to your instructions and is not responsible if your sign/supported item does not withstand the rigging points provided by you.
6. Upon show closing, exhibitors must remain in their booths until signage can be removed by SHOWTECH and collected by the exhibitor. SHOWTECH is not responsible for loss or storage of signage at show completion.

Overhead View Of Sign/Banner Location

Back of Booth

Front of Booth

Please Complete the Following Section:

1. Number of signs: _____
2. Height of sign (↑): _____ ☐ Feet ☐ Inches
3. Width of sign (↔): _____ ☐ Feet ☐ Inches
4. Weight of sign: _____ lbs.
5. Shape of sign: _____
(Example – Banner, 3D square, 3D triangle, 3D circle)
6. Height from floor to bottom of sign (↑): _____
7. Material of sign: _____
8. Is power required?: ☐ Yes ☐ No If yes, amps/volts: _____
9. Has this sign been hung before at the MTCC?: ☐ Yes ☐ No
If yes, which show: _____

Quotation Estimate

Sign Estimate	
Power Cost for Sign	
13% HST	
Total Estimate (Canadian funds)	

Quote Prepared By _____

Important – Read Carefully

1. SHOWTECH reserves the right to adjust orders not calculated accurately or received after the Advance Price deadline date.
2. Orders placed on-site (i.e. during move-in) will be charged 10% additional to the Regular Price.
3. To email orders, return completed forms to info@showtech.ca.
4. Orders will only be accepted if paid in full.
5. To pay by credit card, the "Credit Card Authorization" form must be completed in full and returned to SHOWTECH along with your order forms. See page 5 of this kit.
6. To pay by cheque, make cheque payable to SHOWTECH. Cheques will only be accepted if received by the Advance Price deadline date.
7. To pay by bank transfer, request the Electronic Funds/Wire Transfer form by emailing info@showtech.ca. Bank fees will be charged for this service.

To proceed with sign & banner hanging services, submit this order form and full payment. Sign below to confirm acceptance of the quote and acceptance of the Terms and Conditions (see last page of this kit):

Name (Print): _____ Signature: _____ Date: _____

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Tel: 905.283.0550 Toll-Free: 1.855.746.9832 Fax: 905.283.0551
MTCC SHOWTECH Tel: 416.585.8109 Email: info@showtech.ca

Exhibitor Information	Instructions
Booth #: _____ Company: _____ Email: _____ Phone: _____ Fax: _____ Contact Name: _____	<p>Use the grid below to indicate placement of SHOWTECH services.</p> <ol style="list-style-type: none"> 1. Draw bold lines to indicate the outline of your booth. For a 10' x 10' booth, 1 square = 1 foot. For a 20' x 20' booth, 1 square = 2 feet. Etc. 2. Indicate the orientation of your booth using surrounding booth numbers and/or event landmarks (e.g. entrance, exit, stage, aisle number, etc.). 3. For power placed at specific booth location(s) or overhead, draw a "U" for undercarpet booth location and "O" for overhead. 4. For Source 4 par light or LED white light fixtures, draw arrows (→) to indicate the light direction. 5. For sign/banner hanging, draw a line to indicate sign placement.

- **This form is required:** If you are ordering services to be placed at specific booth location(s) or overhead, submit this form along with your completed order form(s) to ensure proper placement of services in your booth.
- **This form is not required:** If you are ordering services to be placed at the back of the booth, location is determined by SHOWTECH.

Please complete the following:

1. Booth type: ☐ Inline (booth with aisle on 1 side) ☐ Peninsula (booth with aisle on 3 sides) ☐ Island (booth with aisle on all 4 sides)
2. Booth dimensions: _____

BACK OF BOOTH										Adjacent Booth or Aisle Number: _____									
FRONT OF BOOTH										Adjacent Booth or Aisle Number: _____									

General

1. The Venue reserves the right for it and/or its designees to inspect any equipment and materials that an exhibitor may desire to connect to the Venue's power sources or use while in the facility.
2. Only an authorized SHOWTECH tradesperson is permitted to connect to any of the Venue's electrical or mechanical sources.
3. No electrical or mechanical equipment shall be restarted after failure until an authorized SHOWTECH tradesperson has found and corrected the cause of the malfunction.
4. All material and equipment supplied by SHOWTECH shall remain the property of SHOWTECH. Exhibitors are responsible for SHOWTECH material and equipment associated with the exhibitor's booth, and shall compensate SHOWTECH in the event of damage or loss.

