

**EXHIBITOR  
MANUAL**

*Canada's National Coffee & Tea Show*

# TORONTO

**September 23 & 24, 2018 ■ The Toronto Congress Centre**

Hall AB ■ 650 Dixon Road, Toronto, ON M9W 1J1

THE CANADIAN  
**COFFEE & TEA**  
SHOW™  
[coffeeteashow.ca](http://coffeeteashow.ca)

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# Welcome

Dear Exhibitor,

Thank you for choosing to exhibit at this year's [Canadian Coffee & Tea Show](#). Enclosed is your Exhibitor Manual. The information that follows contains all of the necessary information that you will need to successfully prepare for the show and install your exhibit.

Please read the following information carefully as it will save you time, money and unnecessary stress at the show.

Please reference the [Suppliers Forms List](#) (page 6) for a complete directory of services and supplies that you may need for your exhibit. Please review this list and ensure that you have completed and returned all of the necessary forms before the suggested deadlines.

## Key Contacts

### **Show Management** - EnsembleIQ

20 Eglinton Ave. W.

Toronto, ON M4R 1K8

Tel: 416.256.9908 / 877.687.7321

Fax: 888.889.9522

### **Vice President / General Manager**

Michael Cronin

Tel: 416.256.9908 x1001

Email: [mcronin@ensembleiq.com](mailto:mcronin@ensembleiq.com)

### **Operations**

Helen Hubbs

Tel: 416.256.9908 ext. 1013

Email: [hhubbs@ensembleiq.com](mailto:hhubbs@ensembleiq.com)

### **Marketing Coordinator**

Alessandra Rebelo

Tel: 416.256.9908 ext. 1426

Email: [sbeamish@ensembleiq.com](mailto:sbeamish@ensembleiq.com)

### **Exhibit Sales & Sponsorship**

Steve Beamish

Tel: 416.256.9908 ext. 1024

Email: [sbeamish@ensembleiq.com](mailto:sbeamish@ensembleiq.com)

### **Director of Marketing**

Alexandra Voulu

Tel: 416.256.9908 ext. 1012

Email: [avoulu@ensembleiq.com](mailto:avoulu@ensembleiq.com)

### **Director, Conference Programming**

Barry Fitzgerald

Tel: 416.256.9908 ext. 1011

Email: [bfitzgerald@ensembleiq.com](mailto:bfitzgerald@ensembleiq.com)

### **Events Coordinator**

Myriam Bentoumi

Tel: 416.256.9908 x 1015

Email: [mbentoumi@ensembleiq.com](mailto:mbentoumi@ensembleiq.com)

## Show Location

### The Toronto Congress Centre

Hall A-B South Building

650 Dixon Rd, Etobicoke, ON M9W 1J1

## Move-in/Move-out Information

### Exhibitor Move-in & Set-up:

Saturday, September 22: 12:00pm – 8:00pm

Sunday, September 23: 8:00am – 11:00am\*

**\*Please note:** all items that are brought in on Sunday, September 23 must be hand-carried only; **dollies or hand carts are NOT permitted** on the aisle carpet.

### Exhibit tear-down and move-out:

Monday, September 24: 5:00pm – 11:00pm\*\*

**\*\*All display materials must be completely removed from The Toronto Congress Centre prior to 10:00pm on Monday, September 24, 2018.**

Any articles left in the hall past 11:00pm will be removed and stored by Lange Transportation and Storage Ltd. at the exhibitor's expense. EnsembleIQ, The Toronto Congress Centre and Lange Transportation will not be responsible or liable for any loss or damage to articles removed after the deadline.

**NOTE: No persons under the age of 16** shall be permitted in the exhibit hall or loading dock area during the move-in, show days or move-out days.

Move-in / set-up:	Sat. Sept 22	12:00pm – 8:00pm
Hand-carry move-in only*:	Sun. Sept 23	8:00am – 11:00am
<b>* No dollies or hand carts allowed</b>		
Trade show hours:	Sun. Sept 23	12:00pm – 5:00pm
	Mon. Sept 24	11:00am – 5:00pm
<b>Extended Show Hours!</b>		
Move-out / Dismantle†:	Mon. Sept 24	5:00pm – 10:00pm
<b>† Please have all carriers check-in by 6:00pm on Monday, September 24</b>		

**\*SHOW MANAGEMENT STRONGLY ADVISES YOU NOT TO LEAVE YOUR VALUABLES UNATTENDED AT ANY TIME DURING MOVE-IN/SET-UP OR MOVE-OUT/TEAR DOWN\***

## Booth Space & Exhibits

### WHAT IS INCLUDED WITH MY BOOTH SPACE?

#### **Pipe & Drape:**

The drape colour for the show will be **BLACK**.

#### **Materials Handling:**

The Exhibit Space Rate includes material handling up to 5,000 lbs.

Please contact **Lange Transportation** at **905.362.1290/800.668.5687** if your exhibit material exceeds this weight.

### WHAT IS NOT INCLUDED WITH MY BOOTH SPACE

**Floor Covering:** All exhibits **must** have carpeting or equivalent flooring (e.g. tile, hardwood, vinyl, etc.) completely covering the visible floor in your exhibit space. Carpet may be rented from Freeman Show Services (please refer to the [Carpet Rental Order Form](#)). Please note that all floor covering must remain within the dimensions of your contracted booth space.

**Adhesive Tape:** Acceptable floor adhesives in the facility are poly-coated cloth tape or gaffer's tape. The only acceptable double sided carpet tapes are Renfrew #174 or Shur-Tape #642. Vinyl, foam, and packing tape are prohibited in the facility.

**Please note:** ANY EXHIBITOR THAT USES ANOTHER TYPE OF TAPE WILL BE CHARGED FOR TAPE REMOVAL

**Electrical Services:** If your exhibit requires electricity, be sure to order this service from Showtech (please refer to the [Electrical Services Request Form](#)).

**Booth Accessories:** If your exhibit requires furniture (e.g. tables, chairs, counters, shelving, etc.) or other accessories (e.g. plants, etc.) you may bring your own or order these directly from Freeman (please refer to the [Furniture & Accessories Rental Order Form](#)).

**Booth Cleaning Request:** If your exhibit requires cleaning you may order this service from the Toronto Congress Centre (please refer to the [Booth Cleaning Order Form](#)).

**Waste Bins:** Exhibitors that are sampling food or beverages are required to rent (from Freeman Show Services – [Furniture & Accessories Rental Order Form](#)) or provide their own garbage bin of sufficient size to hold the waste that that is created from sampling. If a garbage bin is not provided, show management will order one on your behalf and charge your account.

## Suppliers Forms List

Please review the following checklist to ensure that you have ordered all necessary show services and submitted all mandatory forms by the deadlines specified.

**All COMPULSORY forms are marked with an asterisk \***

**Canadian Coffee & Tea Show Forms** are to be filled out and returned by **August 20, 2018**.

**Suppliers Forms** are to be returned directly to show service supplier, if applicable.

<u>Form Name</u>	<u>Supplier</u>	<u>Due Date</u>	<u>Completed</u> <input checked="" type="checkbox"/>
Be sure to return these forms by the date specified in order to avoid paying premium rates and surcharges.			
<a href="#">* Compulsory Exhibitor Forms</a>	Canadian Coffee & Tea Show	<b>Aug 20, 2018</b>	
<a href="#">* Move-in Questionnaire</a>	Lange	<b>Aug 10, 2018</b>	
<a href="#">Food Sample Form</a>	TCC	Aug 20, 2018	
<a href="#">Exhibitor Insurance Application</a>	Brokers Trust Insurance	Aug 31, 2018	
<a href="#">Hotel Reservations</a>	Radisson Suites	Aug 21, 2018	
<a href="#">Freeman Full Exhibitor Package</a>	Freeman	Aug 31, 2018	
<a href="#">Carpet</a>	Freeman	Aug 31, 2018	
<a href="#">Furniture and Accessories</a>	Freeman	Aug 31, 2018	
<a href="#">Exhibitor Booth Rentals</a>	Freeman	Aug 31, 2018	
<a href="#">Signs and Graphics</a>	Freeman	Aug 31, 2018	
<a href="#">Installation and Dismantle</a>	Freeman	Aug 31, 2018	
<a href="#">Hotel Reservations</a>	Crowne Plaza	Aug 30, 2018	
<a href="#">Showtech Full Exhibitor Package</a>	Showtech	Sept 7, 2018	
<a href="#">Electrical &amp; Lighting Order Form</a>	Showtech	Sept 7, 2018	
<a href="#">Sign/Banner Hanging Order Form</a>	Showtech	Sept 7, 2018	
<a href="#">Mechanical Order Form (air, gas, water)</a>	Showtech	Sept 7, 2018	
<a href="#">AV Rental</a>	Exhibitor AV	Sept 12, 2018	
<a href="#">Internet Order Form</a>	Freeman AV	Sept 12, 2018	
<a href="#">Exhibitor Booth Cleaning</a>	TCC	Sept 14, 2018	
<a href="#">Catering Menu</a>	TCC	Sept 14, 2018	
<a href="#">Live Animal Agreement &amp; Waiver</a>	TCC	as required	
<a href="#">Booth Security Request</a>	TCC	upon request	
<a href="#">Lead Retrieval Scanner</a>	CONEXSYS	Sept 14, 2018	
<a href="#">Advance Show Receiving</a>	Lange	Aug 31, 2018	
<a href="#">After Show Warehousing</a>	Lange	Aug 31, 2018	
<a href="#">Exhibitor Ice Delivery</a>	TCC	Sept 20, 2018	
<a href="#">Exhibitor Water Order Form</a>	Canadian Coffee & Tea Show	Sept 7, 2018	
<a href="#">Showcase Rental Order</a>	Lange	Aug 31, 2018	
<a href="#">Transportation Services</a>	Lange	as required	
<a href="#">Customs Clearance</a>	Lange	as required	
<a href="#">Permission to Show Energize</a>	ESA	as required	

## Official Show Suppliers

Show Supplier	Contact Information	Telephone/Fax/E-mail
<b>AV Rental:</b>	*Follow shortly*	
<b>Booth Cleaning:</b> Toronto Congress Centre – Infrastructure Department	650 Dixon Rd. Toronto, ON M9W 1J1	Tel: 416.245.5000 Fax: 416.245.3046 <b>Contact:</b> Mila Semenova <a href="mailto:buildingaesthetics@torontocongresscentre.com">buildingaesthetics@torontocongresscentre.com</a>
<b>Customs Provider:</b> Lange Transportation	3965 Nashua Drive Mississauga, ON L4V 1P3	Tel.: 905.362.1290 Toll free: 800.668.5687 Fax: 905.362.1285 <b>Contact:</b> Dion Burt <a href="mailto:dionb@lanageshow.com">dionb@lanageshow.com</a>
<b>Electrical, Lighting &amp; Mechanical Services:</b> SHOWTECH Power & Lighting	5675 McLaughlin Rd Mississauga, Ontario L5R 3K5	Tel: 905.283.0550 Tel: 416.244.4899 (onsite) Fax: 905.283.0551 <b>Contact:</b> Mandy Hawerchuk <a href="mailto:mhawerchuk@showtech.ca">mhawerchuk@showtech.ca</a>
<b>Exhibitor Show Services (exhibit rentals, signs, etc):</b> Freeman	61 Browns Line Toronto ON M8W 3S2	Tel: 416-252-2420 Fax: 416-252-2365 <b>Contact:</b> Exhibitor Services <a href="mailto:freemantorontoes@freemanco.com">freemantorontoes@freemanco.com</a>
<b>Hotel Accommodations:</b> Radisson Hotel Toronto Airport	640 Dixon Rd. Toronto, ON M9W 1J1	Tel: 416.242.7400 Toll free: 800.333.3333  <a href="#">Click here for details</a>
<b>Hotel Accommodations:</b> Crowne Plaza Toronto Airport	33 Carlson Ct Toronto, ON M9W 6H5	Tel: 416.675.1234 Toll free: 877.859.5899  <a href="#">Click here for details</a>
<b>Insurance Broker:</b> Brokers Trust Insurance Group Inc.	2780 Hwy 7, Suite 103 Concord, ON L4K 3R9	Tel: 905.695.2971 Fax: 866.296.4199 <b>Contact:</b> John Neo <a href="mailto:info@exhibitorinsurance.com">info@exhibitorinsurance.com</a>

Show Supplier	Contact Information	Telephone/Fax/E-mail
<b>Internet Access :</b> Freeman AV	2365 Matheson Blvd E Mississauga, ON L4W 5B3	Tel: 905.366.9200 Fax: 905.366.0274 <b>Contact:</b> Ashfaq Mollick <a href="mailto:ashfaq.mollick@freemanco.com">ashfaq.mollick@freemanco.com</a>
<b>Lead Retrieval Services:</b> CONEXSYS Registration Ltd.	7050-B Bramalea Rd. Suite 34 Mississauga, ON L5S 1S9	Tel: 905.405.8415 Fax: 905.405.9870 <b>Contact:</b> Troy Bell <a href="mailto:troy@conexsys.com">troy@conexsys.com</a>
<b>Move-in Schedule/ Special Forklift Services:</b> Lange Transportation & Storage Ltd.	3965 Nashua Dr. Mississauga, ON L4V 1P3	Tel: 905.362.1290 Toll free: 800.668.5687 Fax: 905.362.1285 <b>Contact:</b> Dion Burt <a href="mailto:dionb@langeshow.com">dionb@langeshow.com</a>
<b>Registration - Attendees :</b> EnsembleIQ	20 Eglinton Ave. W. Suite 1800 Toronto, ON M4R 1K8	Tel: 877.687.7321 ext. 1015 Fax: 888.889.9522 <b>Contact:</b> Myriam Bentoumi <a href="mailto:mbentoumi@ensembleiq.com">mbentoumi@ensembleiq.com</a>
<b>Registration - Exhibitors :</b> EnsembleIQ	20 Eglinton Ave. W. Suite 1800 Toronto, ON M4R 1K8	Tel: 877.687.7321 ext. 1013 Fax: 888.889.9522 <b>Contact:</b> Helen Hubbs <a href="mailto:hhubbs@ensembleiq.com">hhubbs@ensembleiq.com</a>
<b>Signs &amp; Graphics:</b> Freeman	61 Browns Line Toronto ON M8W 3S2	Tel: 416-252-2420 Fax: 416-252-2365 <b>Contact:</b> Exhibitor Services <a href="mailto:freemantorontoes@freemanco.com">freemantorontoes@freemanco.com</a>
<b>Sign Hanging:</b> SHOWTECH Power & Lighting	5675 McLaughlin Rd Mississauga, Ontario L5R 3K5	Tel: 905.283.0550 Tel: 416.244.4899 (onsite) Fax: 416.244.6356 <b>Contact:</b> Mandy Hawerchuk <a href="mailto:mhawerchuk@showtech.ca">mhawerchuk@showtech.ca</a>
<b>Transportation &amp; Warehousing:</b> Lange Transportation & Storage Ltd.	3965 Nashua Dr. Mississauga, ON L4V 1P3	Tel: 905.362.1290 Toll free: 800.668.5687 Fax: 905.362.1285 <b>Contact:</b> Dion Burt <a href="mailto:dionb@langeshow.com">dionb@langeshow.com</a>