Ordering and Payment

5. Order forms must be received with full payment by the Advance Price deadline date to qualify for the Advance Price. Orders received after the Advance Price deadline shall be charged the Regular Price. Orders received during Show Move-In will be charged the On-site Price.
6. SHOWTECH conducts an installation audit of power supplied to all exhibits. Exhibitors using power not ordered from SHOWTECH will be required to pay On-site Pricing for electrical service to continue. Exhibitors exceeding power consumption ordered will be required to pay for additional consumption. Power may be disconnected pending receipt of full payment. A reconnection fee of \$40.00 will be required.
7. Failure to provide all the necessary information requested on a SHOWTECH order form may result in service installation delays.
8. SHOWTECH accepts payment in the following manner:
 - a. In Country Payments: By VISA, MasterCard, and American Express. Cheques will be accepted if received by the Advance Price deadline.
 - b. Out of Country Payments: By SHOWTECH accepted credit card, money order, or bank transfer. For bank transfers, Exhibitors are responsible for any wire transfer bank processing fees.
9. Orders that do not include payment will be regarded as incomplete and will not be processed. Purchase orders are not considered payment.
10. On-site orders MUST be paid by a SHOWTECH accepted debit or credit card. Cheques will be accepted for on-site orders only if it is a certified cheque.
11. Additional and/or special electrical/mechanical services are available on request and shall be supplied at an hourly rate charged for labour plus materials used. Labour charges are subject to a 1 hour minimum. Rates quoted by SHOWTECH are in Canadian funds and include installation, service while in use, and removal.
12. REFUNDS/CANCELLATIONS.
 - a. If services have already been provided at the time of cancellation, original charges will apply.
 - b. No refunds will be issued on unused outlets or lights installed as ordered.
 - c. Refund requests based on service quality will not be considered unless the Exhibitor has notified a SHOWTECH representative of a problem with our service or product on-site prior to Show close.
 - d. No refund will be issued on services that require advance planning, i.e. special electrical circuits, transformers, special lighting, and non-electrical items.
 - e. Full refund will be issued on items listed on a SHOWTECH order form if SHOWTECH receives a cancellation notice in writing **on or before** the Advance Price deadline date.
 - f. A 50% refund will be issued on items listed on a SHOWTECH order form if SHOWTECH receives a cancellation notice in writing **after** the Advance Price deadline date.
13. THIRD PARTY ORDERS (EXHIBITOR APPOINTED CONTRACTORS). Exhibitors are ultimately responsible for payment of SHOWTECH services, even if an Order Form is submitted by its Exhibitor Appointed Contractor. If an Exhibitor Appointed Contractor submits an Order Form but fails to pay in full prior to move-in time, the SHOWTECH service ordered will not be provided until full payment is received.

Electrical

14. In-line and peninsula outlets are installed at the back of booth. If you require outlets elsewhere, extension cords will be available at SHOWTECH'S service area for a nominal charge. There will be a surcharge for outlets/feeders fed under carpets (see Electrical & Lighting Order Form).
15. Island booth outlets will be placed in one main location per exhibitor's booth layout submitted on a SHOWTECH Booth Layout Form. If Exhibitor does not provide a booth layout to SHOWTECH, then the outlets will be installed at location determined at SHOWTECH's discretion.
16. Each day of the Show, all electrical power will be turned off approximately 1 hour after the Show closes, and turned on the next day approximately 1 hour prior to Show opening. If you require power on a 24-hour basis, please indicate this requirement in the space provided on the Electrical & Lighting Order Form. There may be additional charges for 24-hour service.
17. Wall, column and permanent building receptacles are not part of the booth space. Exhibitors utilizing these receptacles will be charged for their use.
18. Sharing power from an adjoining booth is not permitted.
19. All electrical connections, installation, industrial connections or any electrical operating equipment must conform to all Canadian Standards Association requirements and the Canadian Electrical Code. The use of two wire ungrounded extension cords are prohibited. Extension cords must be 3-wire grounded cords, minimum of #14 gauge wire.
20. All electrical equipment must have a nameplate attached showing the operating voltage, phase, hertz, ampere/wattage/horsepower/kilowatts and full load current and Canadian Standards Association or Electrical Safety Authority approval sticker. **Click here** for Recognized Certification Markings.
21. SHOWTECH is not responsible for damages or expenses incurred due to power surges, spikes or loss of power. Exhibitors are encouraged to supply their own surge protection equipment.
22. A Ground Fault Circuit Interrupter (GFI) must protect all 120 volt electrical equipment and devices within 6 feet of a water/liquid source. It is the exhibitor's responsibility to supply their own GFI.

Electrical Safety Regulations

23. The Electrical Safety Code requires that any electrical equipment being displayed, offered for sale or used in any show, convention, or similar exhibition SHALL BE APPROVED by the Electrical Safety Authority ("ESA"). Without this approval, SHOWTECH cannot provide electrical services. For further information, review the ESA's webpage for Electrical Safety at <https://www.esasafe.com/business/product-safety/> or call the ESA's customer service center at 877.372.7233.

Mechanical

24. All mechanical equipment must have a nameplate attached thereto showing approval by the applicable Provincial Authority.
25. All installations and connections to be made to the Venue's sources of natural gas, compressed air, water and all connections to drains, must be made by an authorized SHOWTECH tradesperson.
26. Mechanical services are only turned on during Show hours.
27. It is the responsibility of the Exhibitor to ensure that all pollutants, hazardous wastes, contaminated water etc. are disposed of by a Government Licensed firm for the appropriate waste product.

Personal Data

28. SHOWTECH will not disclose Exhibitors' account information for any third party commercial use. Exhibitor represents it has authority to provide SHOWTECH with the personal information it discloses hereunder, and consents to the collection, use, and disclosure of personal information by GES Canada Limited for purposes set forth in its Privacy Policy published at <https://www.ges.com/ca/privacy-policy>. Exhibitors may opt-out of future electronic communications using the contact information published in the Privacy Policy.