## Travel & Accommodation

### HOTEL

There are two official hotels providing accommodation for the 2018 Canadian Coffee & Tea Show.

#### **The Radisson Suite Hotel Toronto Airport**

640 Dixon Rd, Toronto ON M9W 1J1  
416-242-7400

#### **Book before August 21, 2018 to qualify for the special group rate.**

The Radisson Suite Hotel is located adjacent to The Toronto Congress Centre.

Rates for single/double occupancy:

**Traditional King Suite: \$162.00** (plus applicable taxes)

Includes complimentary internet & dedicated free transportation to/from the Airport.

Parking is \$14/day with in/out privileges.

To book your accommodations by phone, please call 1-800-333-3333. When calling, ensure that you identify yourself as a member of **The Canadian Coffee & Tea Show** in order to receive the preferred rate.

To book online, please follow the link <https://www.radisson.com/coffee>

#### **Crowne Plaza Toronto Airport**

33 Carlson Rd, Toronto ON M9W 6H5  
416-675-1234

#### **Book before August 30, 2018 to qualify for the special group rate.**

The Crowne Plaza is located down the street from The Toronto Congress Centre.

Rate for single/double occupancy:

**Modern Room: \$135.00** (plus applicable taxes)

Includes complimentary internet, free shuttle to/from the Airport and 15% food discount in the restaurant and lounge. Parking is \$8/day with in/out privileges.

Book online: <https://aws.passkey.com/gt/213553368?gtid=5bf11e4bdddcd026cc5391a4afa9d509>

Book by phone: **416-675-4276** Please identify yourself as a member of **The Canadian Coffee & Tea Show (Group Code: CCT)** in order to receive this preferred rate.

Book by email: [salesadmin2@cptayyz.com](mailto:salesadmin2@cptayyz.com).



The Canadian Coffee & Tea Show Exhibitors/Attendees Beware!

Convention Housing Services Actively Misleading exhibitors and attendees

Whether you're an exhibitor or planning to attend The Canadian Coffee & Tea Show, please don't unwittingly fall prey to the company Convention Housing Services. They are contacting exhibitors and attendees implying that they officially represent this venue. The Canadian Coffee & Tea Show is not associated with this company. Convention Housing Services is not a travel agent for this event and The Canadian Coffee & Tea Show does not endorse, cooperate or collaborate in any manner whatsoever with this organization. We strongly recommend that you exercise careful due diligence in doing business with this agency.

## **AIRFARE**

We have appointed Air Canada as the official Canadian airline of The Canadian Coffee & Tea Show in Toronto.

[Book online](#) to reserve your flight and receive a 10% discount on regularly priced airfares (does not apply to Tango fares or seat sales). Simply enter our convention number in the "Promotion Code" field when you are making your online booking.

Promotion Code: **9FCUQZ41**

Applicable Travel period to the following city: Toronto YYZ (ON)

The travel period begins Sunday, September 16, 2018 and ends Monday, October 01, 2018.

## **CAR RENTAL**

Hertz is pleased to provide exhibitors of the Canadian Coffee & Tea Show an exclusive convention rental code.

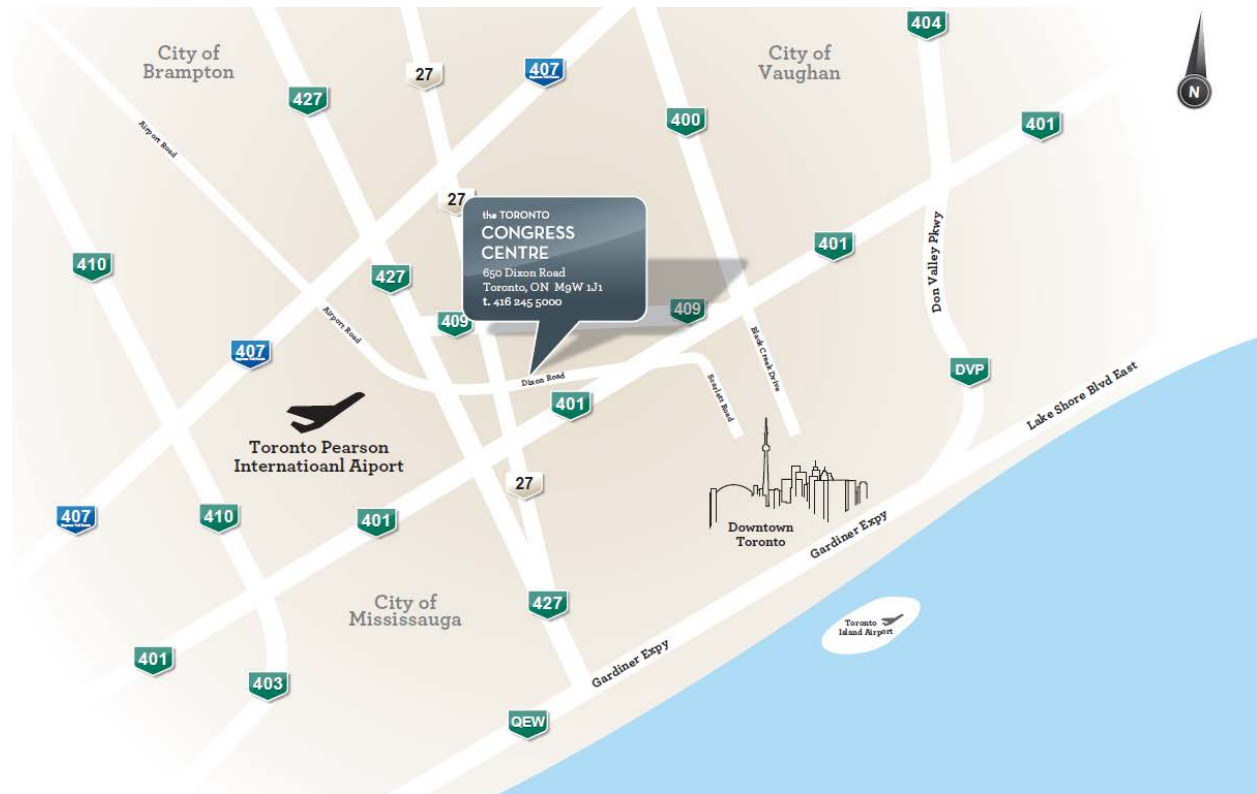
[Book online](#) to take advantage of special conference rates, which include unlimited kilometres.

The exclusive code is active and ready for reservation bookings.

Please call 1-800-654-2240 to make a reservation quoting **CV#0243Z0034**

Rates are available from all Canadian locations throughout 2018.

## Directions to the Toronto Congress Centre



The Toronto Congress Centre has posted comprehensive directions to their facility online.

Please visit <http://www.torontocongresscentre.com/attending/directions/>

Or call **416-245-5000** for more information on getting to the Toronto Congress Centre.

## Shipping information & labels

DIRECT shipments **should not** arrive at the Toronto Congress Centre prior to **Sept 22** and should be labeled as follows:

### EXHIBITING COMPANY NAME (BOOTH #)

Attention: Lange Receiver

The Canadian Coffee & Tea Show  
 Toronto Congress Centre, Hall AB (South Building)  
 650 Dixon Rd. Toronto, ON M9W 1J1

\_\_\_\_\_ of \_\_\_\_\_ Pieces

\*International Exhibitors\*

NOTIFY LANGE TRANSPORTATION FOR CUSTOMS CLEARANCE ASSISTANCE.

Please refer to the [‘Customs – General info’](#) section of this manual for more information.

## Advance shipping and warehousing

Advance shipments are to be received by Lange no later than **September 19, 2018 before 12pm (noon)**.

ADVANCE shipments arriving at Lange Transportation & Storage Ltd’s warehouse prior to the move-in date will be accepted and charged to the exhibitor based on the advance receiving rates. Exhibitors who use Lange Transportation will have their material automatically priority-scheduled to the site. If you require advance warehousing you must complete the [Lange Advance Show Receiving Order Form](#) and label your shipment as follows:

### EXHIBITING COMPANY NAME (BOOTH #)

The Canadian Coffee & Tea Show  
 c/o **Lange Transportation**  
 3965 Nashua Drive Mississauga ON, L4V 1P3  
 Attn: Dion Bert

Tel: 905.362.4348      Fax: 905.362.1285      [dionb@langeshow.com](mailto:dionb@langeshow.com)

## Deliveries & marshalling area

There is a truck marshalling yard at the Toronto Congress Centre located in the northwest parking lot.

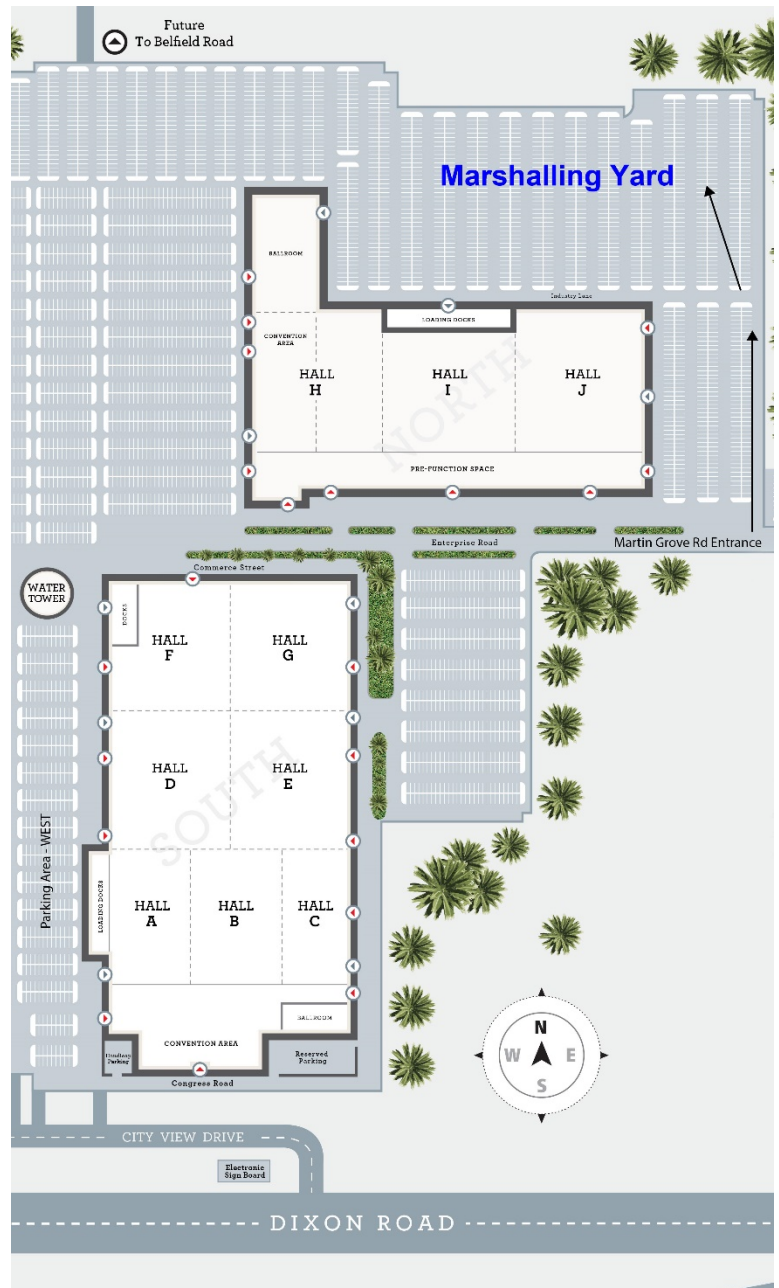
### PROCEDURE

1. All vehicles 5 tons and over will use the entrance/exit off Martin Grove Road, north of Dixon Road.
2. An attendant will be posted at the gate to direct drivers into the marshalling yard.
3. The marshalling attendant will assign the order of vehicles based on the move-in schedule provided by Lange Transportation.
4. As space becomes available, the driver will be directed to the loading docks.
5. A dock master will be on site to control traffic flow in and out of the loading docks.

**\* NO VEHICLES MAY BE LEFT ON-SITE OVERNIGHT\***

Please note the following important delivery rules:

- i. Materials that are improperly labelled will be considered questionable and will not be accepted either before or during move-in dates.
- ii. Materials will only be accepted during the move-in dates and times for the event.
- iii. Vehicles must vacate the loading area immediately after unloading. Non-compliance will result in your vehicle being tagged and/or towed.



## Customs – general info

EnsembleIQ has partnered with Lange Transportation (our official customs provider) to make bond arrangements with Canada Customs for all imported equipment, supplies and exhibits for this show. Exhibitors who do not use the official customs broker will be required to post their own bond and cash deposit with Canada Customs.

Please contact Lange Transportation (800.668.5687) for all of your customs related questions. You may also refer to the [Customs Clearance Form](#) which will give you all the information you need for your customs clearance.

### **PRINTED MATERIALS AND PRIZES/GIVEAWAY ITEMS**

Canada Customs requires full payment of duties and taxes on all printed materials (including advertisements) and items for giveaways/prizes. All material not used or consumed may be exported under customs supervision and a 100% drawback of duties and taxes will be refunded to the exhibitor. Please notify the broker of any such returns prior to show closing as special documents must be prepared for export and Canada Customs officers at the show must examine the returning material.

### **USA EXHIBITORS**

Please contact the official customs broker if you are a USA exhibitor who plans to ship equipment/supplies to the show that are NOT of USA origin. You must complete a special form to ensure the easy return of goods after the show.

Shipments originating from outside Canada must be sent to a bonded warehouse at least 7 days prior to show move-in to allow for customs clearance. Should you require this service please contact our official supplier, Lange Transportation.

### **SALE OF BONDED GOODS AT THE SHOW**

There are also specific customs regulations regarding the sale of bonded goods at the show. If these regulations are not complied with, the goods will be removed at the exhibitor's expense at the close of the show move-out to a bonded warehouse for subsequent tax payments and clearance.

# Health & safety best practice guidelines for the exposition industry in Canada<sup>1</sup>

## ROLES & RESPONSIBILITIES: EXHIBITORS

### As an employer:

- Must establish a health and safety policy and program for the organization as required by local health and safety legislation.
- Ensure their employees comply with all required safe work practices.
- Ensure that, where reasonably applicable, any employees appointed as supervisors have been adequately trained in local health and safety legislation and have a good understanding of the industry hazards & controls as it relates to their Show.
- Ensure that employees have been properly trained to carry out all their job tasks safely as required.
- Educate themselves on local health and safety legal requirements, hazards and controls related to the show.
- Review all health and safety documentation provided by the Show Organizer, and ensure it is communicated to all personnel (including any Contractors) that will be involved in the show.
- Become familiar with first aid and emergency evacuation procedures and ensure they are communicated to all personnel/Contractors that will be involved in the show on their behalf.
- If hiring any Contractors to install/dismantle their booth they must ensure the Contractors are competent and aware of all required safe work practices and comply with them.
- Monitor and enforce safe work practices of any personnel/Contractors working at their booth.
- Comply with all the Safety rules and precautions as directed by the Show Organizer.
- Must not access crate storage areas unless specifically authorized to do so.
- Must respect and give right of way to vehicle traffic during move-in and move-out activity.
- Make every effort to keep aisles clear and clean of debris at all times during the show.
- Report any accident or incident to the Show Organizer when it occurs.
- Comply with all safety rules while working in or accessing any common areas.

<sup>1</sup> Canadian Association of Exposition Management (2011). Health and Safety Law and Risk Management for the Exposition Industry in Canada. Toronto: Canadian Association of Exposition Management, 50-51

## Exhibitor rules & regulations

### PAYMENT OF ACCOUNT

Show Management reserves the right to refuse entry into the Show to any Exhibitor whose account has not been paid in full.

### EXHIBITOR REGISTRATION AND NAME BADGES

All exhibit staff must wear a name badge in order to gain access to the Exhibit Hall.

Please register all of your booth staff using the **Exhibitor Badge Registration Link** that is sent directly to the logistical contact filled out on the Exhibit Space Contract.

You will be able to add or modify exhibitor badge entries at any time online up until **Friday, September 22 at 4:00pm**.

Exhibitor badges **will not** be mailed to you in advance. All booth staff badges may be picked up on **Saturday September 23 beginning at noon** at the registration desk in the Main Entrance Lobby of the Toronto Convention Centre.

### TEMPORARY HELP AND ACCESS TO EXHIBIT HALL

It is the Exhibitor's responsibility to register the names of models or other temporary help for the Trade Show. **Please provide these individuals with the correct name of the company, booth location, and name of your appropriate company contact at the booth. These individuals cannot be registered as Exhibitor personnel or gain access to the Exhibit Hall without this information.** Only qualified Exhibitor personnel or temporary help in their direct employ will be issued name badges and allowed access to the Exhibit Hall.

### LEAD RETRIEVAL

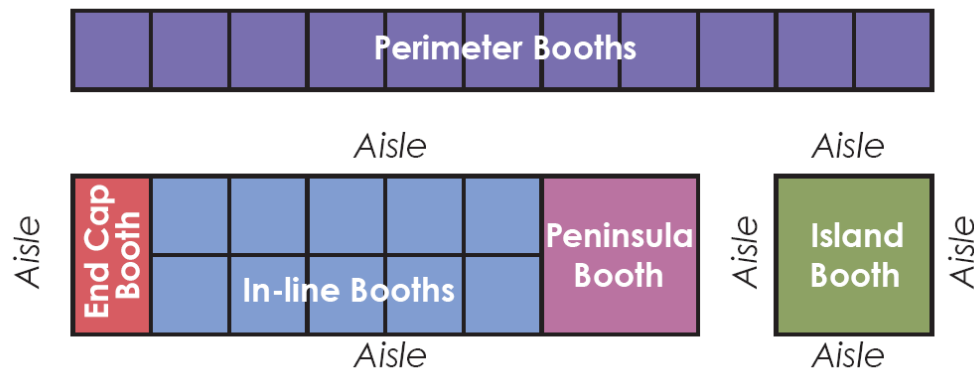
We strongly recommend that you order lead retrieval services as part of an effective lead retrieval strategy. To order your [Lead Retrieval Scanner](#) from Conexsys, please ensure that you complete and return the order form by **Sept 14, 2018**.



## EXHIBIT REGULATIONS

The Canadian Coffee & Tea Show follows the display rules and regulations that have been established in accordance with guidelines set forth by the International Association of Exhibitions and Events (IAEE). These guidelines for display rules and regulations were established to promote continuity and consistency among North American exhibitions.

### TYPES OF BOOTH CONFIGURATIONS:

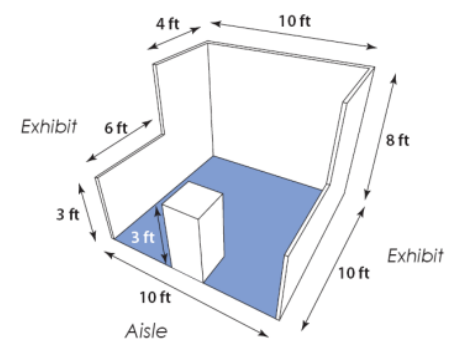


### PREFABRICATED BOOTHS

Exhibitors planning to use a prefabricated display must ensure that an allowance of one inch (1") is made on each side of the display to allow for thickness of support poles for standard dividers (e.g. lengths must not exceed 9ft 10 inches, 19ft 10 inches, etc.).

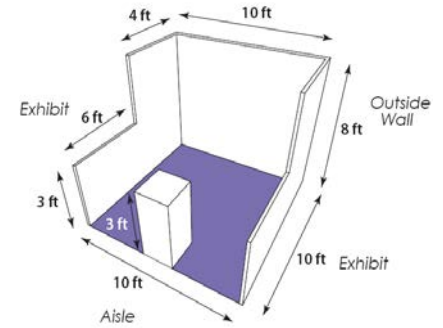
#### (i) In-Line booths:

- ✓ Have only one side exposed to an aisle
- ✓ Generally arranged in a series along a straight line
- ✓ Most commonly 10ft wide x 10ft deep, but any multiple of 10ft (10' x 20', 10' x 30', etc.)
- ✓ Backwall and its contents **must not exceed 8ft**
- ✓ Sidewalls may be up to 8ft high, but only as far as 4ft from the back wall – after which they must step down to 3ft high
- ✓ **Suspended signs are NOT permitted** with this type of booth configuration



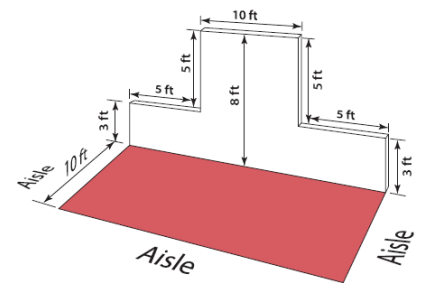
(ii) Perimeter booths:

- ✓ An in-line booth backs onto an outside wall of the exhibit facility rather than onto another exhibit
- ✓ All guidelines for single/double in-line booths apply
- ✓ In special circumstances show management may permit perimeter exhibitors to have a **backwall of UP TO 10FT** (Please call show management by **August 21** for approval)
- ✓ **Note:** booth drape will only be set to 8ft
- ✓ **Suspended signs are NOT permitted** with this type of booth configuration



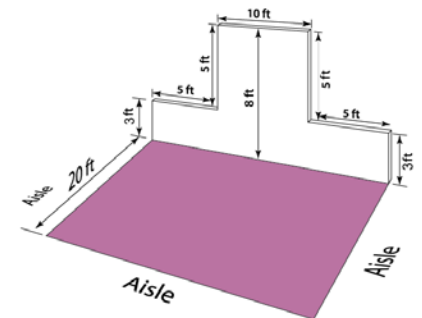
(iii) End-cap booths:

- ✓ Have aisles on 3 sides backing onto an exhibit
- ✓ Are generally 10ft deep x 20ft wide
- ✓ The back wall is restricted to 3 ft high within 5ft of each aisle
- ✓ Maximum allowable height of the **backwall is 8ft**
- ✓ **Suspended signs are NOT permitted** with this type of booth configuration



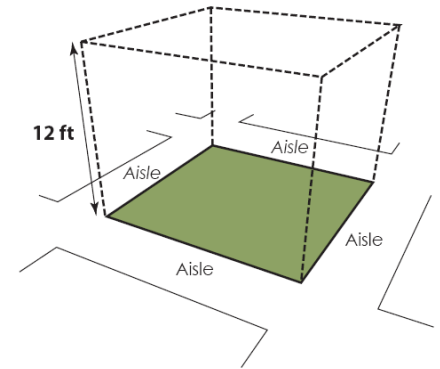
(iv) Peninsula booths:

- ✓ Have aisles on 3 sides backing onto an exhibit
- ✓ Are at least 20ft deep
- ✓ The back wall is restricted to 3 ft high within 5ft of each aisle
- ✓ Maximum allowable height of the **backwall is 8ft**
- ✓ Suspended signs are permitted over peninsula booths that are 20ft x 20ft or larger
- ✓ **Note:** signs must be hung so that the **bottom of the sign is 12ft** from the ground, and the top no higher than 14ft



(v) Island booths:

- ✓ Any size booth exposed to aisles on all four sides
- ✓ Typically 20ft x 20ft or larger
- ✓ Maximum allowable height of **backwall is 12ft** and may be put on any side of the exhibit
- ✓ Suspended signs are permitted over island booths that are 20ft x 20ft or larger
- ✓ **Note:** signs must be hung so that the **bottom of the sign is 12ft** from the ground, and the top no higher than 14ft



## **STANDARDS OF APPEARANCE**

All sides and surfaces of exhibit displays(booth and signs), which are exposed to view, must be properly finished and decorated to present an attractive appearance when viewed from aisles or adjoining exhibits, and must not be objectionable to other exhibits or to Show Management. Show Management may install drape and charge it to the exhibitor if the exhibit display is not properly finished.

All exhibits are **required** to have carpeting or equivalent flooring (e.g. tile, hardwood, laminate, etc.) completely covering the visible floor in your exhibit space.

### **Please note the following show colours:**

The drape colour for the show will be **BLACK**. All aisle carpeting will be **BLACK**.

## **SIGNS AND BANNERS**

All signs, banners and other display materials must be properly affixed to the exhibit or be self-supporting from the floor within the height restrictions outlined in this manual.

If you require special rigging of signs and/or banners you must order this service through Showtech Power & Lighting (please refer to the [Sign/Banner Hanging Order Form](#)).

## **RULES OF CONDUCT**

Show Management retains full authority in the interpretation and enforcement of all rules and regulations governing Exhibitors. These regulations may be amended at any time, upon written notice by Show Management, to Exhibitors who may be affected by these amendments. Show Management reserves the right, even after an application to exhibit has been approved, to restrict and/or to dismiss any exhibit, which is deemed to be undesirable or objectionable.

Exhibitors who fail to abide by the rules and regulations or who, in the judgment of Show Management, conduct themselves in an unethical manner will be dismissed from the convention without refund.

**Note:** The entire display, including all equipment, must be within the confines of the contracted booth space.

Per the terms of the contract, Show Management has the right to exchange booth space location at any time.

## **SHOW POLICY REGARDING PERSONS UNDER THE AGE OF 16**

No persons **under the age of 16** shall be permitted in the exhibit hall or loading dock area during the move-in, show days or move-out days.

## **ANIMALS**

With the exception of certified service animals, animals are not permitted without prior written approval from The Toronto Congress Centre. Please fill out and return the [Live Animal Agreement & Waiver](#).

## **CARE OF FACILITY PROPERTY**

- (i) No signs, posters or other items are to be fastened to facility property by any means.
- (ii) Painting, nailing, bolting, drilling, clamping, taping or use of adhesives on floors, walls, ceilings, fixtures or any part of the facility is not permitted.
- (iii) Exhibitors wishing to lay any floor covering must use adhesive tape that is removable without causing damage to the building finishes. Some acceptable floor adhesives are #618 Suretape (cloth duct tape), Doublestick V (2-sided tape) and #174 high-adhesion double-faced tape.
- (iv) Damage caused by failure to observe these rules will be paid for by the Exhibitor.

## **MOTORIZED EQUIPMENT/MECHANICAL CONVEYANCES**

Mechanical conveyances such as electric carts, scooters or bicycles will not be permitted in the aisles during show hours. The only exception to this rule will be in the case of persons requiring the use of non-motorized and motorized wheelchairs while visiting the show.

## **SAFETY MEASURES**

Exhibitors who are showing equipment in a moving and operating condition are required to provide every possible precaution for the safety of show visitors, their own operators, and exhibit personnel.

## **ELECTRICAL EQUIPMENT AND CONNECTIONS**

The Electrical Safety Code, Ontario Regulation 180/84 requires that all electrical equipment is approved before it may lawfully be advertised, displayed, offered for sale, or sold, or otherwise disposed of or used in the Province of Ontario. Appropriate approval markings (CSA monogram or label) must appear on each device. If the CSA markings are missing, the device will be considered unapproved and subject to inspection and/or removal from the premises.

It is the responsibility of each Exhibitor to ensure that all electrical equipment in, on or about their booth complies with the above Regulations; this includes electrical merchandise as well as lighting and display equipment. If you wish to display, offer for sale, or use any electrical equipment that is not certified by the CSA, you must complete and submit an [application](#) to the Electrical safety Authority. To download the application form click the link above or go to:

[http://www.esasafe.com/pdf/Electrical\\_Product\\_Safety/Application\\_for\\_Permission\\_to\\_Show\\_Energize.pdf](http://www.esasafe.com/pdf/Electrical_Product_Safety/Application_for_Permission_to_Show_Energize.pdf)

## **DEMONSTRATIONS/PRESENTATIONS**

- (i) All interviews, demonstrations, or distribution of literature must take place within the booth space assigned to the individual Exhibitors, and must not interfere with normal aisle traffic.
- (ii) Exhibitors should allow sufficient space within the booth area to absorb the majority of the anticipated crowd during demonstrations/presentations.
- (iii) Exhibitors, whose demonstrations/presentations cause spectators to interfere with normal aisle traffic, or unduly overflow into the display area of neighbouring exhibits, may be asked to limit or eliminate their presentations.

## **FOOD/BEVERAGE SAMPLING**

The Toronto Congress Centre has strict regulations pertaining to food sampling & serving size. All exhibitors who plan on sampling food and/or beverage products at their booth must read, complete and submit the [Food Sample Form](#) to the Toronto Congress Centre.

Please visit the Region of Peel Health Department at <http://www.peelregion.ca/health/enviroNew/food/events.htm> for food handling and/or preparation guidelines. Any violations of the health code may result in the immediate termination of food services by Region of Peel. Please complete and submit all necessary Peel Public Health forms for the public distribution of Food & Beverage.

## **CONTEST RULES**

Competition and like promotions conducted by exhibitors in conjunction with their displays shall be of a clear cut nature, and free of any obligation to the winner. The award or awards, and the terms of same, must be clearly stated on the entry/ballot form. Awards which are conditional upon the placing of an order, or which represent a credit to be applied as part of payment of an order, are not permissible.

The following conditions must be clearly stated on the ballots:

- (i) Appropriate retail value of prize
- (ii) No purchase necessary
- (iii) Not redeemable for cash
- (iv) Delivery/installation included/not included
- (v) Consent from the customer to be contacted for promotional purposes

Show management reserves the right to terminate any contest, by removing ballots and ballot boxes from the booth, if it does not comply with the above.

## **Sales taxes**

The current Goods and Service Tax (GST) of 5% applies to all orders for Canadian based shows (there are no out-of-country exemptions). The current Provincial Sales Tax (PST) or Harmonized Sales Tax (HST) will

apply to the Province where you are exhibiting. The only exception to this is for Alberta where only GST (5%) applies.

### **SOLICITING & SELLING**

- (i) Exhibitors distributing promotional material or soliciting business must do so in the confines of their exhibit space. Such activities are not permitted in the aisles, registration areas, hallways or other exhibits.
- (ii) The building owners warn that Exhibitors handing out adhesive backed promotional material will be charged for removal of this material from the walls and floors of the building.
- (iii) Only participating Exhibitors have the right to promote or sell goods or services in this show.
- (iv) Non-exhibiting parties who attempt to make sale solicitations, without expressed written permission of Show Management, will be permanently removed from the show area.

It is the responsibility of exhibitors to ensure compliance with the *Criminal Code of Canada*, and any customs requirements.

### **PROMOTIONAL INFORMATION**

Exhibitors are responsible for ensuring that all promotional and product or service-related information intended for distribution to delegates during the Trade Show is factually accurate, and is professionally tasteful in its presentation. Promotional and educational materials available from an Exhibitor's display must not present information or claims that are at variance with those contained in the appropriate product monograph.

### **PRODUCT DONATIONS**

Show management has made arrangements to donate any leftover food and/or beverage products to a local food bank called Second Harvest (visit <http://www.secondharvest.ca/> to learn more about the organization). Should you have leftover product that you would like to donate please visit the show office and obtain "Donation" stickers for your materials.

**All materials left on the show floor on Sep24 after 7:00pm bearing the "Donation" sticker will be donated.**

### **OCCUPATIONAL HEALTH & SAFETY ACT**

In accordance with the Occupational Health & Safety Act (OHSA) you are required to review your health & safety obligations as an exhibitor. Use the following link for more information:

<http://www.labour.gov.on.ca/english/hs/> and be sure to read the [HEALTH & SAFETY BEST PRACTICE GUIDELINES FOR THE EXPOSITION INDUSTRY IN CANADA](#) document in this manual.

## **EXHIBITOR UNLOADING**

If an exhibitor representative is not present when their shipment arrives at the site, it will be automatically unloaded by Lange Transportation and delivered to the booth location marked on the shipment.

## **EMPTY CONTAINER STORAGE**

Storage labels will be provided by the official material handling company and may be picked up during show move-in at the material handling show office. The exhibitor is responsible for clearly marking the exhibiting company name and booth number on these labels and placing them on all empty containers that they would like stored during the show.

## **PROHIBITED ACTIVITIES – PHOTOGRAPHY/VIDEOGRAPHY & TRESSPASSING**

- (i) No exhibit booth may be photographed or videotaped except with the permission of the legitimate occupants of that booth. This restriction also applies to members of the media.
- (ii) Individuals who are seen photographing or videoing another exhibit WITHOUT prior permission will have their camera confiscated and may be asked to leave the show.

Exhibitors wishing to enter another Exhibitor's area may only do so if invited.

## **NOISE, LIGHT AND ODOUR RESTRICTIONS**

Noise must not interfere with the rights and privileges of other Exhibitors. Exhibitors may not operate sound amplifying devices that projects sound above a normal conversational level. Exhibitors may not operate display lighting, or odour-generating devices or activities that interfere with the rights and privileges of other Exhibitors. Show Management reserves the right to exercise its own judgment in responding to Exhibitor complaints in this regard.

## **SECURITY IN THE EXHIBIT HALL**

**SHOW MANAGEMENT STRONGLY ADVISES YOU NOT TO LEAVE YOUR VALUABLES UNATTENDED AT ANY TIME DURING MOVE-IN/SET-UP OR MOVE-OUT/TEAR DOWN.**

Show Management cannot guarantee against loss or damage of any kind, but will endeavour to protect Exhibitors by providing general security.

Each Exhibitor is solely responsible for their exhibit property and should insure these exhibit materials against loss or damage during the event. Please put all small valuable items out of sight each night. All Exhibitor Property is understood to remain within the Exhibitor's care, custody and control in transit to or from or within the Exhibit Hall. Should you require additional security for your materials/exhibit, please contact Show Management for assistance (647.557.5079). You may also order a [Security Cage](#) from Lange Transportation in ADVANCE.



## **MATERIAL REMOVAL**

No dismantling or removal of exhibits or exhibit material is permitted before the close of the show. No crates will be removed from the storage area and delivered to the booths until after the aisle carpet has been removed.

## **GENERAL LIABILITY**

Show Management acts for the Exhibitors and their representatives in the capacity of an agent, not as a principal. EnsembleIQ assumes no liability for any act or omission with this agency.

Exhibitors and their representatives hereby agree to indemnify and hold harmless EnsembleIQ and The Toronto Congress Centre, the employees thereof and their representatives and agents, against any and all claims for loss, damage, theft or injury. Indemnification includes the period of storage prior to and immediately following the Trade Show. The Exhibitor, on signing the contract, releases the foregoing from any and all claims for loss, theft, damage or injury.

No exhibitor shall be permitted to set-up in the hall unless their booth space is **paid for in full**, or if Exhibitors have made arrangements satisfactory to Show Management for the payment of their exhibit space.

Before any exhibit or portion thereof, leaves the hall, Exhibitors must make arrangements satisfactory to Show Management, The Toronto Congress Centre and the show's official suppliers, for the payment of any charges incurred by the Exhibitor in connection with representing their exhibits.

## **INSURANCE**

Exhibitors must carry their own fire, theft, or other insurance.

Please refer to the [Liability Insurance](#) section of this manual for detailed information.

## **FIRE REGULATIONS**

The Toronto Congress Centre has strict fire safety requirements. The Exhibitor assumes responsibility for compliance with municipal and provincial regulations concerning fire, safety and health. All exhibit equipment and materials must be protected by safety guards and devices where appropriate. All display material must be flame proofed and subject to inspection by The Toronto Congress Centre. No flammable liquids or substances of any kind may be used, stored or displayed in the Exhibit Hall. Aisles and exits must be kept clear at all times. All fire hose cabinets must be left accessible and in clear view at all times. Combustible decorations such as crepe paper, foam, tissue paper, cardboard and corrugated paper are prohibited. All packing containers, excelsior and wrapping paper are to be removed from the floor and must not be stored under tables or behind displays.

Please see the [TCC's Fire Regulations](#) in this manual for detailed information regarding fire safety at The Toronto Congress Centre.

## **SHOW TRADEMARKS**

The names and logotypes of **The Canadian Coffee & Tea Show** are proprietary trademarks for the exclusive use of EnsembleIQ and may not be printed, used or displayed for any purpose without the express written permission of EnsembleIQ. Such permission will not be granted for purely promotional purposes, or in any way that would imply endorsement of a particular company, product, service or activity.

## **Liability insurance**

### **IMPORTANT- PLEASE TAKE CARE OF IMMEDIATELY!**

As an Exhibitor participating in a show, you are required to hold adequate Liability Insurance with a **minimum \$2,000,000** limit to protect the Exhibitors, the attending public, the show organizer and yourself. Our insurance policy does not extend coverage to any exhibits and requires you to submit a Certificate of Insurance upon receipt of the exhibitor's manual.

There are two (2) ways to arrange the required insurance:

#### **OPTION #1: SINGLE EVENT INSURANCE**

EnsembleIQ has appointed Brokers Trust Insurance Group Inc as the recommended insurance contractor for exhibitors. Order directly online at [www.exhibitorinsurance.com](http://www.exhibitorinsurance.com)

#### **OPTION #2: YOUR OWN INSURANCE**

Request a Certificate of Insurance from your own insurance company.

#### **The certificate MUST include the following requirements:**

(Please provide this list to your insurance company)

- **Additional named insured:**
  - EnsembleIQ, 20 Eglinton Ave. W, Suite 1800 Toronto ON, M4R 1K8
  - The Toronto Congress Centre, 650 Dixon Rd, Toronto ON, M9W 1J1
- **Name of the Show:** The Canadian Coffee & Tea Show 2018
- **Dates of the show:** September 22-24, 2018 (includes move-in and move-out dates)
- **Comprehensive General Liability:** \$2,000,000
- Bodily Injury and Property Damage Liability subject to a maximum \$1,000 Deductible.
- Products and Completed Operations Liability
- Contingent Employers Liability
- Broad form Property Damage
- Cross Liability clause
- Severability of Interest Clause
- A rider covering the shipment of materials from the shipping origin to the exhibition, during the show, and from the exhibition back to the origin

*Your understanding and compliance with this requirement is greatly appreciated and we thank you for your effort in ensuring the wellbeing of everyone.*

*Have a prosperous and safe show.*

Show Management shall take responsible precautions to prevent losses and to protect the interests of all Exhibitors. However, under no circumstances will EnsembleIQ, The Toronto Congress Centre and the show's appointed suppliers/contractors accept responsibility for injury to persons, loss of/damage to products, exhibits, equipment or decoration, by fire, accident, theft, or any other causes while in the building. Exhibitors, or their agents, must provide adequate insurance for their own personnel, exhibits and materials against all such hazards.

All Exhibitor-appointed suppliers, other than official show suppliers appointed by Show Management, **must have general liability insurance providing coverage of at least \$2,000,000** inclusive for bodily injury/death and property damages for each occurrence and all risks in a form acceptable to Show Management.

- (i) Exhibitor-appointed contractors must also have Workers' Compensation Insurance, including employee's liability coverage.
- (ii) EnsembleIQ and The Toronto Congress Centre are to be cross insured on the supplier's insurance for its operations and services provided for The Canadian Coffee & Tea Show. Evidence of supplier insurance must be available upon request by Show Management. It is the responsibility of the Exhibitor to ensure that this is readily available at the Show.

## **Fire regulations at The Toronto Congress Centre**

- Aisles between display booths must be a minimum of 8 feet.
- All involved parties with any show exhibit must comply with Federal, Provincial and Municipal building and fire codes.
- All fire & emergency equipment located within the building may not be hidden/obstructed in any way. Emergency exits and aisles must be kept clear and unobstructed. Vehicles parked on fire routes will be removed at the owner's expense.
- All electrical equipment must be CSA or UL approved.
- Draping, table covering, booth partitioning and carpeting used in a show must be flame-retardant material. All material is subject to inspection and flame-testing at any time by the Fire Department and/or the Director of Fire Safety.
- Plastic fabrics & other materials that are not fire-retardant are prohibited from being used at TCC.
- The licensee shall assume full responsibility in advising and enforcing all fire regulations with exhibitors.
- Boxes, packaging and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings, or transformers.
- Any equipment that uses open flame as part of an exhibit must be approved in writing by TCC.

- Storage safety is the responsibility of the Licensee. Storage piles shall not exceed 12 ft. in height.
- When the fire alarm sounds, all maglocks will deactivate. They will be reactivated once the alarm is cleared and the fire panels have been reset.